



Vice-Chancellor: Professor John Last

STUDENT REGULATIONS AND PROCEDURES 2016-17

Academic Year 2016-17

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SECTION 1 INTRODUCTION

1.1 Introduction

- 1.1.1 Norwich University of the Arts is a specialist Higher Education Institution offering undergraduate and postgraduate awards.

1.2 Vision and Core Values

1.2.1 Vision

To be the best specialist University for Arts, Design and Media study in Europe, producing graduates of the highest quality.

1.2.2 Core Values

The University is committed to:

1. Achieving excellence in learning, teaching and the wider student experience, to give our students the best possible preparation for their future lives and careers
2. The continuous development of our curriculum and our academic portfolio, to meet the changing needs of students, the creative and cultural sectors, and society
3. Research, consultancy and other forms of professional and business engagement, to promote innovation, enterprise and the development of knowledge and skills
4. The development of our staff, estate and physical resources, as the bedrock of a professional and supportive academic community, and with equality, diversity and environmental sustainability to the fore
5. Growth and development of the University, to build the organisation's long-term sustainability and strengthen our impact.

1.3 The Regulations and Procedures

- 1.3.1 The Regulations and Procedures in this document are as amended and updated in May 2016 and approved at that time by the Senate of Norwich University of the Arts. The Senate reserves the right of interpretation of the Regulations and Procedures; all other documentation must accord with these Regulations and Procedures.

1.4 The Education Reform Acts 1988 and 1992

- 1.4.1 The Education Reform Acts of 1988 and 1992 have clarified roles and responsibilities for strategic planning and for the delegation of local

management of HE/FE institutions. Norwich University of the Arts Regulations and Procedures are in accordance with these Acts.

1.5 Equality and Diversity Policy Statement

- 1.5.1 Norwich University of the Arts is committed to an approach to Equality and Diversity, which encourages, supports and values diversity. The University will actively work towards offering equality of opportunity to all students and staff regardless of age, race, disability, gender reassignment, marriage and civil partnership status, pregnancy and maternity, sex, sexual orientation and religion or belief.

SECTION 2 UNIVERSITY GENERAL REGULATIONS AND PROCEDURES

2.1 Norwich University of the Arts

2.1.1 The term 'University' is used throughout these regulations; this refers to Norwich University of the Arts and any subsidiary company.

2.2 General Statement

2.2.1 The General Regulations for Students apply to all students enrolled on any programme or course offered by the University. It is a condition of enrolment on a programme or course that students accept these regulations.

2.3 Student Agreement

2.3.1 The *Student Agreement* identifies the responsibilities of the University and the responsibilities of the learner. The *Agreement* can be found on the intranet.

2.4 University delivery of courses and facilities

2.4.1 The University reserves the right to make changes to the content or delivery of courses or the facilities and resources which support them:

- (i) where changes are identified through the University's normal quality enhancement processes to improve the student experience;
- (ii) where changes are required by a Professional, Statutory or Regulatory Body (PSRB) and where such changes are required to maintain the validation of the relevant course;
- (ii) in circumstances outside the University's control.

2.5 Admission to a course or unit

2.5.1 Student admission to any programme, course or unit is at the discretion of the Vice-Chancellor, or a person delegated to act on their behalf.

2.6 Suspension

2.6.1 The University can require students to leave or be suspended from programmes, courses, or classes owing to unsatisfactory academic progress or any other matter which may prejudice the student, other students, University personnel or premises. Suspension of students for any of these reasons is at the discretion of the Vice-Chancellor, or a person delegated to act on their behalf.

2.6.2 The University can require students to leave or be suspended from programmes, courses or classes on disciplinary grounds where the matter may prejudice the student, other students, University personnel, University visitors, University premises or members of the community. The University regards the following as disciplinary matters:

- (i) Antisocial behaviour including incidents or behaviour which disturb or are regarded as unreasonable by others or involving physical and/or verbal abuse, intimidating or threatening behaviour, physical injury and other manifestations of angry behaviour;
- (ii) Where the conduct or work of the student causes offence;
- (iii) Academic Misconduct including plagiarism, cheating and collusion;
- (iv) Damage to University property;
- (v) Criminal activity which takes place on any of the University premises;
- (vi) Fraud, deceit, deception or dishonesty in relation to being a student of the University;
- (vii) Behaviour which is deemed to be against the University's Equality and Diversity Policy;
- (viii) Breaches of University policies and regulations including Health and Safety, Equality and Diversity and Data Protection.

Where the University is alerted to such incidents or any other disciplinary matter an informal investigation will be undertaken in the first instance. Where it is necessary to invoke the formal procedure, the matter will be dealt with through the University's Student Disciplinary Procedure ([see section 6: Student Disciplinary Procedure](#)).

2.6.3 For students in University accommodation, the University can require students to leave or be suspended from the accommodation, where a student is found to have breached the terms and conditions of their Licence Agreement. For the purposes of suspension from University accommodation, the Academic Registrar shall have delegated authority to act on behalf of the Vice-Chancellor with the proviso that the decision is referred to the Vice-Chancellor for review after 10 working days.

2.7 Equality and Diversity

2.7.1 Norwich University of the Arts is committed to creating an inclusive and supportive learning and working environment based on mutual respect and trust. As an education provider, the University has general and specific legal obligations to promote equality and enable students to benefit from higher education, irrespective of the characteristics which may define their identity.

2.7.2 The University's Single Equality Scheme (SES) outlines the strategy for achieving our general objectives for advancing equality and our specific objectives relating to each of the protected characteristics: age, disability, gender reassignment, marriage or civil partnership, maternity and pregnancy, race, religion or belief (including lack of belief), and sex and sexual orientation. The expectations of students are set out in the Student Agreement.

2.7.3 Students who believe that they may be the subject of discrimination should raise their concerns with a member of staff, or refer to the University's Student Complaints Procedure.

2.7.4 Students whose behaviour conflicts with the University's Single Equality Scheme will be subject to report to the Vice-Chancellor and investigation as set out in [2.6.2](#) above.

2.8 Fees payment and debts

2.8.1 Students are personally liable for all fees due to the University until such a time as they produce documentary evidence proving otherwise. In the absence of such evidence, the student remains liable for all fees and will be expected to make payment of them when they become due or, alternatively, to enter into a payment agreement with the University – for further details please refer to the University's *Student Tuition Fees Payment Policy*.

2.8.2 Students must ensure that all debts (including course consumables, rent, course dues, library fines, etc) owed to the University are paid, and that all University books and equipment are returned before the final Course Assessment Board meeting. **Students are required to comply with the *Student Tuition Fees Payment Policy* relevant to their level of study. The Policies are available on the University intranet or from the Finance Office.**

2.8.3 The University will take action against students with tuition fee debts or other outstanding amounts in line with the University's *Student Tuition Fees Payment Policies* for 2016-17. The University may not allow students with outstanding tuition fee debts and/or library fines to attend graduation.

2.9 Copyright

2.9.1 The student owns the copyright on any work made while they are enrolled as a student at the University. This ownership lasts for 70 years after the artist's death. From time to time the University will ask for students' co-operation in the use of their work for marketing and publicity. Students are asked to be aware of the copyright restrictions on any type of creative work and to respect the rights of artists and designers who have created the work. This includes the use or re-use of computer generated images or computer software. The Computer Misuse Act 1990 made copying of computer programmes illegal and the copier liable to prosecution. Students must not copy software from any of the University's computers.

2.10 Absence from the course

2.10.1 Students must apply in writing to the University for permission to arrive late or to leave early on a regular basis, for any reason, or for special leave of absence (see [4.48: Intermision](#)).

2.10.2 Where students are prevented from attendance through illness or any other reason the Student Enquiries Office must be notified on the first day of absence from a timetabled teaching session. Please see [section 5: Student Attendance Policy](#).

2.10.3 Students suffering from, or in contact with, an infectious disease should notify the Student Enquiries Office, preferably in writing, within 24 hours of diagnosis. Attendance should not be resumed without a doctor's certificate of clearance.

2.11 Use of University address

2.11.1 Students may not use the University address for correspondence, delivery of goods or to receive telephone calls without the prior approval of their Course Leader. Approval will only be granted in the case of emergency or when the correspondence, delivery or telephone calls are required by their course.

2.12 University resources and equipment

2.12.1 Students are required to abide by the relevant rules and regulations when using University resources (eg workshop equipment, IT facilities, the Library etc).

2.12.2 No equipment belonging to the University may be taken from the premises without the prior written permission of the relevant Workshop Manager or, in the case of equipment belonging to a course, the Course Leader. Students borrowing equipment from the Media Resource Centre (MRC) must comply with the induction requirements, maximum loan periods and insurance requirements as published by the MRC at the time of the loan.

2.12.3 Agreed procedures for the booking in and out of equipment must be followed at all times. Students who are permitted to borrow equipment will be expected to exercise the utmost care and will be responsible for the return of equipment in good order. Equipment will be checked for damage before it is loaned to students and again on its return.

2.12.4 Students are not permitted to use specialist facilities and equipment until they have satisfactorily undertaken the appropriate workshop induction.

2.12.5 Equipment borrowed by students is the responsibility of the student requesting the loan. Students will be held responsible for any damage they cause to the fabric, equipment or property of the University and will be liable to be charged with the repair or replacement costs arising therefrom. Students who wish to loan high value equipment (over £600 in value) will be required to include the equipment on an appropriate insurance policy.

2.12.6 Students have a duty to protect themselves and others who may be affected by their acts. They must not misuse any equipment provided for the purpose of health and safety and are responsible for reporting health and safety hazards.

2.13 Use of personal motor vehicles

- 2.13.1 Students, who use their own motor vehicles for any activity which forms part of the University curriculum, including the carrying of other students as passengers, do so at their own risk and are not covered by the University's insurance.

2.14 General healthcare

- 2.14.1 Students are required to register with a local doctor or medical practitioner for the duration of their study.

2.15 Change of address or contact telephone number

- 2.15.1 Students must immediately notify the Academic Registry and Finance of any change of address or contact telephone number as soon as the change becomes effective.

2.16 Change of name

- 2.16.1 Students must immediately notify the Academic Registry and Finance of any name change and provide documentary evidence as soon as the change comes into effect.

2.17 Gender reassignment

- 2.17.1 Students who intend to undergo, are undergoing, or who have undergone gender reassignment may contact the University to request that the personal details held on their student record are amended to reflect the reassignment.

2.18 Change to immigration status

- 2.18.1 Students must immediately notify the Academic Registry of any change to their immigration status, including any change to personal circumstances which may affect the right to remain in the UK, or any change which may alter the terms of any Visa granted in respect of their study.

2.19 Email correspondence to students

- 2.19.1 All students are provided with an individual University email address. Students must use this email account during their study. The main form of correspondence from the University to students will be via email to students' University email addresses.
- 2.19.2 The University may use other methods of correspondence including written correspondence to term-time addresses.

2.19.3 Students must ensure that they regularly check University emails and that they are in a position to respond to any requests or instructions within 48 hours.

2.20 Smoking Policy

2.20.1 Smoking in any form, including the use of e-cigarettes, is not permitted in any University building. The ban on smoking is extended to include the areas immediately outside all buildings and windows within 2 metres of University property, where tobacco smoke could cause a nuisance to occupants.

2.20.2 Smoking is not permitted anywhere within Guntons Yard and in University vehicles (owned, hired or leased).

2.20.3 University buildings include any building wholly owned, leased or otherwise used by the University in the delivery of its courses and University managed accommodation (Beechcroft, Harvard Court and All Saints Green).

2.20.4 The University's Smoking Policy applies to all University students, staff and visitors, contractors and sub-contractors.

2.21 Alcohol and Drugs

2.21.1 Any student under the undue influence of alcohol or in possession of, or under the influence of, illegal drugs will be asked to leave the premises immediately. Such behaviour may jeopardise their place at the University and they will be liable for formal report.

2.22 Criminal offences

2.22.1 Any student convicted of a criminal offence involving a court hearing must provide immediate details to the Vice-Chancellor.

2.23 Children and Young People under 18

2.23.1 Students are not permitted to bring children onto University premises during the normal course of their study. Any exception to this regulation must be approved by the Dean of Faculty and Academic Registrar in advance. This regulation does not apply to public events including the end of year shows. Any children on University premises must be accompanied by a parent or guardian at all times. Further information and guidance is published on the intranet.

2.23.2 Students wishing to include under-18 persons as participants in a course-related activity must seek prior approval from the Academic Registrar. The procedure for obtaining approval is published on the University intranet.

2.24 Animals

- 2.24.1 Students are not permitted to bring animals onto the premises at any time other than guide dogs to assist students who are blind or who have a hearing impairment.

2.25 Appeals and Complaints

- 2.25.1 The University's procedures for Appeals and Complaints shall be followed if a student wishes to make a complaint about an academic or non-academic matter, or to appeal against an assessment decision or termination of their course of study. NB Students should note that there is no provision for appeal against the academic judgement of assessors. For a definition of academic judgement, please see paragraph [7.2.3](#). Information on the Student Appeals Procedure and Student Complaints Procedure, please refer to Sections [7](#) and [8](#) respectively.

2.26 Working days

- 2.26.1 References in these regulations and procedures to 'working days' shall be taken to mean full working days. For example, a student who is notified on a Monday that he/she has ten working days in which to make an appeal, has until the end of the day on Monday two weeks afterwards by which to submit the appeal. Weekends (ie Saturdays and Sundays), Bank Holidays and University vacation times are all excluded from the count of working days unless noted otherwise.

SECTION 3 ADMISSIONS REGULATIONS AND PROCEDURES

3.1 Admission of students

- 3.1.1 The Academic Registry is responsible for the formal admissions and registrations of all students at Norwich University of the Arts. In consultation with the Strategic Management Group, the Academic Registry will formulate procedures for the admission and registration of students.
- 3.1.2 As an education provider, the University has general and specific legal requirements to promote equality and is committed to enabling individuals to benefit from higher education, irrespective of the characteristics which may define their identity. We are committed to focusing not just on equality of opportunity but also on equality of outcomes. The University welcomes students from diverse backgrounds and is committed to ensuring that its admissions procedures are accessible and fair to all applicants, irrespective of age, disability, gender reassignment, marriage or civil partnership, maternity and pregnancy, race, religion or belief (including lack of belief), sex and sexual orientation.
- 3.1.3 Students applying for full-time BA (Hons) degrees should apply through the Universities and Colleges Admissions Service (UCAS).
- 3.1.4 Applications for all postgraduate degrees (taught and research) are made direct to the University on the appropriate application form.
- 3.1.5 All applicants must comply with Academic Registry procedures for admission and must meet the entry requirements as published. The University reserves the right to withdraw the offer of a place of study where an applicant has made a false, misleading or fraudulent application.
- 3.1.6 In certain circumstances students may be accepted to study on a programme without the normal academic requirements, providing that the University is confident of the applicant's ability to complete the course. This will be determined at interview.
- 3.1.7 Each course has a clearly stated written policy on its procedures for interview and admissions and criteria for acceptance. These can be found in the prospectus, on the website and in the programme specifications for each course.
- 3.1.8 Admissions decisions are made by an admissions panel which involves the judgement of academic staff with relevant expertise.

3.2 Applicants with a disability

- 3.2.1 Students who declare a disability at point of admission will be interviewed and an admissions decision made based on the published criteria. For students who are offered a place, the specific additional support

requirements will be assessed by the University as a separate part of the admissions process.

3.2.2 The University encourages applicants to disclose information about a disability as early and as fully as possible as this will allow appropriate support to be discussed and arranged. Applicants who elect not to disclose a disability or who do not provide full information at point of application may experience delays in accessing an appropriate level of disability support.

3.2.3 In exceptional circumstances, where the University is unable to provide a sufficient level of reasonable adjustment to fully support an applicant with a disability, the University may withdraw an offer. A full explanation will be provided in these circumstances.

3.3 Applicants who declare a criminal conviction

3.3.1 All applicants are asked to declare a relevant criminal conviction that is not spent on their application form. The declaration of a criminal conviction does not mean that an application will be rejected, and the University will ensure that an applicant is not unreasonably denied an offer of an interview and/or place on the basis of a criminal conviction. The University will request relevant details from the applicant for consideration by a panel of senior staff members, who will assess the applicant's non-academic suitability. All correspondence shall be treated as confidential.

3.4 Entry requirements

3.4.1 The admission of students is based on the principle that there is a reasonable expectation that the student will be able to fulfil the objectives of the course of study and achieve the standard of the final award being aimed for.

3.4.2 Within the regulations of the University, the admission regulations for each course of study offered within undergraduate awards must describe the basis on which students will be admitted to the beginning or subsequent levels of the course of study by:

- (i) identifying the knowledge and skills required on admission and relating these to the taught content and objectives of the course;
- (ii) describing the ways in which these arrangements will accord with the requirements relating to the standard of the award;
- (iii) setting out the criteria and means by which the suitability of the student for admission may be judged.

3.4.3 Admission to Undergraduate Courses

3.4.3.1 The normal standard of entry to an award at BA (Hons) level is defined as:

“That expected of a student with prior knowledge and skills equivalent to passes at grades BBB at Advanced level (a minimum of 300 tariff points), including for the BA (Hons) in Architecture a grade C in GCSE Mathematics; and who has successfully completed a course of study suitable for the fulfilment of the general educational aims of the University; and who has demonstrated the capacity for sustained independent and high quality work.”

Courses will also place emphasis on applicants' portfolios.

- 3.4.3.2 The benchmark qualification for admission to a course of study is defined in terms of A Level passes or their equivalent.
- 3.4.3.3 The minimum attainment required for entry to Year 0 programmes leading to an award at BA (Hons) level is equivalent to passes at grade C in two subjects at Advanced level (a minimum of 200 tariff points).
- 3.4.3.4 The normal length of a BA (Hons) course is three full-time academic years. BA (Hons) courses with Year 0 will be four full-time academic years.
- 3.4.3.5 In certain circumstances, students may be accepted onto Year 2 or Year 3 of a course. For such entrants entry will be judged on the basis of academic achievement already attained and/or a portfolio of evidence, and accelerated study through the use of AP(E)L procedures is possible.
- 3.4.4 Admission to Postgraduate Taught Courses
- 3.4.4.1 The standard of entry to an award at Masters level is based on the principle that there is a reasonable expectation that the student will be able to fulfil the objectives of the course of study and achieve the standard of the final award being aimed for.
- 3.4.4.2 Application for a Master's degree is in two stages and includes:
- Submission of a completed application form, with examples of the applicant's work (printed, on slides, CD-Rom, DVD or other format agreed with the Head of Taught Postgraduate Awards) or written work;
 - Interview at the University (except in the case of overseas students who may be interviewed by telephone).
- 3.4.4.3 Applicants should normally have achieved a Bachelor degree with Second Class Honours (Upper) or above (or its equivalent) in a subject relevant to the named award.
- 3.4.4.4 The minimum standard of entry to an award at research level is a Second Class Honours (Upper) degree, although a Master's degree in an appropriate subject is considered to be valuable preparation for a research degree. The validating body for postgraduate research degrees at NUA is the University of the Arts London (UAL).

3.4.5 Admission to Postgraduate Research Degrees

3.4.5.1 Application for a research degree comprises the following stages:

- (i) An initial expression of interest submitted to NUA, including a brief outline of the planned area of research, reasons for study and relevant academic/professional background, to be considered by the NUA PGR Applications Panel;
- (ii) Submission to NUA of a Preliminary Application, to be considered by the NUA PGR Applications Panel;
- (iii) Interview at NUA;
- (iv) Consideration of the Preliminary Application by the NUA Research Degrees Committee.

3.4.5.2 Students who are successful in their application and enrol at NUA are required to develop a full proposal for submission to UAL's Research Degrees Sub-Committee so that their research degrees can be registered.

3.5 International qualifications

3.5.1 Candidates with international qualifications are required to have an English Language qualification unless English is their native tongue or unless they present satisfactory evidence of having been taught and examined in English. Overseas students will be required to hold an English Language qualification obtained from a Secure English Language Test provider from a centre approved by the UK Home Office.

The minimum language requirements are as follows*:

Degree	IELTS (Academic)
BA (Hons) MA	6.0
MPhil/Phd	7.0 (with 7.0 in Writing)

*Students with international qualifications who are able to demonstrate an appropriate level of English may be considered without an English Language qualification.

3.6 International students – visa requirements

3.6.1 Students from countries outside the United Kingdom or European Economic Area (EEA) will be required to obtain a Visa for the duration of their course under the UK Home Office Points Based System (PBS).

3.7 Alternative entry criteria

3.7.1 In certain circumstances students may be accepted without normal academic requirements and using Accreditation of Prior (and Experiential) Learning (AP(E)L) procedures, providing that the University is confident of the applicant's ability to complete the course. This will be determined at interview. See [3.11: Accreditation of Prior Learning \(APL\) Policy and Procedures](#).

3.8 Duration, modes of study and registration periods for full-time awards

3.8.1 All undergraduate courses are based on 33 weeks' attendance for Year 0 and Year 1 students including enrolment week and 32 weeks' attendance for Year 2 and Year 3 students.

3.8.2 All MA courses are based on 43 weeks' attendance.

3.8.3 The following table identifies the University's levels against those set out in the Framework for Higher Education Qualifications:

Higher Education qualifications	University	FHEQ level
Certificate of Higher Education (CertHE)	Year 1	4
Diploma of Higher Education (DipHE)	Year 2	5
Bachelor degree (Unclassified) Bachelor degree with honours (BA Hons)	Year 3	6
Research MPhil Taught MPhil Master's degree (MA) Postgraduate Certificate (PGCert)	MPhil MA PGCert	7
PhD/DPhil	PhD	8

See also [section 4.24: Levels and Years of Study](#).

3.8.4 The standard duration and maximum period of registration for full-time awards is as follows:

Type of course	Normal length of study	Maximum period of registration
BA (Hons)	3 full-time academic years	6 years
BA (Hons) with Year 0	4 full-time academic years	6 years
BA (Hons) Year 3 Top-up	1 academic year	2 years
Masters Degree	1 full-time academic year	2 years

Typical registration periods for research degrees (full-time)			
	Minimum	Normal	Maximum
MPhil	1 year 3 months	1 year 9 months	3 years
PhD	2 years	2 years 9 months	4 years

- 3.8.5 The minimum period of registration for all taught undergraduate and postgraduate programmes and awards is one academic year.
- 3.8.6 In exceptional circumstances a student may request, before the end of the maximum registration period for taught undergraduate and postgraduate awards, that it be extended for a period not exceeding twelve months and the Senate may grant such an extension on one occasion only.
- 3.8.7 All students undertaking a taught undergraduate or postgraduate course of study shall be registered for the named final award to which their course of study leads. Postgraduate research students are registered initially for an unspecified research degree. Following a probationary period, students apply to confirm the degree (MPhil or PhD) for which they wish to be examined. The formal period of registration commences after completion of the confirmation process.

3.9 Duration, modes of study and registration periods for part-time awards

- 3.9.1 The standard duration for part-time awards is as follows:

Type of course	Normal length of study	Maximum period of registration
PGCert	1 year	2 years
Masters Degree	2 academic years	4 years

Typical registration periods for research degrees (part-time)			
	Minimum	Normal	Maximum
MPhil	2 years	3 years	6 years
PhD	3 years	5 years	8 years

- 3.9.2 At postgraduate level, MA students are expected to achieve 90 credits per academic year to complete their course of study in two academic years. Postgraduate Certificate students are expected to achieve 60 credits and complete their course of study in one academic year.
- 3.9.3 The tuition fee for all part-time students will be advertised.
- 3.9.4 Taught postgraduate students may transfer between full- and part-time modes (or vice versa). This will normally take place at the end of a level of

study. Such transfers must be negotiated with the Head of Taught Postgraduate Awards and the Academic Registry and approved by the Dean of Faculty. Students who transfer from full to part-time mode (or vice versa) will be subject to an adjustment in tuition fees. The University of the Arts London is responsible for considering applications from postgraduate research degree students who wish to change their mode of study.

- 3.9.5 The University will operate a single system of assessment and award boards rather than one each for full- and part-time students.
- 3.9.6 The University recognises that part-time study may not be possible in some disciplines because of their particular characteristics.

3.10 Exit qualifications

- 3.10.1 Subject to qualifying conditions, students may opt for an intermediate award.
- 3.10.2 A student may only opt for an intermediate award subject to the following:
- (i) the student intends to leave the course of study; and
 - (ii) the student has achieved the requisite qualifying credits. In opting for an intermediate award, the student is changing the final award for which they are registered.
- 3.10.3 The awards available are as follows:
- Certificate of Higher Education after Year 1 (Level 4) of BA (Hons)
 - Diploma of Higher Education after Year 2 (Level 5) of BA (Hons)
 - Postgraduate Certificate of Higher Education at 60 MA (Level 7) credits
 - Postgraduate Diploma of Higher Education at 120 MA (Level 7) credits
- 3.10.4 A student wishing to opt for an intermediate award must notify the Academic Registrar in writing.

3.11 Accreditation of Prior Learning (APL) Policy and Procedures

3.11.1 Introduction

- 3.11.1.1 Norwich University of the Arts operates its taught undergraduate and postgraduate courses within credit-based, unitised frameworks, which allows students some flexibility in the content and structure of their studies. The University is also concerned with offering students a degree of mobility in their studies, by recognising learning they may have completed elsewhere, before enrolling at Norwich University of the Arts. For the purposes of this document, this process is referred to as the **Accreditation of Prior Learning (APL)**.
- 3.11.1.2 It is important that applicants engaging with the processes associated with prior accreditation are able to identify any relevant evidence as part of the process of making an application to the University, as this information may

impact upon the units and level at which they may eventually enter their chosen course of study. Should an applicant's previous study specifically relate to course units they wish to undertake, the University may approve an admission with credit under the terms and conditions of this policy.

3.11.2 The Accreditation of Prior Learning (APL) has two distinctive strands:

- (i) Where APL relates to learning completed through an earlier course of study, this is referred to as **Accreditation of Prior Certificated Learning (APCL)**
- (ii) Where learning has been achieved through relevant work or experience, this is referred to as **Accreditation of Prior Experiential Learning (APEL)**.

Claims for conferral of academic credit through **APCL** will be approved by the Academic Registrar on production of an academic transcript that meets the entry requirements and/or conditions of an offer made by the University.

Claims for conferral of academic credit awarded for **APEL** must be approved by the APL Panel before the applicant may commence their chosen course of study. Similarly, the Panel will not normally consider retrospective applications made by students already pursuing a course of study at the University.

3.11.3 Accreditation of Prior Certificated Learning (APCL)

3.11.3.1 APCL relates to certificated learning completed through an earlier course of study. If an applicant previously completed a course which is relevant to their proposed course of study at Norwich University of the Arts, they should make this clear when they apply for admission. To be eligible for consideration of the award of credit in this way, applicants must be able to submit certification, which demonstrates success in a final assessment for that course or part of that course, as well as information on the content of their previous courses/learning. This information should be as comprehensive as possible and include a transcript or Higher Education Achievement Report (HEAR) of previous educational achievement, outline syllabus followed and be accompanied by original certification with regard to units passed or grades achieved. The certificated learning must be current (ie normally completed within the last 5 years). Simple participation in a course or an Attendance Certificate is not sufficient for the purposes of APL.

3.11.3.2 Students seeking direct entry to Year 2 of the BA (Hons) Architecture course will only be considered with 120 credits of Prior Certificated Learning awarded by a UK degree course that has been formally recognized as a prescribed course by the Architects Registration Board (ARB) with Part 1 prescription. The University will not consider direct entry to Year 3 of the BA (Hons) Architecture course.

3.11.4 Accreditation of Prior Experiential Learning (APEL)

- 3.11.4.1 Norwich University of the Arts' APEL process does not award academic credit for experience alone, but for relevant learning which can be demonstrated to have been achieved through that experience, and where suitable milestones can be evidenced. Applicants are required to prepare an individual case for the awarding of credit arising from their learning experiences. This normally means that an applicant prepares a portfolio of evidence, in which their claim is justified in detail.
- 3.11.4.2 The portfolio of evidence submitted must be relevant to the area of study, demonstrating the equivalent learning which applicants have undertaken. This portfolio of evidence is then submitted to the University for assessment and the possible award of academic credit. Assessment of APEL portfolios is undertaken in line with the University's existing assessment procedures. For the purposes of awarding credit, portfolios will be assessed by an internal assessment panel and may be subject to external examination or moderation as part of a consideration of a wider assessment cohort. The assessment team will advise the APL Panel of an appropriate credit value for the portfolio submission.

3.11.5 Awarding of Credit

- 3.11.5.1 Credit may be given for learning which can be shown to be generally relevant to the course being applied for. To claim credit, the applicant must be able to evidence that the previous experience or learning is pertinent to the proposed course of study in terms of content, level or transferability. Credit is awarded for learning which is equivalent to particular course units. To claim credit, the applicant must be able to evidence that the previous experience or learning matches the proposed course of study in terms of unit content and learning outcomes.
- 3.11.5.2 Awarding of credit will be at the discretion of the APL Panel in their consideration of claims. Unsubstantiated claims or claims judged to be unrelated to the proposed course of study will not be considered.

3.11.6 APL Panel

- 3.11.6.1 Terms of Reference:
- (i) To consider APEL applications to the University's undergraduate or taught postgraduate courses in line with the University's entry and admissions criteria.
 - (ii) To ensure that applications are assessed and mapped appropriately against the Learning Outcomes of the relevant course and level of study.
 - (iii) To offer places to successful applicants on an appropriate course and level of study.

(iv) The APL Panel will be convened as required.

3.11.6.2 Membership:

Dean of Faculty (*Chair*)

Relevant Course Leader (*or nominee*)

2 members of academic staff (*not connected with the course for which the application is being considered*)

Assistant Registrar

A member of the Academic Registry Administrative Office will act as convening Secretary to the Panel.

3.11.7 Policy and Principles

3.11.7.1 The amount of prior learning that can be accredited is determined by the APL Panel on the merits of individual claims made by applicants.

3.11.7.2 APL will not be permitted to final year students (ie BA Year 3).

3.11.7.3 A student wishing to gain admission to Year 1 of an undergraduate BA (Hons) course at a point other than the start of the academic year may be accredited through the APL process with a maximum of 40 credits upon entry to the relevant level. For example, for a student who had presented 70 Year 1 credits, the University would approve the use of 40 credits only, and the student would be required to begin studies at the start of unit BA1b. Entry to Year 2 at a point other than at the start of the academic year will not be permitted.

3.11.7.4 For undergraduate BA (Hons) courses, including 'top up' years, applicants with appropriate certification (APCL) or significant professional or industry experience (APEL) may be considered for up to 240 credits eg for those applicants holding a DipHE or FdA qualification.

3.11.7.5 For taught postgraduate courses APEL and APCL applications will be considered on an individual basis, but normally an upper limit of 60 credits may be claimed in relation to either APEL or APCL.

3.11.7.6 The period of time for which credit remains valid is normally within 5 calendar years from the award of that credit.

3.11.7.7 Credit will only be awarded for completed units or modules, i.e. where assessment has been successfully completed and credit awarded. Applications based on claims for partially completed units or modules will not normally be eligible for consideration by the APL Panel.

3.11.7.8 Normally, there is a non-refundable £25 fee for applicants wishing to make an application for entry through the APL process; the fee contributes to the cost of any guidance, advice towards the preparation of the application and its subsequent assessment. There is normally no cost associated with

making an application to study at the University utilising previously achieved credits or APCL.

3.11.8 Process of Developing an APL Claim

- 3.11.8.1 The applicant will normally make the initial approach in advance of their application via the University's Academic Registry. The initial point of contact for advice regarding the policy and procedure is the Assistant Registrar: Academic Support. As part of the process, applicants may also be advised to seek guidance from the Head of Taught Postgraduate Awards or the relevant Course Leader or the Student Enquiries Office.
- 3.11.8.2 The applicant must complete the APL Application Form and submit this with any supporting evidence to the Academic Registry.
- 3.11.8.3 The presentation of original documentation of Prior Certificated Learning (APCL) or in support of an application for APEL, and the presentation of a portfolio, are the responsibility of the applicant.
- 3.11.8.4 The University is able to provide limited guidance in the area of experience mapping depending on the quality of information provided. In some instances, applicants may be required to attend an advisory interview with the Head of Taught Postgraduate Awards or the relevant Course Leader to discuss their application.
- 3.11.8.5 Applications must be made no less than 1 calendar month prior to the commencement of the proposed course of study.

3.11.9 Assessment of Applications

- 3.11.9.1 The assessment of an APEL portfolio or application is the responsibility of the relevant course team under the guidance and moderation of the Course Leader. In some instances where the awarding of credit is particularly complex, further guidance may be sought from an external examiner or advisor.
- 3.11.9.2 Subsequent to the portfolio assessment, the Course Leader will advise the APL Panel of the deliberations of the assessment team and this will inform the final decision of the APL Panel.
- 3.11.9.3 APEL applications for the award of credit are considered by the APL Panel on the basis of evaluated evidence that demonstrates the applicant's eligibility for the awarding of credit.
- 3.11.9.4 Successful claims for APEL are recorded through the first meeting of the appropriate Course Assessment Board (CAB) or MA Assessment and Award Board.

- 3.11.9.5 Applicants will be informed of the Panel decision in writing not more than 21 working days from the meeting of the APL Panel. The Panel's decision is final.
- 3.11.9.6 Feedback on the decision of the APL Panel will be available from the relevant Course Leader at the request of the applicant.
- 3.11.9.7 Unsuccessful applicants who wish to reapply may do so after 3 months has elapsed from the date of the outcome of their original claim if they are able to provide additional evidence in support of their claim. This application will be treated as a new claim and therefore fees as stated in [section 3.11.7.8](#) will apply.

3.11.10 Management Information

- 3.11.10.1 Students who have received credit as a result of the APL process will not be subject to any limitations on progression or interim awards as a result of the credit granted.
- 3.11.10.2 Internal assessment and external examining of students who have received APL will take place in accordance with the University's standard procedures as outlined in the *Staff Handbook on Quality Management and Enhancement*.
- 3.11.10.3 The performance of students who have been granted APL will be monitored and compared with the performance of students without APL for management information purposes.
- 3.11.10.4 APL will be clearly indicated on students' transcripts and Higher Education Achievement Reports (HEARs).
- 3.11.10.5 Staff involved in the APL process will receive training in respect of their individual roles.

3.12 Language

- 3.12.1 The language of teaching and assessment at Norwich University of the Arts is English.

3.13 Transfer

- 3.13.1 A student wishing to transfer between courses must consult their own Course Leader and the Course Leader of the course to which they wish to transfer. To apply for a transfer, the student must complete an *Application for Transfer* form, available from the Academic Registry and the intranet, and obtain signatures on the form from the Course Leader of the course from which the student wishes to transfer; the Course Leader of the new course; and the Dean of Faculty representing the new course. The Leader for Year 0 Pathways approves transfers between pathways for Year 0 students, and the Head of Taught Postgraduate Awards approves student

transfers between MA courses. Transfers may only be granted if sufficient places are available on the receiving course.

- 3.13.2 Students are only able to transfer between courses if they are in good academic standing at the University; in other words, if they have completed and passed any units for which they have submitted or are due to submit. Requests to transfer from students carrying failure (either marginal or outright) from their existing course will be refused.
- 3.13.3 If all requirements are met the Academic Registry will formally confirm the conditions of the transfer with both courses and the student ensuring that all academic records are also transferred.
- 3.13.4 For students who wish to transfer to a course at Norwich University of the Arts from another institution the institution's agreement and academic reference in writing must be received by the University before a decision can be made.
- 3.13.5 Students studying on BA (Hons) Graphic Design, BA (Hons) Graphic Communication or BA (Hons) Design for Publishing may transfer to an alternative Graphics course at the end of Year 1.

3.14 Data Protection Statement

- 3.14.1 Norwich University of the Arts collects and holds information on students in electronic and/or paper form in order to manage a number of University activities including enrolment, assessment, graduation and alumni services as well as providing comprehensive student services including student support, disability support, international student support, IT and library services and careers advice.
- 3.14.2 Information collected during the admissions process will be held in accordance with the requirements of the Data Protection Act 1998 and will be processed to enable the University to complete the admissions process. This information will form part of the student record for applicants who accept a place and enrol as a student with the University.
- 3.14.3 The University will not disclose personal or sensitive data to any third party without the explicit consent of the individual, except where the University has a statutory obligation to provide such information, eg to the UK Home Office to support an application under the Tier 4 Points Based Immigration System.
- 3.14.4 Applicants may request a copy of the personal data held by the University by applying in writing to the Academic Registrar (aro@nua.ac.uk). A fee of £10 is payable for each enquiry.

SECTION 4 ASSESSMENT REGULATIONS AND ASSOCIATED PROCEDURES

4.1 Assessment Regulations and Associated Procedures

4.1.1 The University's Assessment Regulations and Associated Procedures aim to render the assessment process explicit and transparent, to credit achievement where it occurs, and to give due recognition to both subject and generic skills and knowledge, as referenced in subject benchmark statements. They provide the basis for standard practice throughout the University in respect of the calculation of marks and recommendations for progression and final award. They also incorporate progressive sanctions for poor performance within and across units and provide the basis for standard practice throughout the University for the calculation or progression and recommendation of Awards.

4.2 Tiers of Assessment

Assessment for the University's awards is conducted in the three tiers of assessment:

4.2.1 *Unit Assessment*

Unit Assessment takes place at or prior to the conclusion of each course unit. Assessment requirements and methods are specified in the approved unit outlines and project briefs. They are directly related to the approved learning outcomes of units. A unit is not completed until all Assessment Requirements have been completed and assessed as at least 'Satisfactory'. The minimum pass mark for all undergraduate units is 40%. The minimum pass grade for all taught postgraduate units is Pass. Marks for unit assessments are confirmed at the relevant undergraduate or postgraduate Course Assessment Boards. Students who have not achieved the minimum pass mark/grade in a unit will be subject to the regulations governing Failure or Marginal Failure of Unit Assessment Requirements.

4.2.2 *Level Assessment*

Level Assessment takes place at the end of a level of study – usually at the end of the academic year in a full time undergraduate course. This is the point at which progression to the subsequent level of the course is agreed. Students who have not achieved the minimum pass mark/grade in any unit will be subject to the regulations governing Failure or Marginal Failure of Unit Assessment Requirements.

4.2.3 *Final Assessment*

Final Assessment is the assessment of each student for the final award of the course on which the student is enrolled. For undergraduate students, an aggregated mark is calculated by the Academic Registry and is ratified by the Final Award Board. For taught postgraduate students, the Masters Project determines the classification of the degree and is ratified by the MA Assessment and Award Board. The aggregated level mark/grade is based on the marks/grades achieved by students for units completed for Final

Assessment. Students who have not achieved the minimum pass mark/grade in any unit will be subject to the regulations governing Failure or Marginal Failure of Unit Assessment Requirements.

4.3 The role of the Senate

4.3.1 The Senate has overall responsibility for the conduct of assessment in all its aspects including the University's Assessment Regulations and Associated Procedures. It approves the membership of all Assessment and Award Boards at its first meeting each academic year, monitors the operation of the assessment procedures and retains specific functions related to appeals and the appointment of external examiners. Recommendations for awards by Final Award Boards are ratified by the Chair of the Senate.

4.3.2 Where appropriate the Senate will delegate certain tasks to its sub-committees for subsequent consideration by the full Board. The Chair of the relevant sub-committees will be entitled to attend any assessment meeting as an observer.

4.3.3 Where appropriate, the Chair of the Senate will liaise with the Chair of the Quality and Standards Committee, the Academic Registrar and Deans of Faculty/Course Leaders on the precise interpretation and application of current regulations and procedures.

4.3.4 Any breach of the *Student Regulations and Procedures* should be reported to a member of the Strategic Management Group or the Academic Registrar.

4.3.5 Students have the right of appeal against assessment decisions (see [section 7: Student Appeals Procedure](#)).

4.3.6 The University's official record of all assessment decisions is the responsibility of the Academic Registrar. Records are also kept by each course.

4.4 Course Assessment Boards, Final Award Boards, MA Assessment and Award Boards, Resubmission Boards and Progress Review Boards

4.4.1 The Senate delegates elements of the assessment process to Course Assessment Boards, Final Award Boards, Resubmission Boards and Progress Review Boards. The marks for all assessments (unit, level and final) are confirmed at the Course Assessment Boards which are held at the end of the level of study (see [4.5: The role of Course Assessment Boards](#)). Course Assessment Boards are responsible for the assessment and progression of students. Final Award Boards are responsible for recommendations for awards. Resubmission Boards are responsible for confirming marks and credit for units that have been resubmitted under the terms of Referral or Resubmission following end of year Course Assessment Boards (undergraduate) and the MA Assessment and Award

Board (taught postgraduate). Progress Review Boards review the progress of students mid-year.

4.4.2 Dates for meetings of Assessment and Award Boards and Progress Review Boards are published by the office of the Academic Registrar. A timetable of dates for the submission and assessment of work and external assessment is published by each course early in the academic year. This information must be made available to all students. In exceptional circumstances these dates may be subsequently varied by agreement with the Senate.

4.4.3 The memberships of Assessment and Award Boards are approved by the Senate. The proposed memberships of Assessment and Award Boards (including external examiners) are submitted by Deans of Faculty to the Academic Registrar, who ensures that the memberships comply with University regulations. The range of internal assessors should represent the full breadth of the course and an appropriate balance of full-time and part-time internal assessors should be maintained year-to-year. The Academic Registrar submits the memberships to the Senate for approval.

4.5 The role of Course Assessment Boards

4.5.1 For undergraduate courses, Course Assessment Boards are responsible for decisions relating to achievement, progression, failure, marginal failure, cheating or plagiarism or any other circumstances where the award of a pass grade is not possible. They decide on the terms of Referral and Resubmission and make recommendations for academic intermission where appropriate. At Final Assessment, Course Assessment Boards confirm the final assessment marks with the involvement of external examiners. External examiners are invited to make concise verbal reports at the conclusion of each Course Assessment Board.

4.5.2 For postgraduate taught courses, the MA Assessment and Award Board is responsible for decisions relating to achievement, progression, failure, marginal failure, cheating or plagiarism or any other circumstances where the award of a Pass grade is not possible. It will decide on the terms of Referral and Resubmission and make recommendations for academic intermission where appropriate. At Final Assessment, the MA Assessment and Award Board will confirm the final assessment grades with the agreement of external examiners. External examiners are invited to make concise verbal reports at the conclusion of the MA Assessment and Award Board.

4.6 The role of Resubmission Boards

4.6.1 Resubmission Boards will be held once a year to consider the marks for Referrals and Resubmissions. The Resubmission Board is held after the Course Assessment Boards on a date to be agreed annually by the University. Where Referral or Resubmission falls during the summer vacation period (for undergraduate courses), the Resubmission Board will

be held in August or September in the same vacation period on a date to be agreed by the University.

4.7 The role of Final Award Boards

4.7.1 The Final Award Board receives the aggregated marks and confirms the degree classifications and awards for undergraduate students. The MA Assessment and Award Board fulfils the equivalent role for MA courses.

4.7.2 An external examiner attends the undergraduate Final Award Board to observe procedures, ensure that procedures are appropriately and rigorously followed, and formally endorse the decisions of the Board. MA external examiners fulfil the equivalent role at the MA Assessment and Award Board. External examiners are invited to make concise verbal reports at the conclusion of the Final Award Board and MA Assessment and Award Board.

4.7.3 Following the conclusion of the Final Award Board/MA Assessment and Award Board and the endorsement of the Boards' decisions by the external examiners and the Chair of the Senate, the Boards' decisions may not be modified or amended except in circumstances relating to Appeals.

4.7.4 Subsequent to the meeting of the Final Award Board/MA Assessment and Award Board, the Academic Registrar has sole responsibility for the publication of pass lists.

4.8 The role of Progress Review Boards

4.8.1 Progress Review Boards will meet during the academic year, on dates to be agreed annually by the University, to review students' progress. They are authorised to implement supportive monitoring for students, and the terms and conditions associated with a period of monitoring, and may also refer students at academic risk to relevant University professional services, eg Academic Support, Student Support etc. Progress Review Boards are also able to take decisions about course terminations in the case of non-submission of work without extenuating circumstances, and/or unsatisfactory student engagement.

4.9 The role of the Deans of Faculty and Faculty Boards of Studies

4.9.1 Deans of Faculty are responsible for the conduct of internal assessment. The external examination process is co-ordinated by the Academic Registrar and the Quality Manager. Internal assessors and external examiners are briefed on the University's *Student Regulations and Procedures*, course assessment requirements and criteria, and the relationship of marks to degree classifications. Induction sessions are held for new academic staff and external examiners as necessary.

4.9.2 The role of the Dean of Faculty, in consultation as appropriate with the Faculty Board of Studies, is:

- (i) To submit proposed memberships of Assessment and Award Boards to the Academic Registrar for subsequent consideration by the Senate;
- (ii) To provide nominations of new external examiners to the QME Office;
- (iii) To brief external examiners about courses in the Faculty and their assessment criteria and schedules;
- (iv) To advise the Director of Human Resources of staff development needs in assessment;
- (v) To monitor and evaluate assessment strategies in the Faculty through the annual monitoring procedures.

4.10 Assessment Procedures

- 4.10.1 Internal Assessors are responsible for assessing the work submitted by each student in fulfilment of unit assessment requirements. Marks are recorded and signed by the assessor(s). External Examiners are given access to these internal marks. Confidentiality of the marks must be maintained at all times. The Course Leader is responsible for the communication of marks to the Academic Registry as soon as they are agreed.
- 4.10.2 The office of the Academic Registrar is responsible for maintaining students' marks centrally; for calculating aggregates of marks; and for producing mark sheets for all Boards. These calculations are completed confidentially before Board meetings, entered onto mark sheets for the Assessors and independently checked by the Academic Registry. Completed and checked mark sheets are tabled at the meeting of the Board.
- 4.10.3 The Course Assessment Board is convened to confirm the marks awarded to each student. Up until this point all marks are provisional and may be changed following discussion at the Course Assessment Board.
- 4.10.4 Awards and prizes for BA (Hons) courses may be attached to a final award where these have been formally discussed and ratified by the Course and agreed by the Final Award Board.

4.11 Submission of Work

- 4.11.1 All submission deadlines, including any staged submissions due during a unit, will be clearly stated to students in writing at the start of each unit.
- 4.11.2 All physical and digital work must be clearly labelled at the time of submission with the student's name, course, unit and year of study. Work submitted will be formally recorded as having been received. Any work which is left with a member of staff or in a pigeonhole or elsewhere on

University premises will not be recorded as being received and the University cannot accept any responsibility for it being lost or misplaced.

- 4.11.3 Students who submit work for assessment in any format must ensure that they keep a copy of such work to guard against any accidental loss or mishap. This includes work for critiques, research or assessment, whether this was produced on site using the University's facilities or away from the University. The University does not accept breakdown or malfunction of computers, their programmes or associated equipment, the failure of resource services or the loss of work as valid excuses for failure to produce work by the required deadline even if this is not the student's fault. In such cases the University will require copies of the original work to be submitted. Where it is not possible to make and retain copies of work (eg studio work), the University may request evidence of this work through photographs or slides.
- 4.11.4 Students must submit all work required for the unit. Work submitted after the submission deadline will not be accepted unless this is due to extenuating circumstances as set out in these regulations (see [4.51: Extenuating Circumstances](#)). Partial or non-submission of a unit's Assessment Requirements without accepted extenuating circumstances will be treated as a failure and will only be redeemable through Referral or Resubmission where this is permitted by the Assessment or Award Board (see [4.26: Referral](#) and [4.27: Resubmission](#)). Non-submission may also result in the termination of studies (see [4.31: Termination of a course](#)).
- 4.11.5 Permission to resubmit offered as a result of non-submission without extenuating circumstances may only be offered by the appropriate Board. This offer is not automatic and no other opportunity to redeem the failure will normally be allowed.
- 4.11.6 Normally a piece of work produced by a student for assessment can only be submitted once in full or part fulfilment of the assessment requirements for a unit.
- 4.11.7 Exceptionally within a unit a piece of work may be submitted more than once if the assessment requirements allow for this. For example, material used in a seminar presentation may also be used in an essay or other form of assignment. The student is required to alert the Unit Tutor where they intend to submit the same piece of work in order to meet separate assessment requirements. Failure to do so may result in the non-acceptance of the work.
- 4.11.8 Where a student is unable to submit work by the required deadline he/she must apply for an extension to that deadline and/or submit an application for consideration of extenuating circumstances, where appropriate, **before** the submission deadline. Further information on these procedures can be found in paragraphs [4.51: Extenuating Circumstances](#) and [4.52: Extensions to an academic deadline](#).

4.12 Assessment Requirements for all courses

- 4.12.1 The University requires students to pass all units – and all elements of all units – at each level of the course in order to progress to the next level of the course or in order to receive the final award for which they are registered. At undergraduate level the pass mark is 40% or above for Years 1, 2 and 3. For Year 0, units will be graded as Pass, Marginal Fail or Fail. At postgraduate taught level, units will be graded as Pass, Marginal Fail or Fail, except for the Masters Project which will be Distinction, Pass, Marginal Fail or Fail.
- 4.12.2 Marks are provisional until the meeting of the relevant Assessment Board. The Boards meet at the end of the academic year (undergraduate) and at the end of the taught component and end of course (postgraduate) to confirm the marks provisionally awarded and to determine progression to the next level of the course. Provisional marks have no status until they are approved or modified at the meeting of the Assessment Board.
- 4.12.3 At final assessment the calculation of the final award is based on marks for all work at final assessment. Students are required to achieve passes in all units in order to receive the award for which they have registered.

4.13 Alternative assessment arrangements (all courses)

- 4.13.1 Requests for alternative assessment arrangements will be considered by the University only where an identified need for alternative arrangements is supported by documentary evidence. This will usually be in the case of a recorded disability or where a medical condition (short or long term) makes it difficult for the student to undertake the assessment in the prescribed format. The University will determine the most appropriate arrangements for assessment in such cases taking into account the nature of the difficulties and with advice from the appropriate bodies.

4.14 Double marking of work

- 4.14.1 As part of good academic practice, student work at the University will be routinely subjected to marking and moderation of grades by a second academic marker ('double marking').
- 4.14.2 For undergraduate courses, double marking will apply as follows:
- (i) Years 0, 1 and 2 the sample should include all fails, marginal fails and work initially judged to be at a grade of 70% or above, plus a range of work from grades between 40% and 69%;
 - (ii) For Year 3, unit BA3a/ARCH3A, work should be sampled as above;
 - (iii) For Year 3, unit BA3b/ARCH3B, all work should be double marked.
- 4.14.3 For postgraduate courses, double marking will apply to a sample of work from taught units which should include all work marked as a Fail or Marginal Fail and all Masters Projects.

4.14.4 Where marks for any course unit cannot be agreed by the first and second markers, a third marker will undertake assessment of the work.

4.14.5 Student presentations are not double-marked. Double marking takes place in respect of the evaluation reports which accompany such presentations.

4.15 Internal Verification

4.15.1 Internal verification is the process of considering student work, including provisional marks or grades, which is undertaken after final assessment by University staff from other disciplines. Through this process, the University is able to verify and compare the academic standards achieved by students across all disciplines.

4.16 External examiners

4.16.1 Each undergraduate and postgraduate course has at least one external examiner, the number of examiners allocated to a course being dependent on student numbers and the breadth of the course curriculum.

4.16.2 Each Course Assessment Board includes the relevant external examiner(s). Final Award Boards include one undergraduate external examiner, identified by the University and agreed with the examiner at the commencement of the academic year.

4.16.3 For courses or programmes operating within collaborative partnerships, the University will be responsible for the appointment, induction and functions of external examiners in accordance with the following procedures.

4.17 Procedures and criteria for the nomination and appointment of external examiners

4.17.1 External examiners are appointed by the Senate. They are nominated by Deans for consideration in the first instance by the Quality and Standards Committee on behalf of the Senate.

4.17.2 The QME Office will notify the relevant Dean of the need for nominations of new or replacement external examiners.

4.17.3 Deans will provide the QME Office with names, contact details and key background information about potential nominees. In nominating potential external examiners, Deans will take note of the following criteria:

4.17.3.1 Potential external examiners are expected to have:

- i. Competence and experience in the field covered by the course(s)
- ii. Academic or professional qualifications to at least the level of the qualification being externally examined

- iii. Experience of designing assessments and operating assessment procedures (either internally or externally)
- iv. Sufficient standing, credibility and breadth of experience within the discipline to be able to command the respect of colleagues
- v. Familiarity with the standard to be expected of students in the course(s) to be examined
- vi. Fluency in English
- vii. Met the criteria set out by relevant professional, statutory or regulatory bodies
- viii. Awareness of contemporary developments in the design and delivery of the flexible curriculum – in this context, the examiner should also be prepared to work within the context of the credit-rated, unit-based NUA *Award and Credit Scheme*
- ix. Expertise in the enhancement of the student experience.

4.17.3.2 To avoid potential conflicts of interest, external examiners should not be nominated if they are:

- i. A member of the University Council
- ii. A near relative of a member of staff or student involved with the programme of study
- iii. An examiner on a cognate course in the University
- iv. Closely associated with the sponsorship of students on the course
- v. Closely associated with placements or training
- vi. Required to assess colleagues who are recruited as students to the programme of study
- vii. In a position to influence significantly the future of students on the programme of study
- viii. Involved in collaborative research activities with a member of staff
- ix. An external member of the approval panel for the programme of study.

4.17.3.3 In order to provide sufficient time for the effective performance of their duties, external examiners should normally not hold more than two external examiner appointments.

4.17.3.4 Former members of staff and students may not be appointed as external examiners until a period of at least five years has passed since they left the institution.

4.17.3.5 Nominees who have retired (or who retire during their period of appointment) must be able to demonstrate sufficient evidence of continuing involvement in the relevant discipline, and with current developments in HE teaching, learning and assessment.

4.17.3.6 There should normally be no more than one external examiner from the same institution appointed to the same Faculty at the University.

- 4.17.3.7 No more than one external examiner should be appointed to a course from any department or unit.
- 4.17.3.8 An external examiner should not be appointed from a department or unit in an institution where a member of the University's staff is also serving as an external examiner.
- 4.17.3.9 A period of five years shall lapse before an external examiner is replaced by another member from the same institution. An exception to this principle may be made where a specialist subject is taught in only a very small number of higher education institutions, for which a special case should be made on an individual basis.
- 4.17.3.10 External examiners who have completed their period of appointment may be re-appointed in exceptional circumstances but only after a period of five years has elapsed since their last appointment.
- 4.17.3.11 Nominees who are new to external examining can be appointed provided that they are part of a team and/or mentored by an external examiner who meets the criteria outlined in paragraph 4.17.3.1.
- 4.17.3.12 Under certain circumstances, the University may consider nominees who do not fulfil all of the above criteria. Such cases might occur where there is evident benefit in appointing an external examiner from the creative or cultural sectors, who possesses considerable professional experience but not the formal qualifications anticipated, academic background, or sufficient experience of assessment. Particular attention needs to be given in discipline areas that are very small and specialist and where the pool of potential external examiners is therefore restricted. Such cases will be considered by the Senate and, if the appointment is approved, the University will ensure that appropriate training and support is provided to the examiner.
- 4.17.4 On receipt of names, contact details and background information on potential nominees from Deans, the QME Office will approach potential nominees informally in order to ascertain whether they are interested in being considered for appointment. Where it is deemed necessary, the QME Office will discuss any potential reciprocity issues with the nominee's institution. Following this, the Academic Registrar will decide whether a potential nominee should be invited to submit the *External Examiner Nomination Form* for formal consideration by the University.
- 4.17.5 Nominees who are considered suitable will be sent the *External Examiner Nomination Form* for completing and returning to the QME Office. Interested candidates are also invited to submit a full curriculum vitae. Completed and

signed nomination forms are submitted for consideration by the Quality and Standards Committee and, subsequently, approval by the Senate.

4.17.6 External examiners are appointed for a term of office of 4 years. Exceptionally, with the approval of the Senate, a term of office may be extended beyond the 4-year maximum for 1 year; for example, in order to provide continuity between external examiners or in order to provide continuity for a course which is closing.

4.17.7 It should be noted that the Senate has the authority to terminate the appointment of an external examiner if they fail to fulfil their obligations; for example, through negligence or misconduct, or failure to submit a written annual report by the due date.

4.18 Briefing of external examiners

4.18.1 Through the QME Office, the University shall provide external examiners with the following:

- i. A copy of the *Student Regulations and Procedures*, drawing attention to key sections on assessment regulations, external examiners etc
- ii. A copy of the *NUA Award and Credit Scheme*
- iii. The template for external examiners' annual reports
- iv. The University's Single Equality Scheme
- v. A copy of the relevant Course Guide(s)
- vi. Any relevant course instructions and notes of guidance
- vii. A schedule of the visit
- viii. External examiner reports from the previous two years and the University's responses to these
- ix. Annual Course Reviews from the previous two years
- x. Staff information: list of course team members on a standard template prepared and maintained by the QME Office.

4.18.2 All new external examiners shall be invited to an induction meeting at which their duties and obligations (including any legal obligations) will be outlined, and which will cover the following:

- i. The role of external examiners and the relationship between the University's internal and external assessment processes;
- ii. The University's expectations of external examiners:
 - Terms of reference of external examiners
 - Attendance by external examiners
 - The purpose of the interim visit
 - Online assessment and feedback
 - Assessment Grading Matrices
 - Sampling and verification, including the Internal Verification process
 - Moderation and adjustment of marks
 - The roles of Assessment and Award Boards
 - External examiners' reports

- Rights and responsibilities of external examiners
- *Undergraduate awards*: Units BA3a and BA3b/ARCH3B – including submission, assessment and feedback procedures; Marginal Fail or Fail of Unit BA3a; the 10,000-word Research Report option;

iii. The role of the QME Office.

4.19 Terms of reference of external examiners

Please refer also to the paragraphs below on [Guidelines on sampling and verification by external examiners](#) (4.21), and [Moderation and adjustment of marks by external examiners](#) (4.22).

4.19.1 The terms of reference of external examiners are as follows:

- To make an annual visit to the course as part of final assessment procedures. All examiners are also invited to make one interim visit per year during a period determined by the University. New external examiners will receive a welcome and induction as part of their first interim visit. External examiners of new courses are expected to visit the course at the end of the first and second years of operation in order to build their awareness of the course and its academic standards before the first cohort reaches final assessment. External examiners appointed to postgraduate provision attend twice a year for MA Award Boards. *NB It is acknowledged that external examiners may occasionally be prevented from attending the University due to circumstances beyond their control. On such occasions the Academic Registrar must be notified at the earliest opportunity, so that alternative arrangements can be agreed.*
- To sample student work which will be (a) sent to the examiner at an agreed point(s) during the academic year and (b) organised for visits by the examiner.
- To review relevant documentation, including Course Guides, Unit Handbooks, Project Briefs, assessment documentation, tutorial records, and annual course reviews.
- To meet with students and staff.
- To verify that all candidates have been assessed fairly and in accordance with these *Student Regulations and Procedures*; have fulfilled the course learning outcomes at the appropriate standard; and have been recommended for awards which reflect the level of their academic achievement.

4.19.2 To meet with students either individually or in groups as part of the process of sampling a range of academic achievement. Meetings may take place with groups of students or with individuals. External examiners may undertake viva voce examination of students.

- 4.19.3 To attend any meeting of a Course Assessment Board, Final Award Board or Resubmission Board of which they are a member, and to endorse the results of the assessment process by appending his/her signature to the results documentation. *NB Any meeting of a Board at which a decision on the conferment of an award is made requires the presence of the Lead Examiner. If he/she is unable to be present, the Academic Registrar must be notified immediately, so that alternative arrangements can be made. Where awards are considered and approved at Resubmission Boards, they are not confirmed until the written approval of the Lead Examiner has been obtained.*
- 4.19.4 To satisfy themselves that the conduct of business and decision making by the University's Assessment Boards and Award Boards, and the documentation of their proceedings, are consistent with best practice in the sector. This ensures comparability of the University's academic standards with those of similar awards at other UK Higher Education Institutions.
- 4.19.5 To take part in appeals procedures when requested. The University does not routinely involve external examiners in its consideration of student appeals, since this is not always necessary or appropriate. However, when it is necessary, the University will contact the relevant external examiner(s). In the event that an appeal is upheld and, as a consequence, a student is permitted to submit or resubmit work, or have work which was previously submitted re-assessed, the University will contact the external examiner at the earliest possible opportunity to advise them of this fact. The University will also make clear whether the external examiner is required to reconsider in its entirety the work in question or ratify a mark, depending on the circumstances of the individual appeal.
- 4.19.6 Through the Vice-Chancellor, to report to the Senate on the standards achieved by students on the course, and on other matters as requested by the approved template for external examiners' reports.
- 4.19.7 To inform the Vice-Chancellor of any matter which, in the examiner's view, militates against the maintenance of appropriate academic standards.
- 4.19.8 In cases of suspected plagiarism or cheating, external examiners will be notified prior to their visit and during their visit will be provided with the internal documentation relating to the case. External examiners will not be asked to make a judgement but will be asked to confirm that the correct internal procedures have been followed.

4.20 Rights and responsibilities of external examiners

- 4.20.1 To attend any meeting of an Assessment or Award Board of which they are a member.
- 4.20.2 To see any assessment material relating to the course.

- 4.20.3 To be provided with details of work that students are required to produce for unit assessment.
- 4.20.4 To inform internal assessors at the Assessment and Award Boards, and in general discussion of assessment practice, of their views about internal assessment procedures and decisions.
- 4.20.5 To meet with students in order to discuss assessed work as part of the sampling process.
- 4.20.6 To withhold endorsement of the results of assessment through not signing the required documentation at the conclusion of Assessment and Award Boards.
- 4.20.7 To meet the Vice-Chancellor or his nominated representative in order to discuss any matter relating to the course which the external examiner has declared a matter of principle. The decision of the external examiner shall either be accepted as final by the Final Award Board of the University or shall be referred to the Senate. Where there is a disagreement within a group of external examiners on any matter which is declared to be a matter of principle, and this cannot be resolved within the group, the dispute must be referred to the Senate.
- 4.20.8 To write directly and in confidence to the Vice-Chancellor. In such cases, student representatives on the relevant course will be informed that a confidential report has been made. They will also be informed if there are implications for students, and if so, what these are.
- 4.20.9 If an external examiner has serious concerns about issues related to the University's academic standards, and has exhausted all internal procedures including a confidential report to the Vice-Chancellor, the examiner should refer to the QAA's Concerns scheme.

4.21 Guidelines on sampling and verification by external examiners

- 4.21.1 At both undergraduate and taught postgraduate level, verification by external examiners is undertaken on the basis of sampling of students' work across the range of classifications (undergraduate) or marks and grades (postgraduate), to ensure that appropriate standards of assessment are being maintained by internal assessors. Sampling rationalises the external examination process and allows examiners to spend more time with the students and work in the sample. The sample of work from a course unit must include all items of assessment which contribute to the overall unit assessment requirements, including any written work.
- 4.21.2 At *undergraduate* level, the unit sample selected by the Course Leader must include the following:
 - i. Work by all students whose proposed unit mark is in the Marginal Fail and Fail classifications

- ii. Work by 25% of the remainder of the cohort, representing the First Class, Upper Second, Lower Second and Third Class classifications.

4.21.3 At *taught postgraduate* level, the unit sample selected by the Course Leader must include the following:

- i. Work by all students whose proposed Masters Project grade is in the Distinction classification
- ii. Work by all students whose proposed unit grade is in the Marginal Fail and Fail classifications
- iii. Work by 25% of the remainder of the cohort.

4.22 Moderation and adjustment of marks by external examiners

4.22.1 The external examiner's task is to moderate assessments from an appropriate sample of students' work, not to act as an additional marker. External examiners may moderate students' results collectively where they consider that the overall assessments have been too high, too low or do not span an appropriate spread of the whole range of possible marks.

4.22.2 Moderation of cohort marks (*undergraduate courses*) or grades (*postgraduate courses*) must be proposed and ratified at the meeting of the relevant Course Assessment Board or MA Assessment and Award Board. The guidance set out below must be followed when external examiners and internal assessors are considering the moderation of cohort marks or grades:

- i. The pattern of marks/grades in the sample may be used as the basis for moderation of the marks of an overall cohort of students
- ii. Examiners may choose or may be asked by the Course Leader to consider the work of a wider group of students if the marks or grades of the original sample cannot initially be verified.

4.22.3 External examiners may recommend adjustments to individual unit marks/grades where these are, in their view, anomalous, or with reference to the overall mark/grade profile of the cohort. Following discussion with the course team, the external examiner may ask the course team to review a mark/grade. Where possible, changes should be agreed in advance of the Course Assessment Board. The mark(s) must not be changed on the mark spreadsheet before the meeting of the Course Assessment Board. All proposed change(s) to marks must be verbally reported to the Course Assessment Board by the Course Leader, and ratified by the Course Assessment Board.

4.22.4 Where course teams and examiners are unable to reach agreement about proposed changes to unit marks/grades prior to the relevant Course Assessment Board, the case for any such changes must be discussed by the Board. A majority of the Board must agree on whether the proposed change(s) should be implemented. Where the view of the Board is evenly

divided, the Chair will take the final decision with the advice of the Academic Registrar or their representative.

4.23 External examiners' reports

- 4.23.1 Each external examiner submits an annual report to the Vice-Chancellor after the June assessment period (undergraduate awards) or the September assessment period (postgraduate awards), the actual dates to be confirmed each year by the QME Office. Examiners' reports are considered by the Vice-Chancellor and then passed to the Academic Registrar with commentary as appropriate.
- 4.23.2 Examiners' reports are circulated from the office of the Academic Registrar with the *Responses to External Examiners' Reports pro forma* to the relevant Dean, Course Leader and the Pro Vice-Chancellor (Academic). It is the responsibility of the Course Leader to ensure that all members of the course team receive a copy of the examiner's report. Responses to external examiners' reports are developed following the guidelines outlined in Annex E of the *Staff Handbook on QME*.
- 4.23.3 Recommendations made by external examiners, together with other matters raised in their reports, are considered by course teams, Deans, the Pro Vice-Chancellor (Academic) and other staff as appropriate, who make written responses to examiners' reports on the *Responses to External Examiners' Reports pro forma*. Completed pro formas are considered as follows during the annual monitoring process:
- i. Course team annual evaluation meetings (July-September)
 - ii. Faculty Review Meetings (October)
 - iii. Quality and Standards Committee annual monitoring meeting (November)
- 4.23.4 The Academic Registrar prepares an institutional overview of common themes and recommendations from external examiners' reports, including the comparability of standards, for consideration by the Quality and Standards Committee and the Senate.
- 4.23.5 The completed *Responses to External Examiners' Reports pro formas* are circulated to external examiners with Annual Course Reviews.
- 4.23.6 The payment of annual fees and expenses is conditional on receipt of the examiner's written annual report.
- 4.23.7 If an external examiner's written annual report has not been received by the Vice-Chancellor by 31 August (undergraduate courses) or 31 October (postgraduate courses), the University shall formally write to the examiner, drawing attention to this matter and advising them that, if the report is not received within a further month, their appointment shall be terminated with immediate effect by the University in accordance with paragraph [4.17.7](#).

4.24 Levels and Years of Study

4.24.1 The University normally uses the *year of study* as the preferred means of describing the point students have reached in their academic progress. For example, a student on the second year of a full-time BA (Hons) degree will typically be referred to as a Year 2 student. For the purposes of awarding credit, individual years of study correspond to discrete, nationally agreed *levels of study* set out in the *Framework for higher education qualifications in England, Wales and Northern Ireland* (FHEQ), August 2008, published by the QAA (Quality Assurance Agency). Please refer to the University's *Award and Credit Scheme* for more information. NB Study on both Year 1 and Year 2 of a part-time taught postgraduate course is at FHEQ Level 7.

4.25 Marks and Credits

4.25.1 The Credit/Mark Scheme for BA (Hons) courses is as follows:

- (i) the pass mark for all units is 40%;
- (ii) an overall unit mark of 40% or more gains full credit;
- (iii) an overall unit mark of 0-34.99% is a fail and gains no credit;
- (iv) an overall unit mark of 35-39.99% is a marginal fail and gains no credit;
- (v) a passed unit may not be retaken in order to improve a Pass mark or gain additional credit.

4.25.2 For postgraduate courses the credit/mark scheme is as follows:
Assessment for all units except Unit 5: Masters Project:

Pass
Marginal Fail
Fail

Assessment of Unit 5: Masters Project:

Distinction (see note below)
Pass
Marginal Fail
Fail

Work that is assessed as being 'Exemplary' or 'Excellent' in at least four Learning Outcomes in the Masters Project will normally be eligible for consideration in the Distinction grade by the MA Assessment and Award Board.

4.25.3 In each unit, students will be assessed against the Learning Outcomes for the unit. A student who fails to achieve all of the Learning Outcomes will

receive a fail mark for the unit, and will be subject to the regulations governing Referral or Resubmission.

- 4.25.4 Credit is awarded wholly on a Pass/Fail basis. There are no circumstances in which partial credit can be awarded for partial completion or success in particular elements of a unit.
- 4.25.5 Once awarded, credit is not normally taken away or withdrawn as it represents achievement gained in relation to one of the University's courses of study. Even if students fail overall or do not complete the course for which they are registered, they retain any credit gained and may use it as the basis for negotiating future study at the University or another provider. The exception to this is where a student is where an allegation of Academic Misconduct is found to be upheld against a student. In these circumstances, the University reserves the right to remove credit if appropriate (see [4.35: The remit of Assessment/Resubmission Boards in cases of academic misconduct](#)).
- 4.25.6 For students registered on an Honours degree course, the credit accrued at the end of Year 1 may qualify for the award of a Certificate of Higher Education or allow progression to Year 2. The credit achieved at the end of Year 1 and the credit accrued at the end of Year 2 may qualify for the award of a Diploma of Higher Education, or allow progression to Year 3 of a BA (Hons) degree course. The credit achieved at the end of Years 1 and 2 and the credit accruing from Year 3 may qualify for the award of a Degree or a Degree with Honours. Candidates with direct entry into Year 3 will have 100% of Year 3 units considered in the calculation of classification of their award. Please see [4.37: Awards](#) and [4.39: Classification of Honours degrees](#) for more information.
- 4.25.7 For students registered on a postgraduate course, the accrual of 60 credits may qualify for the award of a Postgraduate Certificate of Higher Education and the accrual of 120 credits may qualify for the award of a Postgraduate Diploma of Higher Education.

4.26 Referral

- 4.26.1 Referral relates to unit assessment and is applied when an element or elements of a unit Assessment Requirement has received a mark/grade in the **marginal fail** band (35-39.99%). Referral allows a student one further opportunity to be assessed in that unit following initial marginal failure.
- 4.26.2 To promote progression and continuity of study, and depending on the time available to retrieve a marginal failure, a Referral opportunity may be offered to an undergraduate student:
- during an academic year, following notification of provisional marks. In this case, it is by action of the Dean of Faculty as Chair of the relevant Assessment Board, and may be applied to all

undergraduate units except BA0b, BA1b, BA2b and BA3b and ARCH3B; or

- as a decision of the relevant Assessment Board at its end-of-year meeting, and may be applied to all undergraduate units except BA3b or ARCH3B;

or to a postgraduate student:

- either during an academic year following notification of provisional marks, in which case it is by action of the Pro Vice-Chancellor (Academic) as Chair of the relevant Assessment Board, or as a decision taken by that Board when it meets. In either case, Referral may be applied to all postgraduate units except the Masters Project.

- 4.26.3 Referral gives a student one additional opportunity to undertake work equivalent to the failed element(s) of the assessment requirement(s) in the unit. This involves the completion of additional work or by repeating the failed element(s) in order to secure the Learning Outcomes of the unit. The opportunity to redeem marginal failure through Referral is only given once for each failed unit.
- 4.26.4 Referral is not available in cases of non-submission.
- 4.26.5 The terms and conditions of Referral are confirmed at the point the Referral opportunity has been made (see [4.26.2](#)). Students will be notified in writing of the opportunity to submit Referral work and the deadline by which the work must be received.
- 4.26.6 The Course Leader or Head of Taught Postgraduate Awards will prepare a Referral task(s) which meets the requirements of the relevant unit outline(s). This will be sent to students who have failed an element(s) of unit assessment requirements.
- 4.26.7 Referral tasks must relate substantively to the content of the failed unit and should address the failed Learning Outcome(s) of the relevant unit.
- 4.26.8 The deadline for Referral is normally at least two calendar weeks (for full-time students) and at least three calendar weeks (for part-time students) from the point at which the student is notified of the Referral opportunity. Where it wishes to offer Referral opportunities, the relevant Assessment Board will agree a deadline for submission when it meets.
- 4.26.9 The terms and conditions for Referral are not open to negotiation except in cases of upheld extenuating circumstances where different procedures may apply ([see 4.51: Extenuating Circumstances](#)).
- 4.26.10 Work submitted for Referral must be formally noted as being received by the University and a receipt will be given. The University cannot accept responsibility for work which is not formally submitted (and for which the student does not have a receipt) and which is subsequently misplaced.

- 4.26.11 Where Referral is submitted after the relevant Assessment Board, the marks will be confirmed by the Resubmission Board (see [4.27: Resubmission](#)).
- 4.26.12 The relevant Assessment Board must confirm that submitted Referral work is satisfactory before credit can be awarded. Students should receive notification after the relevant Board has met.
- 4.26.13 Successful completion of a Referral gains a pass mark for the unit (40% for BA (Hons) courses). Where the Referral mark does not improve upon the previous mark the student will receive a fail mark (even where this is in the marginal fail category) and may be given one further opportunity to retrieve the failure through the Resubmission procedure (see [4.27: Resubmission](#)).
- 4.26.14 Undergraduate Year 0 students will be allowed to submit a marginally failed unit under the terms of Referral. If a student has two unredeemed failed units at the end of the academic year, they will not be allowed to progress and may be required to repeat the year in order to redeem the failure at the discretion of the relevant Assessment Board.
- 4.26.15 Undergraduate students (other than Year 0) will normally be allowed to submit up to 80 credits of work under the terms of Referral in one academic year. Students with more than 80 credits of unredeemed marginal failure including any outstanding Referrals or Resubmissions at the end of Years 1 and 2 will not be allowed to progress to the next Year of Study and may be required to intermit and retake the relevant period of study in order to complete the terms of Referral at the discretion of the Assessment Board.
- 4.26.16 Postgraduate students will normally be allowed to submit up to 30 credits of work under the terms of Referral. Students with more than 30 and up to 60 credits of unredeemed marginal failure including any outstanding Referrals or Resubmissions may be required to intermit and retake the relevant period of study to complete the terms of Referral at the discretion of the Assessment Board. Postgraduate students with more than 60 credits of unredeemed marginal failure may be required to resubmit or repeat the academic year (or part of) where the failure occurred.
- 4.26.17 Students who fail to retrieve a unit at Referral at the Resubmission Board (Undergraduate) will not be allowed to progress to the next year of study, and will be required to intermit and resubmit for the failed unit at the appropriate point during the next academic year.

4.27 Resubmission

- 4.27.1 Resubmission may be offered when a unit has received a mark/grade in the **fail** band (0–34.99%) or where a student has failed a Referral. Resubmission allows a student one further and final opportunity to be assessed in that unit following failure or non-submission of work at unit assessment. The decision to offer resubmission can only be taken by the

relevant Assessment Board considering marks for the unit in question. A student may be eligible for resubmission:

- (i) to meet the requirements for progression following the failure of a unit(s);
- (ii) to meet the requirements for progression following the failure of Referral;
- (iii) to meet the requirements for a Final Award following the failure of a unit or units at final assessment;
- (iv) to redeem a failure as a result of Academic Misconduct.

4.27.2 The offer of Resubmission is not automatic. Resubmission will only normally be offered where a student has made an attempt to submit for the unit. The decision to offer a Resubmission attempt may involve the consideration of how the student has engaged with their course including patterns of attendance and the submission of work. Students will only be offered a Resubmission opportunity where the Assessment Board considers that the work required is achievable under the normal period of Resubmission. Students who do not submit for assessment and who have not had Extenuating Circumstances upheld, will not be offered a Resubmission opportunity.

4.27.3 Undergraduate Year 0 students will normally be allowed to submit one failed unit under the terms of Resubmission. If a student has two unredeemed failed units at the end of the academic year, they will not be allowed to progress and will be considered by the Assessment Board under regulation [4.27.6](#).

4.27.4 Undergraduate students (other than Year 0) will normally be allowed to resubmit up to 80 credits of work for undergraduate courses and postgraduate taught students may submit up to 30 credits of work for postgraduate courses under the terms of Resubmission.

4.27.5 Students offered Resubmission will be required undertake work equivalent to the failed element(s) of the assessment requirement(s) in the unit. This involves the completion of additional work or by repeating the failed element(s) in order to secure the Learning Outcomes of the unit. Students will be informed in writing of the work that they are required to resubmit.

4.27.6 Where the volume of failure exceeds the levels described in paragraphs [4.27.3](#) and [4.27.4](#), or where the Assessment Board judges that the level of failure is such that the student would be required to undertake too much work to be achievable under the normal terms of Resubmission, the Assessment Board may take the following decisions:

- (i) that the student is offered the opportunity to **Resubmit with attendance**, ie to undertake a repeat period of study to retake the

unit. The unit assessment from the repeated period of study will normally be capped at 40% (where applicable) unless a claim for extenuating circumstances is upheld. An opportunity to resubmit under these terms is not automatic and is only offered at the discretion of the relevant Board; or

- (ii) that the student's course be terminated and that the student is recommended for an exit award (where appropriate).

- 4.27.7 If a student is offered Resubmission with attendance and elects not to repeat the unit and resubmit, the fail mark will stand and the student will qualify for the relevant exit award (where appropriate).
- 4.27.8 At the end of the Resubmission period for Years 0, 1 and 2 for BA (Hons) courses, students with one or more failed units will not normally be given the opportunity to redeem the failure through Referral or Resubmission and may be asked to repeat all or part of the academic year at the discretion of the Board (where appropriate). Postgraduate students with 60 or more credits of unredeemed failure will normally be required to repeat all or part of the academic year where the failure occurred.
- 4.27.9 At the end of an academic year, students who have failed all units on which they have been registered including any outstanding Referrals or Resubmissions will not normally be given the opportunity to redeem the failure through Referral or Resubmission and may have their course terminated. Where Extenuating Circumstances are upheld, the option of resubmitting units will be at the discretion of the Board. The Board will also determine the terms of any such resubmission opportunity.
- 4.27.10 Resubmission of a unit or units gives a student a final opportunity to secure the intended learning outcomes of a failed unit. This normally requires a student to undertake the assessment requirement(s) of the failed unit(s) or their equivalent. It may or may not require attendance.
- 4.27.11 The terms of the Resubmission, including the requirement for attendance or for a student to intermit for a period of time before retrieving the failure, are determined by the relevant Assessment Board or through delegated action by the Chair, taking into consideration the recommendations of the relevant unit tutor.
- 4.27.12 The deadline for Resubmission is normally at least four calendar weeks (full-time) and at least six calendar weeks (part-time) from the date of the relevant Assessment Board. The relevant Board will agree the deadline for submission when it meets.
- 4.27.13 The terms and conditions for Resubmission are not open to negotiation except in cases of upheld extenuating circumstances where different procedures may apply ([see 4.51: Extenuating Circumstances](#)).

- 4.27.14 Students will be notified in writing of the opportunity to resubmit and the deadline by which work must be received immediately after the Course Assessment or Resubmission Board. Work must be formally noted as being received by the University and a receipt will be given. The University cannot accept responsibility for work which is not formally submitted (and for which the student does not have a receipt) and which is subsequently misplaced.
- 4.27.15 A Resubmission Board will be held after each period of Resubmission to confirm marks.
- 4.27.16 The Resubmission Board must confirm that Resubmissions have achieved a pass mark/grade before credit can be awarded. This confirmation should normally occur prior to the start of the next academic year and students should receive notification after the relevant Board has met.
- 4.27.17 Successful completion of a Resubmission will gain a maximum mark of 40% for undergraduate courses. For Year 0 and Taught Postgraduate courses a Pass grade will be given. Where a student does not pass at Resubmission, the highest mark will stand (and will be recorded on the Student Transcript or Higher Education Achievement Report [HEAR]) and the regulations governing termination will apply. The exception to this is where the relevant Assessment Board offers a further submission attempt as a consequence of upheld Extenuating Circumstances (see [4.51.26](#)).
- 4.27.18 The Course Assessment Board for final year undergraduates may either permit a student to resubmit if they have failed in the first attempt at final assessment, or recommend to the Final Award Board that no further opportunity to submit is offered and the student is offered the relevant interim award.
- 4.27.19 The offer of Resubmission of a unit(s) to meet the requirements for final award must be taken within the timescale agreed by the relevant Assessment Board and, in the case of a student on an approved period of intermission from the University or with upheld extenuating circumstances (see [4.51](#)), within two years of the original failure or within the maximum registration period, whichever is the shorter.
- 4.27.20 The relevant Assessment Board may agree, on the advice of both Internal Assessors and External Examiners, that a student may need tutorial support up until the agreed date of Resubmission. In such cases, the University may need to charge tuition fees relative to the additional support received.
- 4.27.21 The relevant Assessment Board will determine any additional arrangements attached to the offer of resubmission on advice of the tutor including access to specialist resources, having satisfied itself that no student would be advantaged in receiving such an arrangement.

4.28 Resubmission by repeating a period of study

- 4.28.1 The decision to repeat a period of study can only be taken by the appropriate Assessment Board and not by the student.
- 4.28.2 Students will only be permitted to repeat a period of study where an Assessment Board agrees a student should be permitted to submit work under the terms of Referral or Resubmission but is carrying too much failure to do so within the normal Referral or Resubmission deadlines.
- 4.28.3 In exceptional circumstances, where a student has recorded extenuating circumstances, the relevant Assessment Board may permit a student to repeat a period of study if it feels that the student has missed too much work due to the circumstances (see [4.51: Extenuating Circumstances](#)). It is at the discretion of the Board whether to offer submission opportunities as part of a repeat period of study either as first attempts or as further and final attempts capped at 40% (if applicable).
- 4.28.4 Students will not be able to repeat a period of study for which they have fulfilled the assessment requirements and/or for which they have been in attendance without extenuating circumstances. Students will not normally be able to repeat a period of study for which they have already been awarded credit.
- 4.28.5 Repeating a period of study may incur additional fees for which the student will be liable.

4.29 Recording student achievement

- 4.29.1 On completion of each unit a student will receive notification of provisional unit assessment marks from their Course Leader or Unit Tutor. Students are responsible for ensuring that they obtain their assessment marks.
- 4.29.2 Students should note that at this stage these marks will not have been confirmed and they may subsequently be subject to moderation at the Course Assessment Board. All marks following the completion of a unit should therefore be viewed as provisional until the meeting of the Board.
- 4.29.3 Upon successful completion of the requirements for an award a student will receive a Student Transcript or Higher Education Achievement Report (HEAR) and an Award Certificate. Students withdrawing prior to meeting the requirements of a degree award may be eligible for an exit award (see [3.10: Exit Qualifications](#)) and will receive a transcript or HEAR of credits achieved.
- 4.29.4 The Student Transcript or HEAR will be issued to students who have concluded their studies at the University, usually having completed their Award. Its purpose is to:
- (i) serve as a formal record of achievement;

(ii) supplement the Award Certificate, giving details of the credit obtained.

4.29.5 The Student Transcript will conform to the format of the EU Diploma Supplement. Please refer to the following link for more details:

http://ec.europa.eu/education/tools/diploma-supplement_en.htm

The HEAR will conform to the format described and maintained by the Higher Education Academy.

4.30 Supportive Monitoring (undergraduate courses)

4.30.1 A student may be placed on a Supportive Monitoring period if concern has arisen regarding their performance and/or attendance. Progress Review Boards (undergraduate) agree who should be placed on monitoring and the terms and conditions associated with a period of monitoring. Monitoring aims to help students improve their performance and assist them with their work in advance of formal assessment. A Supportive Monitoring period allows the course to offer the student additional tutorial support and, if appropriate, referral to the University's student support services.

4.30.2 A Supportive Monitoring period will be no less than 4 weeks duration and is initiated by the agreement of the Course Leader. Longer periods of Monitoring can be recommended. The student will be informed in writing of the decision to introduce and subsequently withdraw monitoring at the start and finish of the Supportive Monitoring period.

4.30.3 Students may be placed on Supportive Monitoring at any point in their course when academic staff are concerned about their progress. Students returning from intermission are also automatically placed on a period of supportive monitoring (see [4.50.3](#)).

4.30.4 A Supportive Monitoring period cannot contribute to reasons for the termination of a student's course.

4.31 Termination of a course

4.31.1 A student's course may be terminated by a Course Assessment, Progress Review or Resubmission Board on academic grounds where a candidate fails to meet the requirements for progression at assessment, including failure to meet requirements for Resubmission.

4.31.2 Where the Board confirms that a student's course of study should be terminated, the Academic Registrar will inform the student of this decision in writing (to the student's home address as registered at that time with the University and also via the student's University email address) within five working days of the Board. The student will also be informed of his/her right to appeal and the procedures for appeal.

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

4.31.4 A student's course may also be terminated:

- as a result of breaching specific University, course or general regulations covering student conduct (including Academic Misconduct – see below) and anti-social behaviour. See [section 6: Student Disciplinary Procedure](#) for more information; or
- because of non-payment of tuition fees. Please refer to the relevant *Student Tuition Fees Payment Policy* for details.

4.32 Academic misconduct

4.32.1 The University does not condone any form of academic misconduct. An act of plagiarism, cheating or other form of academic misconduct constitutes a breach of the University's Regulations and Procedures, and as such will be treated very seriously. Students found to have breached the regulations by behaving dishonestly will be dealt with in accordance with the University Procedures in cases of suspected Plagiarism, Cheating or other forms of academic misconduct (see below). The precise sanction to be imposed on the student will be determined by the University subject to the features of the individual case.

4.32.2 Extenuating Circumstances will not be accepted as a reason for any form of academic misconduct, including plagiarism.

4.32.3 These procedures apply to students at all levels of study. If a student no longer registered at the University is suspected of having committed academic misconduct, the matter may be investigated by the Student Conduct Committee in the first instance (see [4.34: Formal investigation of cases of academic misconduct](#)).

4.33 University procedures in cases of suspected plagiarism, cheating or other forms of academic misconduct

4.33.1 The University defines plagiarism as a form of cheating, which involves presentation of work containing unacknowledged material, paraphrasing, ideas or expression of ideas of some other person(s) (published or unpublished). This includes work from the internet. It is not plagiarism if the other person's material is acknowledged by a student as the work of another through the use of appropriate referencing, quotation or attributed paraphrasing.

4.33.2 Where a concern about plagiarism, cheating or other form of academic misconduct exists, the tutor should report this in writing to the Course Leader. The proportion of work suspected of plagiarism, cheating or other

form of academic misconduct should be quantified as a percentage of the work completed and evidence to support the concern should be provided.

- 4.33.3 No provisional mark will be awarded for the student's assessment until the case has been investigated and the issue resolved according to the procedures set out below.
- 4.33.4 The Course Leader and the tutor will arrange to meet with the student(s) within one week of the report being received to discuss the matter and to give the student(s) the opportunity to present their case. The student(s) concerned will be given at least five working days' notice of any such meeting. Notes of the discussion will be made and retained.
- 4.33.5 The Academic Registrar and the Pro Vice-Chancellor (Academic) will be notified of the situation in writing. External examiners will also be notified prior to their visit of any cases of suspected academic misconduct. During their visit they will be provided with the internal documentation relating to the case. External examiners will not be asked to make a judgement but will be asked to confirm that the correct internal procedures have been followed.
- 4.33.6 If, after meeting with the student, the Course Leader and tutor find that there is no case to answer – for example, where the matter is deemed to be one of poor academic practice rather than academic misconduct – the student will be notified and the outcome noted. The work will be marked at face value. A report will be sent to the Academic Registrar for monitoring purposes, but no reference will be kept on the student file.
- 4.33.7 If the student admits to the academic misconduct during the initial meeting, then the Course Leader will inform the Academic Registrar in writing of this outcome within two working days of the meeting to include a copy of the notes of the meeting with the student(s), the proportion of work (as a percentage) regarded to be a form of academic misconduct and the documentary evidence to support this finding. This will be reported to the Course Assessment or Resubmission Board by the Academic Registrar at its next scheduled meeting and it will take this into account when considering the action to be taken ([4.35: The remit of Assessment/Resubmission Boards in cases of academic misconduct](#)).
- 4.33.8 If the matter is not resolved at the initial meeting with the Course Leader, then the Course Leader will issue the Academic Registrar with a report of the case within three days of the informal meeting. The report should contain full details of the alleged academic misconduct including a copy of the notes of the meeting with the student(s), the proportion of work (as a percentage) regarded to be a form of academic misconduct, the documentary evidence to support this finding and photocopies of the student's work.
- 4.33.9 The Academic Registrar will notify the student that a report has been made and that a formal investigation will be undertaken by the Student Conduct Committee in accordance with the regulations. The student will be informed

that as the matter is being formally investigated no mark will be awarded for the work.

4.34 Formal investigation of cases of academic misconduct

- 4.34.1 Where an allegation of academic misconduct has been made and not admitted or resolved at the initial meeting, the matter will be investigated as soon as reasonably practicable following the discovery or allegation of the misconduct by the Student Conduct Committee (see [section 6: Student Disciplinary Procedure](#)).
- 4.34.2 The Academic Registrar will notify the members of the Committee and the student(s) concerned, within five working days of the receipt of the report, of the date, time and place of the meeting of the Committee. The student(s) concerned will be given at least five working days' notice of any such meeting.
- 4.34.3 The student(s) will be provided by the Academic Registrar with full details of the alleged misconduct and informed of the right to appear before the Committee. A student may be accompanied at the Committee by a friend, relative or other supporter, whose rights and role shall be the same as those established for the appeals process (see [7.4.4 to 7.4.6](#)). The student will also be informed of the right to submit a written statement of mitigation concerning the alleged misconduct and to call upon witnesses as part of the investigation. Failure by the student(s) to appear before the Committee or to submit a statement will not prevent the investigation proceeding.
- 4.34.4 The student and the Committee may call witnesses, as appropriate, as part of the investigation. It is the responsibility of the student to organize the attendance of their witnesses at the Committee.
- 4.34.5 The Committee will interview the student(s), staff, and witnesses as appropriate, consider the student's written statement, and come to a decision on the basis of the student(s) statement and the supporting evidence. The student(s) will withdraw from the proceedings to allow the Committee to consider the evidence.
- 4.34.6 The Committee will decide using a simple majority vote system its view of the case.
- 4.34.7 If the student(s) has attended, he/she will be informed of the Committee's decision at the conclusion of the meeting. The Secretary will report the outcome in writing to the student within two working days of the Committee hearing. The student should also be given the opportunity to declare academic misconduct in other work that they have submitted.
- 4.34.8 Where an investigation finds no evidence of plagiarism, cheating or other form of academic misconduct, or that none of these can be proven, the student's work will be assessed on its merits.

4.34.9 Where an investigation confirms that plagiarism, cheating or another form of academic misconduct did take place, this will be reported to the Course Assessment or Resubmission Board by the Academic Registrar.

4.34.10 All cases of plagiarism, cheating or other forms of academic misconduct will be reported to the Senate.

4.35 The remit of Assessment/Resubmission Boards in cases of academic misconduct

4.35.1 Assessment or Resubmission Boards are informed as appropriate of any proven cases of academic misconduct by the Academic Registrar or nominee. The Boards will take into account the following when making a decision in respect of a proven case of plagiarism:

- (i) the proportion of work plagiarised as a percentage of the unit requirements;
- (ii) the student's level of study;
- (iii) the credit value of the course unit(s) affected;
- (iv) any previous history of academic misconduct on the part of the student.

4.35.2 The sanctions available to the Board having considered the above are as follows:

- (i) The student fails the unit but is permitted to retrieve the assessment of the failed unit through the terms of resubmission;
- (ii) The unit is reassessed under the terms of resubmission;
- (iii) The student is required to repeat the unit;
- (iv) The student is required to repeat the level;
- (v) The student receives a lower classification at final award;
- (vi) The student's course of study is terminated (where the student has an active registration at the University) and credit is awarded for the level but not for the unit;
- (vii) The student's course of study is terminated (where the student has an active registration at the University) and no credit is awarded for the level at which the offence occurred;
- (viii) In the case of a student no longer registered at the University, the institution reserves the right to consider the sanctions available to it, depending on the details of the individual case (see [4.35.3](#) immediately below).

4.35.3 Where a Board applies sanctions [4.35.2\(vi\)](#) or [\(vii\)](#), or in the case of students no longer registered at the University, the University reserves the right to review credit and/or an academic award it has made to the student, and any decision taken will be reflected on the student's academic transcript or Higher Education Achievement Report (HEAR). Where appropriate, the University may revoke an award and confirm a lower qualification; for example, the University may revoke a Bachelor degree with Honours and award a BA Degree (Unclassified).

- 4.35.4 The recommendation by an Assessment or Resubmission Board to revoke an academic award will be submitted to the Vice-Chancellor, who makes the final decision as Chair of the Senate.
- 4.35.5 A student with an active registration at the University has a right of appeal against the decision of the Assessment or Resubmission Board where it has applied sanctions relating to academic misconduct (see [7.3: Appeals against the outcome of the formal Student Disciplinary Procedures](#)).
- 4.35.6 A student may appeal against the decision to revoke credit and/or an academic award by taking the matter to the University Council, which meets on three occasions a year. In such cases, the student will be notified at the earliest opportunity of the procedures for making such an appeal and of the timescale in which the appeal would be heard.

4.36 Progression

- 4.36.1 The general requirements for progression are as follows:

Progression from Year 0 to Year 1 of an Honours Degree:

A student must have achieved a pass in all Year 0 units

Progression to Year 2 (Honours degree):

A student must have achieved 120 credits in Year 1 (FHEQ Level 4)

Progression to Year 3: (Honours degree):

A student must have achieved 120 credits in Year 2 (FHEQ Level 5)

Progression to Masters Project:

A student must have achieved 120 FHEQ Level 7 credits.

- 4.36.2 An undergraduate student is required to achieve a maximum of 120 credits in a single academic year.
- 4.36.3 See regulations relating to Referral ([4.26](#)) and Resubmission ([4.27](#)) regarding progression after failure.
- 4.36.4 A student may achieve credit in a unit by either:
- (i) passing the unit at first attempt; or
 - (ii) passing the unit under the provisions of Referral or Resubmission, following initial failure; or
 - (iii) the granting of credit through APEL.

4.37 Awards

The credit requirements for the University's awards are listed below:

4.37.1 At the end of Year 0, no award is made. Students may receive a transcript or Higher Education Achievement Report [HEAR] as a record of achievement.

4.37.2 Certificate of Higher Education (CertHE)

A student must have achieved:

- (i) a minimum of 120 credits at FHEQ Level 4 (Year 1);
- (ii) an aggregate percentage for the award of at least 40%.

4.37.3 Diploma of Higher Education (DipHE)

A student must have achieved:

- (i) a minimum of 240 credits of which a minimum of 120 must be at FHEQ Level 5 (Year 2);
- (i) an aggregate percentage for the Award of at least 40%.

4.37.4 Bachelor of Arts (BA) Degree (Unclassified) – *all undergraduate courses except BA (Hons) Architecture*

A student must have achieved:

- (ii) a minimum of 300 credits of which a minimum 150 must be at FHEQ Level 5 (Year 2) or above and a minimum of 60 Credits must be at FHEQ Level 6 (Year 3);
- (iii) an aggregate percentage for the Award of at least 40%.

4.37.5 Bachelor of Arts (BA) Honours Degree

A student must have achieved:

- (i) a minimum of 360 credits of which a minimum of 240 must be at FHEQ Level 5 (Year 2) or above and a minimum of 120 credits must be at FHEQ Level 6 (Year 3);
- (ii) an aggregate percentage for the Award of at least 40%.

4.37.6 Postgraduate Certificate of Higher Education (PGCert)

A student must have achieved:

- (i) a minimum of 60 credits at FHEQ Level 7.

4.37.7 Postgraduate Diploma of Higher Education (PGDip)

A student must have achieved:

- (i) a minimum of 120 credits at FHEQ Level 7.

4.37.8 Masters of Arts (MA)

A student must have achieved:

- (i) a minimum of 180 credits at FHEQ Level 7.

4.37.9 If the student accepts the award of a BA Degree (Unclassified) or the Diploma in Higher Education they may submit for the Honours Award within five years. Where a Resubmission is requested by the graduate, the Course Assessment Board will stipulate the terms and conditions (including any attendance requirement) of the resubmission. Requests to make a resubmission must be made in writing to the Pro Vice-Chancellor (Academic).

4.37.10 If the student accepts the award of a BA Degree (Unclassified) or the Diploma of Higher Education as a result of failure to retrieve credit following Referral and/or Resubmission, they may not resubmit for an Honours Award.

4.37.11 Students who accept a BA Degree (Unclassified) or other award as a result of plagiarism or other form of cheating will not have the opportunity to resubmit for the higher award at a later date.

4.37.12 Students should note that the University cannot guarantee that a unit or units available at the point of accepting the BA Degree (Unclassified) will be available at the point of wishing to make a Resubmission.

4.37.13 Where a Resubmission for the higher award has been recommended by the Course Assessment Board, the student must surrender the previous award prior to the new award being conferred.

4.38 Classifications

4.38.1 BA Honours grading and classifications will be awarded on the following basis:

70-100%	1 st Class Honours [First]
60-69%	2 nd Class Honours (Upper) [2.1]
50-59%	2 nd Class Honours (Lower) [2.2]
40-49%	3 rd Class Honours [Third]
35-39%	Marginal Fail [no Honours classification]
00-34%	Fail [no Honours classification]

4.38.2 Postgraduate qualifications will be awarded as follows:

Postgraduate qualifications except the Masters Project unit:

Pass
Marginal Fail
Fail

The award of MA:

Distinction ([see 4.25.2](#))

Pass

Marginal Fail

Fail

4.39 Classification of Honours degrees

4.39.1 A student's degree classification is determined by their **Final Award Mark**. This is the mark awarded to a student on the basis of:

- proportions of Year 2 and Year 3 marks for all students except Year 3 direct entrants (see [4.39.2](#) and [4.39.3](#)); **or**
- Year 3 marks only for direct entrants to Year 3 (see [4.39.4](#)).

4.39.2 Where unit marks from Years 2 and 3 are used, the Final Award Mark comprises 25% of a student's Year 2 marks, and 75% of their Year 3 marks. **For all students in this category except those on the BA (Hons) in Architecture**, this means that the Final Award Mark is calculated as detailed below.

Your Year 2 Mark is 25% of the total of the following:

- BA2a unit mark multiplied by two-thirds (as the unit is 80 credits out of the 120 credits for the year); plus
- BA2b unit mark multiplied by one third (as the unit is 40 credits out of the 120 credits for the year).

Your Year 3 Mark is 75% of the total of the following:

- BA3a unit mark divided by two (as the unit is 60 credits out of the 120 credits for the year); plus
- BA3b unit mark divided by two (as the unit is 60 credits out of the 120 credits for the year).

Your Final Award Mark is your Year 2 Mark added to your Year 3 Mark.

4.39.3 **For students on the BA (Hons) in Architecture only**, the Final Award Mark is calculated as detailed below.

Your Year 2 Mark is 25% of the total of the following:

- ARCH2A unit mark multiplied by one third (as the unit is 40 credits out of the 120 credits for the year); plus
- ARCH2B unit mark multiplied by one third (as the unit is 40 credits out of the 120 credits for the year); plus
- ARCH2C unit mark multiplied by one third (as the unit is 40 credits out of the 120 credits for the year).

Your Year 3 Mark is 75% of the total of the following:

75% of the total of the following

- ARCH3A unit mark multiplied by one third (as the unit is 40 credits out of the 120 credits for the year); plus
- ARCH3B unit mark multiplied by two-thirds (as the unit is 80 credits out of the 120 credits for the year).

Your Final Award Mark is your Year 2 Mark added to your Year 3 Mark.

4.39.4 **For students who have entered directly onto Year 3**, the Final Award Mark and classification are determined on the basis of Year 3 credit only, and the calculations for this are detailed below.

- BA3a unit mark divided by two (as the unit is 60 credits out of the 120 credits for the year); plus
- BA3b unit mark divided by two (as the unit is 60 credits out of the 120 credits for the year).

Your Final Award Mark is these two Year 3 marks added together.

4.39.5 For all students considered under [4.39.2](#), [4.39.3](#) and [4.39.4](#), the Final Award Mark is placed against the scale of marks and classifications in [4.39.1](#) to give the student's degree classification.

4.39.6 The Final Award Mark is expressed to 2 decimal places. Once it has been calculated, the Final Award Mark is rounded to the nearest whole number. This means that any Final Award Mark of 0.5% or above will be rounded upwards and the degree classification determined against the scale in paragraph [4.39.1](#).

4.39.7 Where the Final Award Mark falls within the borderline of a higher classification as outlined in paragraph [4.40](#) immediately below, the Final Award Board may adjust classifications where certain criteria are met.

4.40 Borderlines

4.40.1 For Honours degrees a borderline mark is any rounded Final Award Mark which is within the following bands:

- 49.00 – 49.99%
- 59.00 – 59.99%
- 69.00 – 69.99%

Assessment Boards may not apply any additional rounding up to a Final Award Mark for the purposes of consideration under the regulations governing borderlines. For example, a Final Award Mark of 68.50 cannot be rounded up to 69 for the purposes of consideration under these regulations.

4.40.2 Automatic upgrade:

4.40.2.1 Where a Final Award Mark falls within the following ranges, the rounding of the Final Award Mark to the nearest whole number will result in an automatic upgrade to the higher classification:

- 49.5% - 49.99% will be rounded to 50% and result in a 2.2 classification.
- 59.5% - 59.99% will be rounded to 60% and will result in a 2.1 classification.
- 69.5% - 69.99% will be rounded to 70% and will result in a classification of a First.

4.40.3 Discretionary upgrade:

4.40.3.1 Where a Final Award Mark falls within the following ranges:

- 49.00 – 49.49%
- 59.00 – 59.49%
- 69.00 – 69.49%

the Final Award Board may give discretionary consideration to raising the Final Award Mark up to the next classification subject to the following criterion being fulfilled:

- The mark for BA3b/ARCH3B must be in the higher classification.

4.40.3.2 Where a candidate has submitted a claim for extenuating circumstances which has been judged to have had an extreme impact on performance (in accordance with the provisions under regulation [4.51.28](#)) the Board may consider awarding a discretionary upgrade where the Final Award Mark falls within the following bands:

- 48.00 – 48.99%
- 58.00 – 58.99%
- 68.00 – 68.99%

4.40.4 Students with a Final Award Mark of 39.50 – 39.99 may not be considered for an upgrade to a Third Class Honours degree as they have not met the minimum credit requirements specified in section [4.37.5](#).

4.40.5 There are no borderline categories for postgraduate courses.

4.41 Classification of Honours degrees for students returning from intermission

4.41.1 For students returning to the University following a period of intermission, degrees are classified in accordance with the regulations in force at the time of their return to study (see [4.50.5](#)).

4.42 Aegrotat Awards

- 4.42.1 If a candidate for an Honours degree is unable to complete the whole or part of the Year 3 (FHEQ Level 6) assessment by reason of illness or other cause found valid on production of acceptable evidence the Final Award Board may recommend the award of an Aegrotat degree. This award will only be recommended when the Board is satisfied that the student would have qualified for the award of a degree had it not been for the illness or other valid cause.
- 4.42.2 Before an Aegrotat award is recommended the student must have indicated their willingness to accept such an award. Where the student is not willing to accept, they shall be permitted to retake the whole or part of the Year 3 assessment within two years if deemed appropriate by the Final Award Board. The registration period may be extended to allow this. This additional assessment will be treated as if the Year 3 assessment was being taken for the first time.
- 4.42.3 If the student accepts the Aegrotat award, they may resubmit for a BA (Hons) award within five years of receipt of the original Aegrotat award. Where a resubmission is requested by the student, the Course Assessment Board will stipulate the terms and conditions (including any attendance requirement) of the resubmission. Requests to make such a resubmission must be made in writing to the Academic Registrar.
- 4.42.4 Where a resubmission for the higher award has been recommended by the Final Award Board, the student must surrender the Aegrotat award prior to the new award being conferred.
- 4.42.5 Students should note that the University cannot guarantee that a unit(s) available at the point of accepting the Aegrotat award will be available at the point of resubmission.

4.43 Posthumous Awards

- 4.43.1 These regulations apply to a student who dies prior to completing the academic requirements of a course of study for which the University is the awarding body. They do not apply to a student who has qualified for an award but who dies either in the period prior to a graduation ceremony or before an award certificate is issued. Where the deceased student was registered for a research degree, the making of any award will be in accordance with the relevant University of the Arts London regulations at the time of death.
- 4.43.2 Where a student dies before completing all the academic requirements of a course of study, the Chair of the Assessment Board, having sought the views of the course team and the External Examiner, may recommend any of the following:
- (i) to waive the remaining academic requirements;

- (ii) to approve any further action to enable the award of a qualification (eg printing a final submission to allow it to be assessed);
- (iii) making an award of a lower level than that which the deceased was registered for (eg the award of a Diploma of Higher Education rather than a Bachelor degree).

- 4.43.3 The recommendation of the Assessment Board in the case of deceased candidates will be reported to the relevant Award/Resubmission Board.
- 4.43.4 Where the Award/Resubmission Board is able to confirm that the deceased had completed the majority of Year 3 work prior to death to enable the award of a posthumous Bachelor degree with Honours, the Board has the discretion to decide upon the classification of the degree to be awarded. In the case of a posthumous postgraduate degree, a Distinction may be awarded where the Board is content that the student would have submitted the Masters Project at the level of Distinction.
- 4.43.5 Where the Award/Resubmission Board considers that the deceased would have qualified for a Bachelor degree but had not completed the majority of Year 3 work to enable the award of a degree with Honours, the Board may instead make the award of a posthumous degree without Honours.
- 4.43.6 The Award/Resubmission Board also has the option of making any interim award as appropriate.
- 4.43.7 If the deceased student is in debt to the University, the University may opt to clear the debt, or to seek the clearance of the debt from the estate of the deceased or next of kin before making an academic award.
- 4.43.8 The term 'posthumous' will appear on all University documentation issued after the death of the student, including the award certificate.
- 4.43.9 The University will respect the wishes of the family and/or friends of the deceased in respect of the formal presentation of a posthumous award. The name of the holder of the posthumous award may be announced at a graduation ceremony and published in the formal graduation booklet if requested.

4.44 Publication of final results

- 4.44.1 Final results are made available online to each student via e:Vision at a date published each academic year. The Academic Registrar has sole charge of the publication of final results.
- 4.44.2 Students will receive notification of the overall award.
- 4.44.3 Following the publication of final results, all students will be sent a Student Transcript or Higher Education Achievement Report (HEAR) detailing their performance on each unit of their course.

4.45 Confidentiality of marks

4.45.1 The confidentiality of marks by a Board must be maintained by all concerned until the publication of the final results.

4.46 Recommendation/Conferment of Degrees

4.46.1 Conferment of Degrees: The University shall confer an award when the following requirements are satisfied:

- The candidate was registered with the University at the time of his or her completion of the final assessment;
- The award has been recommended by the Final Award, MA Assessment and Award or Resubmission Board;
- The recommendation of the award has been signed by the Chair of the appropriate Board (as detailed above) and by the External Examiners.

4.47 Withdrawal

4.47.1 If a candidate registered for an award withdraws from their studies at the University before completion of the course of study leading to that award an intermediate award may be offered (see [3.10: Exit Qualifications](#)) provided that the assessment and credit requirements associated with the award have been met. The Course Assessment Board will automatically consider whether a student has earned such an award during its meeting once a student's withdrawal has been confirmed by the Academic Registry. If approved, the award will then be conferred. A Student Transcript or Higher Education Achievement Report (HEAR) will also be produced for each candidate indicating all credit achieved while on the course. This provision does not apply to students who have been admitted to the course part-way through.

4.47.2 Persistent absence from timetabled sessions without notifying the Student Enquiries Office **and** without providing appropriate supporting documentation may lead the University to assume that a student has permanently withdrawn from their studies (see [section 5: Student Attendance Policy](#)).

4.47.3 Once a student has withdrawn, or been withdrawn from his/her course, an assessment of his/her fee liability will be carried out in accordance with the University's *Student Tuition Fees Payment Policy*. The student will be advised of his/her tuition fee liability in writing.

4.48 Intermission

4.48.1 The University recognises two different forms of intermission for undergraduate and taught postgraduate: academic intermission and non-

academic intermission. Postgraduate research students should refer to the University of the Arts London's regulations on intermission.

- 4.48.2 Academic intermission** is where a student is formally required by the University to take a break from continuous study. This will normally be where a student is carrying too much failure whilst trying to progress their studies and as a result needs either to restart the level of study in its entirety or to repeat unit(s) as appropriate. Academic intermission is normally invoked by the relevant Course Assessment Board as a condition of remaining on the course although recommendations for academic intermission may occasionally be made during the academic year. The Academic Registrar and the Dean of Faculty (as Chair of the Course Assessment Board) must be notified of any recommendations to invoke academic intermission at a time outside of the Course Assessment Board by the Course Leader. The student will be informed in writing of the requirement to intermit by the office of the Academic Registrar.
- 4.48.3 The University may require students to intermit for other reasons throughout the academic year. This would be in exceptional circumstances and may be associated with significant health issues or disciplinary procedures. In these cases, the decision would be made by the Academic Registrar and, in disciplinary cases, by the Chair of the Student Conduct Committee. Where a student is required by the University to intermit part-way through the academic year, the return date will normally be at the start of the relevant unit during which intermission began or other appropriate point as determined by the Student Conduct Committee. Arrangements in respect of outstanding assessments will be determined by the University on the merits of each case, to ensure that no academic advantage or disadvantage occurs.
- 4.48.4 Non-academic intermission** is where a student obtains formal University permission to take a break from continuous study, for reasons not associated with academic performance. Reasons for this might include ill health, maternity or paternity leave, financial hardship, a fixed-term employment opportunity, compassionate leave or study abroad. Requests for non-academic intermission must be supported by written evidence.
- 4.48.5 A student who is temporarily absent due to sickness (ie for less than 10 working days) will not be required to intermit. Instead, for up to 5 working days of absence a self-certification form will be required (available from the Student Enquiries Office); and for between 5 and 10 working days of absence in succession, medical certification from their doctor will need to be provided. Students who anticipate being, or who are, absent from the course for a period of more than 10 working days for one of the reasons outlined above or for any other similar reason may be requested to intermit from the course for a maximum of one academic year.
- 4.48.6 Students seeking the opportunity to intermit for non-academic reasons must seek the approval of the University before temporarily withdrawing from the course except in exceptional circumstances where the student is unable to do so (eg an unforeseen event beyond the control of the student). All such

requests must be made on the University's application form outlining the reasons for intermission (see below) and must include documentation to support these reasons. The University will not consider an application for intermission if the required documentation is not provided. It is the responsibility of the student to provide the necessary documentation and the University will not follow-up and/or pay for documentation on behalf of the student (eg medical notes). Failure to follow this procedure may result in the University permanently withdrawing a student from their course.

- 4.48.7 The University can require a student to intermit if it is clear that health problems are affecting their ability to take full advantage of the programme of study. This is because the nature of the subject makes it very difficult to catch up on time lost on the programme, and art, design, media and architecture involves process, time and often team-based work. A student can also be required to intermit in circumstances where the University has evidence that a student's health is profoundly affecting the safety and well-being of the surrounding community.
- 4.48.8 When considering a student's fitness to study and the possibility of placing a student on intermission for health reasons, the Academic Registrar and staff in the Academic Support Office, the Student Support Manager, the Course Leader and the relevant Dean of Faculty will discuss the matter as appropriate. Individual cases may also be referred for discussion to the Co-ordinated Support Group. Where the possibility of enforced intermission on health grounds is discussed with a student, medical evidence may be requested from the student to confirm his/her health and the ability to pursue a course of study.
- 4.48.9 Approval for intermission is granted for a specified period. The student will be informed in writing of the entitlement to take intermission and the date by which the student is expected to resume studies. Students who request intermission on the grounds of ill health will be required to provide copies of medical certificates at the point of application as well as evidence that they are fit to resume their studies before rejoining the programme. Where the University has enforced intermission on health grounds, the student will be required to provide evidence confirming that they are fit to resume studies.
- 4.48.10 Full-time undergraduate students may intermit on no more than two occasions and part-time students on no more than three. Full-time postgraduate students may intermit on no more than one occasion and part-time students on no more than three. An intermission may not be for more than one academic year at a time within a single period of registration; intermissions for more than one year are exceptional and require approval by the Vice-Chancellor as Chair of the Senate, only upon the recommendation of the Course Leader after consultation with the office of Academic Registrar. The University may refuse to extend the period of intermission and may advise instead that the student be awarded an intermediate qualification (where appropriate).

- 4.48.11 If a student intermits during a unit before the completion of the assessment requirement(s), no credit will be awarded. In these cases, the student, upon their return to the course of study, would normally be expected to repeat the whole of the incomplete unit(s). Students should be aware that the University cannot guarantee that a unit available at the point of intermission will be available at the point of rejoining the course.
- 4.48.12 Students may not submit a request to intermit 10 working days or less from the date of an assessment unless there are exceptional circumstances. Any requests received during this period without good reason will not be considered and non-submission of work will result in a “fail” grade being awarded. Where a student is unable to submit a request earlier than this period for reasons beyond his/her control, these should be made clear and special consideration may be given to the request.
- 4.48.13 The ‘cut-off’ points for the University to consider intermission applications in any academic year are as follows:
- For undergraduate students, the end of the first working day after the student Easter vacation;
 - For taught postgraduate students, the end of the first working day of Teaching Block 3.

Applications submitted after this point by undergraduate students may be considered and approved in exceptional circumstances, but where issues have arisen late in the academic year making a break in studies either desirable or essential, it is preferable for the relevant Assessment Board to take decisions about a student’s academic progress.

- 4.48.14 Where a student submits an application to intermit with the intention of completing the academic year in question and suspending studies for the entirety of the following year, the application will be considered after the meeting of the relevant Assessment Board. This is to ensure that any issues relating to the submission of outstanding units are addressed.
- 4.48.15 Students required to intermit as a result of a breach of University conditions of study will be notified by the University.
- 4.48.16 Students must have received in writing the appropriate approval before intermitting and before informing external bodies of the suspension of their studies. Students who have not received approval and remove themselves from the course will be marked as absent, or depending on the circumstances of the individual case, will be assumed to have withdrawn from the course.
- 4.48.17 Where the University agrees to a student’s intermission, an assessment of his/her fee liability will be carried out in accordance with the University’s *Student Tuition Fees Payment Policy* and this information will be communicated to the student at the point of intermission. The student will be advised in writing of his/her tuition fees both for the academic year in which

intermission begins and the academic year in which the student resumes study.

4.49 Intermission application procedures

- 4.49.1 A student wishing to submit an application for intermission should first consult their tutor or a member of the University's Academic Support Office in the Academic Registry in order to discuss the circumstances relating to the application, the likely effects on academic progression of the proposed absence and the financial implications. The student will be advised to discuss this proposal on an informal basis with their Course Leader.
- 4.49.2 Applications should be made on the appropriate form (available from the Academic Registry, Student Enquiries Office or on the intranet) and returned to the Academic Registry. Students should continue to attend the course until the University has formally approved the request for intermission unless unable to do so (eg an unforeseen event beyond the control of the student). Students who temporarily withdraw themselves from the course without following this procedure may be assumed to have withdrawn from the course permanently.
- 4.49.3 The Academic Registry shall consider the student's reasons for applying for intermission and the extent of the evidence supporting these reasons. In making a decision, consideration will be given to the impact of a period of intermission on the student's peers in respect of academic advantage. As such, intermission during the final year of a student's course will only be permitted in exceptional circumstances such as in cases of severe health difficulties and only where the student can evidence in full these difficulties. Similarly, students will not be permitted to repeat part of or a full year of study unless there are exceptional circumstances.
- 4.49.4 In considering a formal application for intermission, the University shall take into account difficulties which might arise as a result of changes to the structure and content of schemes of study between the time that the intermission starts and the time that the student returns to the course. The University shall also consider what arrangements are necessary regarding assessed coursework so that the student is neither advantaged nor disadvantaged compared with other students pursuing the same scheme of study. Requests for intermission from Year 3 and taught postgraduate students must have approval from the Pro Vice-Chancellor (Academic). All other applications are processed by the Academic Support Office, which reserves the right to consult with the Pro Vice-Chancellor (Academic) for advice and clarification.
- 4.49.5 Consideration of applications for intermission shall take place within 7 days of receipt of the request by the Academic Registry. Backdated applications for intermission shall only be considered in exceptional circumstances where the student can show good reason why he/she was unable to submit the application at the appropriate time.

- 4.49.6 Having determined the nature of the assessment arrangements in consultation with the student's course and agreed to a period of intermission, the Academic Registry will confirm the University's agreement to the period of intermission in writing to the student along with any assessment requirements upon return to the course and the agreed date of return to the course. Where an application to intermit is refused, the University will write to the student and provide the reason(s) for the decision.
- 4.49.7 Where a student is granted intermission, he/she ceases (temporarily) to be a member of the University and will no longer have access to University facilities, including tutorial support until the student resumes the payment of fees. The Office of Academic Registrar or his/her nominee shall notify the Library, the Finance Division and the Students' Union accordingly. A student on intermission will however retain access to his/her University email account and the Virtual Learning Environment, including the Library's electronic resources, as a means of keeping in touch with activity at the University.
- 4.49.8 In accordance with statutory and other requirements, the University will inform the student's financial sponsor of an approved period of intermission and the student's maintenance grant may be adjusted as a consequence.
- 4.49.9 Where intermission is approved for an international student studying under a Student Visa, the University shall, in accordance with statutory requirements, inform the UK Home Office.
- 4.49.10 Where intermission for a student gives rise to the need for an extension to the maximum registration period as set out in the University regulations, the Academic Registrar will seek approval by Vice-Chancellor as Chair of the Senate before agreeing to the period of intermission.

4.50 Return to study following intermission

- 4.50.1 Students must confirm in writing their intention to resume studies when requested by the Academic Support Office (usually one to two months before their return date), and meet any conditions of return as appropriate such as providing medical evidence. The University will then write to the student to confirm their return, unless there are outstanding issues relating to the conditions of the student's return. In these cases, the University will write to explain what happens next. For example, the University may ask the student to provide additional medical evidence; or offer to extend the student's period of intermission; or withdraw the student from their studies.
- 4.50.2 The date of return to study at the University will have been agreed either at the point the student's application for intermission was approved or, where there are matters to be resolved relating to incomplete or failed units, at a meeting of the relevant Assessment or Resubmission Board.
- 4.50.3 All students returning from intermission are required to attend supportive monitoring sessions with a member of their course team when they return (see [4.30.3](#)).

4.50.4 Academic Support Office staff will notify other departments within the University and external agencies as appropriate when a student returns to study. Returning students are also recorded at meetings of the Co-ordinated Support Group.

4.50.5 Students returning from intermission are subject to the regulations, policies and procedures in force at the time of their return. This includes the regulations relating to degree classifications (see [4.41](#)).

4.51 Extenuating Circumstances

4.51.1 Students are responsible for managing their learning and the development of work for assessment throughout the duration of their studies. The University recognises that illness and difficult or distressing life events may occur, but considers it a normal part of everyday life to have to manage these events and continue with work or study. For this reason, such difficulties are not normally accepted as reasons for a student's poor performance in assessment.

4.51.2 The University operates Extenuating Circumstances Procedures to ensure that students experiencing serious illness and other forms of exceptional and unforeseen interference with their academic performance are treated fairly during the assessment process. Students are responsible for making known any exceptional circumstances which have affected their academic performance. Where appropriate, these circumstances may be taken into account by the Assessment/Resubmission Board in making a decision. It is not the intention of the Extenuating Circumstances Procedures to mitigate failure or to give students an unfair advantage over their peers.

4.51.3 Extenuating Circumstances will not be accepted as a reason for any form of academic misconduct (see [section 4.33: University procedures in cases of suspected plagiarism, cheating or other forms of academic misconduct](#)).

4.51.4 Extenuating Circumstances can be defined as those circumstances which:

- are exceptional and unforeseen;
- are beyond the student's control;
- occurred during an assessment period or shortly before the submission period; and
- may have had a seriously adverse effect on the student's academic performance at the level required or expected.

4.51.5 Examples of Extenuating Circumstances which **might** be considered valid are as follows:

- (i) Bereavement causing significant impact on the student's attendance or submission of work for assessment, provided the facts and effects are independently corroborated;

- (ii) Victim of a serious crime (eg physical or sexual assault, theft of work required for assessment) with corroboration from the Police or other recognised authority;
- (iii) Family breakdown (eg separation or divorce either of the student or of the parents or guardians), provided the facts and effects are independently corroborated;
- (iv) Unexpected caring responsibilities caused by the sudden or worsening illness of a child, partner or close relative and which can be confirmed in writing;
- (v) For part-time taught postgraduate students in full-time employment, exceptional pressure of work or change of employment circumstances, provided the facts and effects are independently corroborated;
- (vi) Official commitments which cannot be postponed or where the student has no control over the date, such as jury service or a court appearance as a witness, defendant or plaintiff, and which can be corroborated by official correspondence from the Court or Tribunal Authority;
- (vii) Serious personal injury or a physical/mental health condition preventing attendance or submission of work for assessment and which can be confirmed by a medical certificate. This does **not** include a condition which is long-term and is being managed by the student – see 4.55.6(vi);
- (viii) Serious personal or psychological problems for which the student is undergoing counselling or treatment from a registered practitioner and which can be confirmed in writing.

4.51.6 Circumstances which would **not** normally be considered valid are those where a student could reasonably have avoided the situation, or acted to limit the impact of the circumstances. These include, but are not limited to:

- (i) Late or non-submission of work as a result of poor study practice, eg poor time management, unawareness of University regulations, unawareness of published submission deadlines, loss of work through computer/equipment failure where that work was not backed up/copied (see also [4.11.3](#));
- (ii) Late or non-submission of work as a consequence of having to produce work for more than one assessment at a time. The University will also not grant an extension to academic deadline in these circumstances (see [4.52.9](#));
- (iii) Late or non-submission of work as a result of transport difficulties unless these were exceptional and unavoidable (eg the student could not have caught an earlier bus/train) on the day of a submission deadline and such difficulties can be independently corroborated;
- (iv) Short periods of illness (usually 1-14 days) and minor illnesses or injuries, such as sore throats, colds, headaches or hay fever which could have been mitigated by means of an extension to submission deadline;
- (v) A medical condition which does not relate to the assessment period, including the submission period;

- (vi) A medical condition without appropriate medical evidence to support it, or supported by retrospective medical evidence, ie evidence that was not in existence at the time of the illness, such as a doctor's note which states that the student was seen after the illness and had been ill previously;
- (vii) Long-term health conditions or disabilities (including dyslexia) for which the student is already receiving 'reasonable adjustment' and support and will normally have had the benefit of experience to control the condition, unless the student can provide independent evidence of an exceptional and unforeseen change in his/her condition or a significant new diagnosis;
- (viii) Absences due to attending appointments or other events, such as holidays, family celebrations or house moves, where the student has control over the date or may choose not to participate;
- (ix) Personal 'life' events regarded to be difficult, such as domestic, work, financial or other general problems which fall outside the circumstances identified in [4.51.5](#) above;
- (x) Late disclosure of Extenuating Circumstances on the basis that the student felt unable or uncomfortable confiding in University staff, unless there was good reason for not doing so.

4.51.7 Where the University is aware of an exceptional circumstance which might affect the academic performance of all or a group of students (eg a fire on University premises, or prolonged travel disruption caused by widespread and severely adverse weather conditions), the University will make a decision on mitigation. It is expected that an extension to the submission deadline of the affected unit(s) will be appropriate in the majority of cases. Where widespread Extenuating Circumstances are mitigated at the time they arise, the University will not consider individual claims for these same extenuating circumstances.

4.51.8 Where Extenuating Circumstances are being claimed, documentary evidence of the Extenuating Circumstances must be submitted at the same time. In no case will Extenuating Circumstances be considered without appropriate and relevant supporting documentation to substantiate the claim.

4.51.9 It is the student's responsibility to obtain appropriate and relevant supporting documentary evidence. The University will not follow-up and/or pay for documentation on behalf of the student (eg medical notes). The student **must** provide the necessary documentation, including copies of relevant documentation previously submitted to other areas of the University, with their claim.

4.51.10 Students who experience exceptional and unforeseen circumstances which are affecting their ability to engage with the course are strongly advised to bring them to the attention of their Course Leader (either directly, or via another tutor, the Student Enquiries Office or Student Support) at the time the circumstances arise. This is to ensure that appropriate provision, including any need for 'reasonable adjustment', can be put in place. It is the student's responsibility to raise these circumstances with the

University. Students who do not do so, but who wish to claim Extenuating Circumstances at a later point, may be asked to explain why the circumstances were not raised at the appropriate time.

- 4.51.11 The Extenuating Circumstances Procedures are only to be used in exceptional and unforeseen circumstances where it is felt by the student that these will have a detrimental impact on their performance in assessment. This procedure should **not** be used by students who need welfare support or support for a recurrent problem; however, students are strongly encouraged to disclose recurrent problems affecting their performance in assessment so that the University can put appropriate provision, including any need for 'reasonable adjustment', into place.
- 4.51.12 The Extenuating Circumstances Procedures should **not** be used by students who require an extension to an academic deadline only. However, students may submit **both** Extenuating Circumstances and an application for an extended deadline using the appropriate application process (see [4.52: Extensions to an academic deadline](#)).
- 4.51.13 Students wishing to submit claims for Extenuating Circumstances must complete the University's Extenuating Circumstances Application Form available from the Academic Registry, the Student Enquiries Office and the intranet.
- 4.51.14 The Extenuating Circumstances Application Form, and supporting documentary evidence, should be returned by the student to the Academic Support Office in the Academic Registry.
- 4.51.15 It is the student's responsibility to ensure that the Academic Support Office receives the form and the relevant documentation in support of the claim by the required deadline. The University will not consider a claim for Extenuating Circumstances if the required documentation is not provided.
- 4.51.16 Claims for Extenuating Circumstances should be submitted as close as possible to the time the circumstance took place, and at the latest within ten working days of the assessment submission deadline for the unit(s) in question. In the event the student is unable to submit a claim within this time period, claims will be accepted by the final deadline as published on the University calendar on the intranet and **before** the meeting of the Course Assessment Board confirming the mark of the unit(s) affected. No claims will be considered after the published deadline unless exceptional reasons are given and sufficiently evidenced for not submitting the claim on time. **Please note:** 'exceptional reasons' **does not** include unwillingness to disclose the reasons for claiming Extenuating Circumstances at the appropriate time. A student will not normally be able to appeal on the grounds of Extenuating Circumstances where evidence was available and circumstances could have been disclosed by the published deadline ([see Section 7: Student Appeals Procedure](#)).

- 4.51.17 Claims for Extenuating Circumstances will be verified by the Academic Registrar, who will determine whether the claim meets the criteria for Extenuating Circumstances and whether the supporting documentary evidence is appropriate and relevant. Accepted claims will be submitted to an Extenuating Circumstances Panel for formal consideration. Students will be notified in writing if their claim has been deemed valid. Where a claim has been deemed invalid, the student will be notified in writing of the reason why this decision has been reached.
- 4.51.18 The Academic Registrar is authorised in exceptional circumstances to uphold claims for Extenuating Circumstances outside the formal meeting of the Extenuating Circumstances Panel, for example in relation to a Referral attempt offered in advance of a meeting of an Assessment Board, where the claim is evidently valid under University regulations. Such decisions will be reported to the Panel at the first opportunity.
- 4.51.19 An Extenuating Circumstances Panel will meet prior to the Course Assessment Boards, to consider claims for Extenuating Circumstances. All claims for Extenuating Circumstances will remain confidential until the day of the meeting of the Panel, with the original copy of documentation being retained by the Academic Registry. Course Leaders and/or unit tutors will be invited to forward any additional information for consideration by the Panel, without disclosing the details of the claim.
- 4.51.20 In determining the outcome of a student's claim for Extenuating Circumstances, the Panel will consider the following range of factors along with any representations made by relevant Course Leaders and/or unit tutors:
- (i) the severity and timing of the circumstances described;
 - (ii) the evidential weight of corroborating documentation provided;
 - (iii) the extent to which the circumstances can be causally linked to the assessment claimed to have been affected;
 - (iv) whether support and/or 'reasonable adjustment' had been put in place in the period between the circumstances being presented and the meeting of the Panel and the impact of this in supporting the student at assessment.
- 4.51.21 The question of the severity of the circumstances and the impact on the student's assessment is a matter of academic judgement solely for the Extenuating Circumstances Panel. Guidance will be issued to members of the Extenuating Circumstances Panel to assist them in reaching decisions about the impact of particular circumstances.
- 4.51.22 The Panel will be comprised as follows:
- Academic Registrar or their nominee (*Chair*)
Assistant Registrar: Academic Support

2 Course Leaders or their nominees (*not connected with the course for which the claim is being considered*)

A member of the Academic Support Office will act as convening secretary to the Panel.

- 4.51.23 The Academic Support Office representative will provide the necessary information on the relevant students' circumstances to the Panel on the day of the meeting. The representative will also provide advice on these *Student Regulations and Procedures*. Any copied papers will be returned to the Academic Support Office representative at the end of the meeting and immediately destroyed, with the original copy being retained by the Academic Registry (where a student has agreed to this).
- 4.51.24 After the meeting of the Extenuating Circumstances Panel, the Academic Support Office representative will notify the student in writing if their claim has been upheld. Where a claim has been not upheld, the student will be notified of the reason for this decision.
- 4.51.25 Where the Panel agrees to uphold a claim of Extenuating Circumstances, its decision is passed by the Academic Registrar to the relevant Assessment/Resubmission Board with the following information:
- (i) the period(s) of assessment which would have been affected;
 - (ii) if one or all components of assessment would have been affected;
 - (iii) the severity of the circumstances in respect of the impact on the student's assessment, taking into account any support put in place which may have subsequently alleviated that impact.
- 4.51.26 The Assessment/Resubmission Board will receive the decision of the Extenuating Circumstances Panel and, where a claim has been upheld, the following options will be available:
- (i) To accept a late submission (including for a Referral or a Resubmission attempt) without penalty;
 - (ii) To extend the deadline for submission;
 - (iii) If a missed or failed assessment was a first attempt, the opportunity to resubmit work as a first attempt. For postgraduate students (in the case of the Masters Project only) the student may be offered the opportunity to resubmit work which, if of an appropriate standard, could be awarded a Distinction;
 - (iv) If the missed or failed assessment was the final attempt (ie a Resubmission attempt), the student may be offered one further and final opportunity to retrieve the failure in the unit(s) under the normal terms of Resubmission (see [4.27: Resubmission](#));

- (v) If a capped pass mark has been awarded provisionally to a unit submitted under the terms of Referral or Resubmission, the Board may record an uncapped mark for the unit in question. **This is the only occasion on which a student's mark may be changed as a result of an upheld claim for Extenuating Circumstances;**
- (vi) If the assessment has received a pass mark but the Board considers that there has been some obvious impact on achievement, a record of the student's Extenuating Circumstances will be retained for consideration by the relevant Award Board and may be taken into account in accordance with paragraph [4.51.28](#) (undergraduate courses only);
- (vii) If the Assessment/Resubmission Board considers that a student has missed too much work as a consequence of Extenuating Circumstances and would not therefore simply be able to resubmit, the student may be given the opportunity to repeat a period of study (see [4.28: Resubmission by repeating a period of study](#)). In such a case the Board has the discretion to offer a submission attempt for a unit or units as if for the first time.

4.51.27 Students provided with the opportunity to make a further submission as a consequence of an upheld Extenuating Circumstances claim will be advised of the date by which the submission should be made.

4.51.28 For undergraduate courses, the Final Award Board will receive a note of upheld claims and may take into account the possible effect of the Extenuating Circumstances on the student's academic achievement if the student's overall performance is within the borderline for a higher degree classification. This is subject to the following criteria being fulfilled:

- the Extenuating Circumstances Panel assessed the student's circumstances to have had an extreme impact on assessment in Year 2 and/or Year 3; **and**
- the deficit in the Final Award Mark is not greater than 2%.

4.51.29 For postgraduate courses, the MA Assessment and Award Board will not take any additional action in relation to Extenuating Circumstances other than to allow the possibility of the award of Distinction for the Master's Project where a student has submitted work of an appropriate standard for this unit following upheld Extenuating Circumstances (see [4.51.26\[iii\]](#)).

4.51.30 There is no appeal against the decision of the Extenuating Circumstances Panel. However, students may appeal against the decision of an Assessment or Award Board and request that any decision of the Extenuating Circumstances Panel is taken into consideration as part of that appeal. In these cases, the appeal should be made by the normal Academic Appeals Procedure (see [section 7: Student Appeals Procedure](#)).

4.52 Extensions to academic deadlines

- 4.52.1 Students seeking an extension to an academic deadline must use the appropriate form and procedures as set out below. These procedures are different from those used to claim extenuating circumstances (see above).
- 4.52.2 Requests for extensions must be made to the relevant Course Leader before the published assessment deadline using the Application for Deadline Extension which is available from the Student Enquiries Office, the Academic Registry and on the intranet. Extensions will not be granted retrospectively, once the deadline has passed.
- 4.52.3 Permission can only be granted by the Course Leader and not by the unit tutor or any other member of staff.
- 4.52.4 In submitting the application for an extension, the student will need to outline the reasons for the application and provide documentation to support the claim. Claims will not be considered without relevant supporting evidence.
- 4.52.5 The decision to extend a deadline for a student is entirely at the discretion of the Course Leader. In reaching their decision, the Course Leader will look at the circumstances which have led to the application, together with any supporting evidence provided, and the progress the student has made with their work for the unit at the point they apply for an extension. The Course Leader may also consult the student's unit tutor and the Academic Registry for any additional information.
- 4.52.6 Extensions are typically granted for a period of 1 or 2 weeks only. In exceptional cases, the Course Leader has the discretion to approve a maximum extension of 4 weeks. Any revised deadline for the submission of work will be decided by the Course Leader, taking into account the circumstances which have affected the student's ability to complete the assessed work in the required deadline. Extensions to deadlines are usually signed off before the meeting of the Course Assessment Board.
- 4.52.7 Where a maximum extension has been granted, and a student requests permission for a further period of extension, the Dean of Faculty and Academic Registrar will meet with the student and assess the grounds for extension. A further extension will only be granted in exceptional circumstances where it can be demonstrated that circumstances beyond the control of the student have prevented submission within the extended deadline.
- 4.52.8 Where permission for an extension is not sought, and the work is submitted late, a student will receive a Fail grade and the regulations governing Resubmission will apply (see [4.27: Resubmission](#)).
- 4.52.9 Students should note that the University will not grant extensions in the following circumstances:

- (i) on the grounds that it is necessary to produce work for more than one assessment at the same time. It is the responsibility of the student to plan their workload to ensure that they can meet the deadlines. Similarly students resubmitting work for assessment whilst undertaking work for other assessments may not use the amount of work as a reason to request an extension.
- (ii) as a result of poor study practice, eg poor time management, unawareness of University regulations, unawareness of published submission deadlines, or loss of work through computer/equipment failure where that work was not backed up/copied (see also [4.11.3](#));
- (iii) as a result of transport difficulties unless these were exceptional and unavoidable (eg the student could not have caught an earlier bus/train) on the day of a submission deadline and such difficulties can be independently corroborated.

SECTION 5 STUDENT ATTENDANCE POLICY

5.1 Student Attendance Policy

- 5.1.1 The purpose of this policy is to acknowledge the importance of staff input and engagement with students, and on-site collaboration between students, whilst acknowledging the appropriate freedom and autonomy of students themselves as they progress through their course.
- 5.1.2 The changing environment for UK higher education, in which the majority of students undertake paid employment to support their studies, has had a major impact on patterns of student attendance and, indeed, on definitions of 'full-time' and 'part-time' study. While acknowledging the factors which influence student attendance, the University has identified the need to reinforce to its students the importance of regular attendance and engagement with their course, notwithstanding the emphasis placed by courses on encouraging and supporting independent learning.
- 5.1.3 Some course units introduce new material which requires students' involvement and engagement on-site. Other course units may foreground independent learning and may be developed off-site, but may nonetheless incorporate integral elements of tutorial monitoring, feedback and development which require students' on-site attendance.
- 5.1.4 The NUA *Award and Credit Scheme* makes it possible for course units at any level, in particular BA (Hons) Year 3, to be delivered without regular student attendance subject to the requirements as set out in [5.1.5](#) immediately below and other than for tutorials conducted either face-to-face or via email or telephone.
- 5.1.5 Students are required to attend all timetabled group and individual teaching sessions except in the case of illness or other reason where supporting evidence is required. In addition to this requirement for 100% attendance at timetabled teaching, many unit learning outcomes necessitate students' on-site engagement with the University's staff and workshop facilities.
- 5.1.6 Tutors will keep records of student attendance at timetabled teaching. Persistent absence may result in the student being interviewed by the Course Leader, the Dean of Faculty or the Pro Vice-Chancellor (Academic). Excessive absence for no acceptable reason may lead to a student being withdrawn from the course.
- 5.1.7 Absences due to illness must be reported to the Student Enquiries Office on the first day of absence from a timetabled teaching session and a self-certification form will be required for up to 5 working days of absence (available from the Student Enquiries Office or intranet). For absence due to illness of more than 5 working days in succession, medical certification from a doctor will be required. Students who anticipate being absent for a longer period of time (normally in excess of 10 working days) for reasons including ill health, pregnancy, financial hardship, compassionate leave or study abroad

(unconnected with their studies), or any similar reason may be requested to intermit from the course for a maximum of one academic year.

- 5.1.8 Where students are persistently absent from timetabled teaching and tutorials, without notifying the Student Enquiries Office **and** without appropriate supporting documentation, the University may assume that a student has permanently withdrawn from their studies. The student will be contacted by the University and asked to respond within 5 working days to confirm their circumstances. Where a student fails to respond within the deadline, or where the University deems that the response fails to demonstrate a commitment to resume normal study, the University will confirm the withdrawal and inform the relevant agencies.
- 5.1.9 International students who are studying in the United Kingdom under a Tier 4 Adult Student Visa and who fail to attend for 10 timetabled sessions in succession will be reported to the UK Home Office, in accordance with the University's statutory obligation.
- 5.1.10 Students who are persistently absent from timetabled teaching and tutorials without notifying the Student Enquiries Office **and** without providing appropriate documentation by way of explanation will not be permitted to submit work for assessment for the unit(s) from which they were absent. Failure to submit work for assessment will result in a mark of 0/fail grade being awarded.
- 5.1.11 All students must be able to make themselves available on-site at any point during assessment periods should further discussion be required by Internal Assessors and/or External Examiners.

SECTION 6 STUDENT DISCIPLINARY PROCEDURE

6.1. Student Disciplinary Procedure

6.1.1 Disciplinary action will be taken if the University is alerted to incidents where it is found that a student's behaviour has caused offence to other students and/or staff or if a student has been involved in activities that are likely to disrupt or otherwise adversely affect the conduct or reputation of the University.

6.1.2 The University regards the following as disciplinary matters:

- (i) Antisocial behaviour including behaviour which disturbs or is regarded as unreasonable by others, or incidents involving physical and/or verbal abuse, intimidating or threatening behaviour, physical injury and other manifestations of angry behaviour;
- (ii) Where the conduct or work of the student causes offence;
- (iii) Academic Misconduct including plagiarism, cheating and collusion;
- (iv) Damage to University property;
- (v) Criminal activity which takes place on any of the University premises;
- (vi) Fraud, deceit, deception or dishonesty in relation to being a student of the University;
- (vii) Behaviour which is deemed to be against the University's Equality and Diversity Policy;
- (viii) Breaches of University regulations including Health and Safety, Equality and Diversity and Data Protection.

6.1.3 Where the University is alerted to such incidents or any other matter of concern in respect of student conduct, the University's student disciplinary procedures will be invoked. In the majority of cases matters of student discipline will be dealt with under the initial investigation procedures in the first instance. However, on occasions the University may determine informal action to be inappropriate and move straight to the formal procedures. This will normally apply in cases where more serious offences have been alleged including assault, criminal activity impacting on the University, staff and/or students, breaches of University policies, reoccurrence of previously investigated behaviour and other such offences where the nature of the incident is sufficiently serious to move straight to formal disciplinary procedures.

6.1.4 Because of the potentially serious nature of a disciplinary incident, a student may be asked to attend one or more of the meetings to discuss a disciplinary matter referred to in sections [6.1.5](#), [6.2](#) and [6.3](#) below during student vacation time. It is always in the interests of the student to attend any such meeting. Where we receive a disciplinary allegation against a student and we decide to begin an initial investigation, we will ask to meet with that student at the first possible opportunity. Where we hold a meeting at the formal stage of the procedure, we will give the student five working days' notice of the time and place of the meeting, excluding (where necessary and practicable) any intervening student vacation period.

6.1.5 Initial investigation

- 6.1.5.1 Where a member of staff is alerted to an incident or matter of a disciplinary nature this should be reported in writing in the first instance as follows:
- (i) to the Course Leader if the incident is in, or related to, the course area (this includes non-academic issues such as breach of University policies and regulations);
 - (ii) to the Resources Manager if the incident is in, or related to, the workshop;
 - (iii) to the Librarian if the incident is in, or related to the Library;
 - (iv) to the Student Support Manager if the incident is in, or related to student accommodation managed by the University or in environment outside of the University including private accommodation or the local community.
- 6.1.5.2 Within five working days of the incident being reported an initial meeting will be arranged by the relevant member of staff listed above to discuss the matter with the student(s) concerned giving the student(s) the opportunity to present their case. Notes of the initial meeting will be made and retained.
- 6.1.5.3 Where it is considered to be an isolated incident with no evidence of harm to others (including individuals within and outside the University) and/or ongoing damage to the University's reputation, the student(s) will be provided with advice about future conduct. The student will subsequently be informed in writing that no formal disciplinary action is being taken at this point and that should there be a reoccurrence of the matter the formal disciplinary procedures will be invoked. A copy of the letter will be retained on the student's file in the Academic Registry along with the notes of the meeting.

6.2 Formal disciplinary procedure for breaches of the University Accommodation Licence Agreement

- 6.2.1 Where it is considered necessary to invoke the formal disciplinary procedure for breaches of the University Accommodation Licence Agreement the Student Support Manager will make a recommendation to the Academic Registrar providing a full report of the alleged incident.
- 6.2.2 The matter will be investigated by the Academic Registrar and one other member of the Senior Management Team.
- 6.2.3 Where it is deemed appropriate the University may temporarily suspend the student(s) from the accommodation during the investigation where it is felt necessary to exercise its duty of care. The suspension will last for a maximum period of 10 days or until the investigation is concluded. The decision to suspend a student will be taken by the Academic Registrar.
- 6.2.4 The student(s) will be provided by the Academic Registrar with full details of the alleged offence/misconduct and asked to attend a meeting with the

Academic Registrar and one other member of the Senior Management Team. The student(s) may be accompanied to this meeting by a friend or representative. Failure by the student(s) to attend the meeting will not prevent the investigation proceeding.

- 6.2.5 The student and the Academic Registrar may request that additional witnesses, as appropriate, be interviewed as part of the investigation. It is the responsibility of the student to advise the Academic Registrar of any witnesses that they intend to call on, and to organise their attendance as required.
- 6.2.6 The Academic Registrar and a member of the Senior Management Team will interview the student(s) and any witnesses as appropriate and come to a decision on the basis of the statements received at the meeting and the supporting evidence.
- 6.2.7 Where an investigation finds no or insufficient evidence of the alleged incident/misconduct the case will be dismissed and the student will be informed.
- 6.2.8 Where an allegation is upheld and the student found to be in breach of one or more terms of the Accommodation Licence Agreement, the Academic Registrar may take the following action:
- (i) Issue of a Warning – usually in the case of a first or minor offence;
 - (ii) Issue of a Final Warning – this will be issued in the case of repeated offences or on a first occasion where the incident/misconduct is sufficiently serious to warrant a final warning. Further breaches after the issue of a final warning will result in the student's Licence Agreement being terminated;
 - (iii) Issue of a fine not exceeding £500;
 - (iv) Temporary exclusion from the residence for a specified period;
 - (v) Permanent exclusion from the residence, ie termination of the Licence Agreement;
 - (vi) Other penalties as deemed appropriate, eg a formal apology to be made to individuals affected by the student's conduct or the requirement to comply with a written undertaking as to future behaviour.
- 6.2.9 The Academic Registrar may refer the matter to the full Student Conduct Committee where the allegation is of a sufficiently serious nature as to warrant a consideration of the student's place on his or her course of study.
- 6.2.10 The student will be notified of the outcome of the meeting in writing within five days of the date of the meeting. The student may appeal against the

decision of the Academic Registrar using the University's Appeals procedures.

6.3 Formal disciplinary procedure for breaches of University regulations (other than breaches of the Accommodation Licence Agreement)

- 6.3.1 Where it is necessary to invoke the formal disciplinary procedure for breaches of University regulations the matter will be considered by the Student Conduct Committee. Formal disciplinary matters considered by the Committee will normally be where the nature of the incident is sufficiently serious to warrant a formal investigation without following the initial investigation procedures or where the student(s) has already been seen as part of the initial procedures but that no change in behaviour has been witnessed as a result of the meeting. Where appropriate the University may decide to suspend the student, temporarily, pending an investigation.
- 6.3.2 Where a member of staff feels it necessary to invoke the formal procedures the recommendation must be put in writing to the Academic Registrar providing a full report of the alleged incident. If an initial meeting with the student has already been held, notes of this meeting should be included in the report. If no initial meeting has taken place, a case for bypassing the initial investigation procedures must be made.
- 6.3.3 The Academic Registrar will notify the student that a report has been made and that a formal investigation will be undertaken by the Student Conduct Committee in accordance with these regulations. Where appropriate the student will be informed that as the matter is being formally investigated no mark will be awarded for the work where appropriate.
- 6.3.4 The Pro Vice-Chancellor (Academic) as Chair of the Student Conduct Committee will convene a meeting.
- 6.3.5 The Academic Registrar will notify the members of the Committee and the student(s) concerned, within five working days of the receipt of the report, of the date, time and place of the meeting of the Committee.
- 6.3.6 The student(s) will be provided by the Academic Registrar with full details of the alleged offence/misconduct and informed of the right to appear before the Committee. A student may be accompanied at the Committee by a friend, relative or other supporter, whose rights and role shall be the same as those established for the appeals process (see [7.4.4 to 7.4.6](#)), and all final decisions on this matter will be made by the Chair of the Student Conduct Committee. The student will also be informed of the right to submit a written statement of mitigation concerning the alleged offence/misconduct as well as the opportunity to call upon witnesses as part of the investigation. Failure by the student(s) to appear before the Committee or to submit a statement will not prevent the investigation proceeding.

- 6.3.7 The student and the Committee may call witnesses, as appropriate, as part of the investigation. It is the responsibility of the student to organise the attendance of their witnesses at the Committee.
- 6.3.8 The Committee will interview the student(s), staff, and witnesses as appropriate, consider the student's written statement, and come to a decision on the basis of the student(s) statement and the supporting evidence. The student(s) and any witnesses called will withdraw from the proceedings to allow the Committee to consider the evidence.
- 6.3.9 The Committee will decide using a simple majority vote system its view of the case.
- 6.3.10 If the student has attended, he/she will be informed of the Committee's decision as soon as possible after the meeting and within 5 working days of the Committee hearing. If the matter is concerning academic misconduct the student should also be given the opportunity to declare academic misconduct in other work that they have submitted.
- 6.3.11 Where an investigation finds no or insufficient evidence of the alleged incident/misconduct the case will be dismissed and the student will be informed.
- 6.3.12 Where an allegation is upheld, the following action is available to the Committee:
- (i) Warning – usually in the case of a first or minor offence. Students will normally only receive two warnings for the same (or similar) offence before being issued with a final written warning;
 - (ii) Final warning – will be issued in the case of repeated offences or on a first occasion where the incident/misconduct is sufficient to warrant a final warning. Further breaches after the issue of a final warning will result in the student's studies being terminated;
 - (iii) Termination of studies – a student's studies will be terminated where the incident/misconduct is considered sufficiently serious to warrant the permanent exclusion of the student from the University;
 - (iv) For cases of academic misconduct, the Committee will decide only on whether there is sufficient evidence to confirm the allegation. The decision of the Committee will be reported to the relevant Assessment or Resubmission Board which will make the decision in respect of the student's progression;
 - (v) Other penalties as deemed appropriate by the Student Conduct Committee, eg a formal apology to be made to individuals affected by the student's conduct or exclusion from the University's student residences but not from the University.

- 6.3.13 Except in cases of academic misconduct (see [4.32.2](#)) the Committee will give consideration to any extenuating circumstances presented by the student when making its decision and may determine that alternative action from that set out in [6.3.12](#) is appropriate in these cases. In cases where the alleged misconduct would also constitute an offence under criminal law if proved in a court of law the University may decide to defer action under its disciplinary procedures pending any police investigation or prosecution.
- 6.3.14 Where appropriate the University may decide to suspend the student(s) during the investigation where it is felt necessary to exercise its duty of care. The decision to suspend a student will be taken by the Vice-Chancellor or person delegated to act on his/her behalf. A suspension will last for a maximum of 10 working days up to the meeting of the Student Conduct Committee except where the allegation refers to a criminal offence if proved in a court of law. In these cases where the University has decided to defer action pending any police investigation or prosecution it may be deemed appropriate to suspend the student for the entire period of the investigation.
- 6.3.15 The student has the right of appeal against the decision of the Student Conduct Committee using the University's Appeals procedures (see [section 7: Student Appeals Procedure](#)).
- 6.3.16 All disciplinary matters will be reported to the Senate.

SECTION 7 STUDENT APPEALS PROCEDURE

7.1 Introduction

- 7.1.1 The University defines an appeal as a request to review a decision the University has made. The decisions against which a student can make an appeal are set out in [7.2: Academic appeals relating to assessment and to termination of a student's course of study](#), and [7.3 Appeals against the outcome of the formal Student Disciplinary Procedure](#).
- 7.1.2 Current students of the University may make an appeal in accordance with the deadlines specified in [7.2.6](#) and [7.3.2](#). There is no separate provision for graduates of the University to make an appeal outside these deadlines. Research degree candidates registered at the University who wish to make an appeal must do so under the relevant regulations of the University of the Arts London.
- 7.1.3 An appeal may be made individually, or collectively (ie by more than one student). Where an appeal is made collectively the University will request that a spokesperson is nominated by the students making the appeal, to whom all correspondence relating to the appeal may be addressed.
- 7.1.4 A student making an appeal will be asked at an early stage in the process what outcome he/she is seeking by invoking the appeals procedure.
- 7.1.5 The University will consider in accordance with its appeal regulations any appeal it receives unless it believes that the content of an appeal may be more accurately described as a complaint. In this case, the appeal may be considered under the regulations governing complaints (see [section 8: Student Complaints Procedure](#)). The Academic Registrar and the Deans of Faculty have the authority to re-classify an appeal as a complaint (or vice versa), and shall be responsible for identifying any 'overlap' where it may exist in a submission made under either process. The student who has made the appeal/complaint will be notified of the procedure under which it is being considered at the earliest opportunity.
- 7.1.6 The University is committed to resolving appeals as promptly as possible. Where a timescale has not been indicated in the regulations that follow, a student making an appeal should be reassured that every effort will be made to resolve the matter quickly and efficiently. However, a student making an appeal should also be aware of his/her responsibilities in responding promptly to University communications about the appeal, and of the possible time delays in the processing of appeals submitted during or near University vacation time when relevant members of staff may not be available.
- 7.1.7 In accordance with the University's Equality and Diversity Policy, all appeals will be treated equally and no student will be treated adversely as a result of making an appeal.

7.1.8 Both students and staff may contact the Academic Support Office, based in the Academic Registry, for procedural advice on appeals. For advocacy and support in the matter of making an appeal, students are encouraged to contact the Students' Union President.

7.2 Academic appeals relating to assessment and to termination of a student's course of study

7.2.1 A student may appeal against an assessment decision or a recommendation to terminate the course of study if:

- (i) there is a belief that there have been procedural irregularities in the assessment process; and/or
- (ii) there is a belief that there has been a significant material error; and/or
- (iii) there existed extenuating circumstances which affected the student's performance of which the Assessors had not been made aware when the assessment decisions were taken, or which were not available as evidence when the student's course was terminated, and from which the student was prevented submitting at the appropriate time (see [4.51: Extenuating Circumstances](#)).

7.2.2 If a student's course of study has been terminated because of non-payment of tuition fees, a separate appeals procedure operated by the Director of Finance applies. Please refer to the relevant *Student Tuition Fees Payment Policy* for more information.

7.2.3 There is no provision for appeal against the academic judgment of assessors. Academic judgement is defined as a decision made by academic staff on the quality of a piece of work, or the criteria being applied to mark the work.

7.2.4 Before making an appeal, the student must discuss the matter with his/her Course Leader or Dean of Faculty in the first instance.

7.2.5 The meeting with the Course Leader/Dean of Faculty is entirely confidential and, if the student decides not to pursue his/her appeal, the matter will go no further. An appeal cannot be lodged unless this stage has been concluded.

7.2.6 If a student decides to make a formal request for the decision to be reviewed, an appeal must be submitted to the Academic Registrar within 10 working days of the publication of marks or notification of the decision to terminate the course of study. The appeal must be submitted on the relevant form, which is available on the intranet or from the Academic Registry. The appeal should also be accompanied by relevant supporting evidence, where available. Such evidence shall only be disclosed to other parties as appropriate to consideration of the appeal, and will be treated as confidential at all times.

- 7.2.7 An appeal made after the deadline of 10 working days will only be accepted if the Academic Registrar is satisfied that circumstances exist or existed which made it reasonable for the student not to have submitted an appeal at the appropriate time.
- 7.2.8 The appeal must state on which of the grounds (as set out in [7.2.1](#)) it is being made. If the appeal is made on the grounds set out in 7.2.1(iii), the student must state the reasons he/she was prevented from submitting a claim for extenuating circumstances at the relevant time and this must be evidenced (see [4.51: Extenuating Circumstances](#)).
- 7.2.9 The Academic Registrar or a member of the Academic Support Office will make an initial assessment of the validity of the appeal. The appellant may be contacted at this point for further information or if insufficient evidence has been provided in support of the appeal.
- 7.2.10 If it is decided that the student's appeal does not meet the criteria as set out in 7.2.1 the student will be informed of this outcome within 15 working days of receipt of the appeal. The student will be given the opportunity to challenge this decision under the terms of the Further Appeal process as set out in [7.6.1](#).
- 7.2.11 Where it is decided that the appeal meets the criteria set out in [7.2.1](#), the Academic Support Office will conduct an initial investigation of the appeal and present the findings to the Dean of Faculty who does not represent the student's course (to avoid any conflict of interest) and to the Academic Registrar.
- 7.2.12 Where the Academic Registrar and the Dean of Faculty not representing the student's course consider that sufficient evidence is available, the appeal may be considered on the basis of the documentation provided. The Dean of Faculty acting in the matter as Chair of the Appeals Committee will take a final decision on the appeal case (having sought the views of the appropriate Course Leader and/or Dean of Faculty who represents the student's course) and confirm the outcome of the appeal in accordance with the outcomes set out in [7.5.7 and 7.5.8](#).
- 7.2.13 In cases where the documentary evidence is not sufficient to enable an immediate decision, or where the Academic Registrar or his/her nominee makes a recommendation, the Appeals Committee shall be convened to consider the appeal.
- 7.2.14 Where a student has made an appeal against the recommendation to terminate the course of study, the student will not normally be allowed to progress to the next term or level of study. Exceptionally, the University may allow a student to enrol on the next term or level of study while the appeal is being considered. Such enrolment will be temporary and will be terminated if the appeal (and any Further Appeal) is not upheld.

7.3 Appeals against the outcome of the formal Student Disciplinary Procedure

- 7.3.1 A student may appeal against the decision of the Student Conduct Committee (or Academic Registrar in cases of a breach of the terms of the Accommodation Licence Agreement) if:
- (i) there is a belief that there have been procedural irregularities during the disciplinary process; and/or
 - (ii) there is new evidence which did not exist or was not available at the time of the disciplinary process; and/or
 - (iii) the penalty imposed is not considered to reflect the circumstances of the case.
- 7.3.2 If a student requests that the decision is reviewed, an appeal must be submitted in writing to the Academic Registrar within 10 working days of notification of the outcome of the disciplinary meeting. The appeal must be submitted on the relevant form, which is available on the intranet or from the Academic Registry. The appeal should also be accompanied by relevant supporting evidence, where available. Such evidence shall only be disclosed to other parties as appropriate to consideration of the appeal, and will be treated as confidential at all times.
- 7.3.3 The appeal must state on which of the grounds (as set out in [7.3.1](#)) it is being made. If the appeal is made on the grounds set out in [7.3.1\(ii\)](#), the student must state the reasons why the new evidence presented was not available at the time the Student Conduct Committee (or Academic Registrar in cases of breaches of the Accommodation Licence Agreement) made its decision.
- 7.3.4 The Academic Registrar or a member of the Academic Support Office will make an initial assessment of the validity of the appeal. The appellant may be contacted at this point for further information or if insufficient evidence has been provided in support of the appeal.
- 7.3.5 If it is decided that the student's appeal does not meet the criteria as set out in [7.3.1](#), the student will be informed of this outcome in writing within 15 working days of receipt of the appeal. The student will be given the opportunity to challenge this decision under the terms of the Further Appeal process as set out in [7.6.1](#).
- 7.3.6 Where it is decided that the appeal meets the criteria set out in [7.3.1](#), the Academic Support Office will conduct an initial investigation of the appeal and present the findings to the Dean of Faculty who does not represent the student's course (to avoid any conflict of interest) and to the Academic Registrar. A meeting of the Appeals Committee will then be convened to consider the case.

7.4 The Appeals Committee

- 7.4.1 The Terms of Reference and Membership of the Appeals Committee are set out in Section 2 of the *Staff Handbook on QME*. Students are made aware of the membership of the Committee convened to hear their appeal.
- 7.4.2 The student as the appellant and the Chair of the relevant Progress Review, Assessment or Award Board/Student Conduct Committee (or representative) are invited to attend the meeting of the Appeals Committee, when the case is considered.
- 7.4.3 The Appeals Committee may proceed with the appeal hearing in the absence of the student and/or the Chair of the relevant Progress Review, Assessment or Award Board/Student Conduct Committee or nominee provided every attempt has been made to accommodate all parties at an appropriate time. In such cases, the Committee will proceed on the consideration of any written evidence submitted.
- 7.4.4 At this meeting and any subsequent meeting of the Appeals Committee, the student will have the right to attend and be accompanied by a friend, relative or other supporter. The role of the student's supporter is to act as witness to the fairness of proceedings. The supporter may contribute to the meeting of the Appeals Committee, and address or ask questions of the Appeals Committee if he/she wishes.
- 7.4.5 In the event that the appellant wishes to be accompanied by a formally trained legal representative, either instead of or as well as a supporter, the appellant must make a written request to the Chair of the Appeals Committee at least two working days in advance of the meeting. The presence of formally trained legal representatives at a meeting of the Appeals Committee will be at the discretion of the Chair of the Appeals Committee. The University reserves the right to postpone and reschedule a meeting of the Appeals Committee where a legal representative is present to act on behalf of a student and to make arrangements for its own legal representation.
- 7.4.6 Neither a student's supporter nor representative may act on behalf of the student if the student is unable to attend the meeting of the Appeals Committee.
- 7.4.7 The student will normally be notified in writing at least five working days in advance of the date, time and place of the appeal hearing and be invited to attend. The student must inform the Academic Support Office at least two days before the meeting of the intention to attend, as well as giving the name of any friend or other supporter also due to attend.
- 7.4.8 All members of the Appeals Committee will be provided with the following documentation:
- the student's letter of appeal and any supporting evidence;

- copies of the relevant regulations;
- copies of any other relevant information or statements, which may include information from the University's records of the student and information submitted by the course area.

7.4.9 The appellant and the Chair of the relevant Progress Review, Assessment or Award Board/Student Conduct Committee (or representative) will receive a copy of the same information as that available to the Appeals Committee.

7.4.10 At the end of the appeals hearing all papers will be collected by the Secretary to the Committee and destroyed with only the original documentation being retained by the University in line with its student records management policy (see [9.5.2](#)).

7.5 The procedure of the Appeals Committee

7.5.1 The student (and supporter or representative if present) will be invited to state his/her case against the decision of the Progress Review, Assessment or Award Board/Student Conduct Committee. The appellant has the right to call witnesses from within the University in support of his/her case. The witnesses must be organised in advance of the Committee meeting by the student who is also responsible for securing their attendance.

7.5.2 The student must inform the Academic Support Office at least two working days in advance of the Committee hearing of their intention to call upon witnesses including the name(s) of the witnesses called.

7.5.3 As part of the University's consideration of the appeal, the Committee may also call upon staff witnesses to provide evidence at this meeting. The appellant will be notified in advance of any witness called to a meeting of the Appeals Committee.

7.5.4 Members of the Appeals Committee may question either party at any stage of the proceedings.

7.5.5 Consideration of the evidence by the Appeals Committee will be undertaken in private.

7.5.6 The student will normally be informed in writing of the Committee's decision within five working days of the date of the hearing. Exceptionally, it may be possible to provide the student with a verbal report of the Committee's decision prior to the letter confirming this decision.

7.5.7 The possible outcomes of the hearing are that:

- (i) the appeal is not upheld;
- (ii) the appeal is upheld and the Committee recommends reconsideration by a Progress Review, Assessment or Award Board as soon as

possible following the appeal hearing (for appeals relating to assessment decisions);

- (iii) the appeal is upheld for other reasons not requiring reconsideration by an Assessment or Award Board;
- (iv) the appeal is upheld and the student is reinstated on the course (for appeals against the decision to terminate a student's course);
- (v) the appeal is upheld and the Committee revises the decision of the Student Conduct Committee.

7.5.8 The decision to uphold an appeal may be conditional upon the student fulfilling certain conditions. Where this is the case, the student will be provided with full details in writing of the conditions. Failure to meet these conditions may result in the original decision of the relevant Progress Review, Assessment or Award Board/Student Conduct Committee being permitted to stand, and/or the termination of the student's course of study.

7.5.9 The Chair of the relevant Progress Review, Assessment or Award Board/Student Conduct Committee will also be informed of the Appeals Committee's decision.

7.5.10 If the student is not satisfied with the outcome of the appeal he/she may make a Further Appeal (see [7.6: Further Appeals](#) immediately below).

7.6 Further Appeals

7.6.1 A student may make an appeal to the Chair of the Senate if:

- (i) the University has determined that the student's appeal does not fall within one of the three grounds for appeal set out in [7.2.1](#) and consequently a decision has been made not to hear the appeal. An appeal in these circumstances will only be accepted where there is presentation of new evidence which was not available at the time of the original appeal along with an explanation as to why this evidence was not available at the appropriate time; or
- (ii) the student believes that as a consequence of some procedural irregularity the appeal did not receive fair consideration. An appeal in these circumstances will only be accepted for consideration where valid evidence is provided that this was the case; or
- (iii) further evidence has come to light which was not available when the appeal was made and which the student believes would have had a material impact on the outcome of that appeal; or
- (iv) in the case of an appeal against the decision of the Student Conduct Committee, the student believes that the outcome of the appeal is disproportionate to the circumstances of the matter;

- (v) in the event that the initial appeal has been upheld, that the outcome should be reconsidered because it disadvantages the student.

7.6.2 A student has 10 working days from the issue of the letter confirming the outcome of the initial appeal to make a Further Appeal. The Further Appeal must be submitted on the relevant form, which is available on the intranet or from the Academic Support Office. The appeal should also be accompanied by relevant supporting evidence, where available. Such evidence shall only be disclosed to other parties as appropriate to consideration of the appeal, and will be treated as confidential at all times.

7.6.3 A Further Appeal made after the deadline of 10 working days will only be accepted if the Academic Registrar is satisfied that circumstances exist or existed which made it reasonable for the student not to have submitted the Further Appeal at the appropriate time.

7.6.4 The Further Appeal must state on which of the grounds (as set out in [7.6.1](#)) it is being made. If the Further Appeal is made on the grounds set out in [7.6.1\(iii\)](#), the student must state the reasons why the evidence was not available when the initial appeal was being considered.

7.6.5 Where a Further Appeal is made the Vice-Chancellor will determine whether it has been submitted on valid grounds. The student may be contacted at this point for further information or if insufficient evidence has been provided in support of the Further Appeal.

7.6.6 If it is decided that the student's appeal does not meet the criteria as set out in [7.6.1](#) the student will be informed of this outcome in writing within 15 working days of receipt of the appeal. This is the second and final stage of the University's appeals process. After this stage has been completed the student may appeal to the Office of the Independent Adjudicator for Higher Education (OIA) if he/she remains dissatisfied (see [7.7: Further Representations](#)).

7.6.7 Where it is determined that the Further Appeal should be heard, and according to its circumstances and content, the Chair of the Senate may act as follows:

- (i) where the Vice-Chancellor considers that sufficient evidence is available, the Further Appeal may be considered on the basis of the documentation provided; or
- (ii) an extraordinary meeting of the Senate (or a sub-group of its members) will be convened to hear the Further Appeal, where circumstances make it appropriate to do so. The student making the Further Appeal may be asked to attend this meeting of the Senate, where the Vice-Chancellor believes that it would be helpful to discuss the matter with the student in person, and may bring a supporter to the meeting under the same terms as described at [7.4.4 to 7.4.6](#). All final decisions on the matters of attendance, supporters and legal

representation will be made by the Vice-Chancellor. To avoid any conflict of interest, any member of the Senate who has previously been involved in considering or making decisions on the content of the matter will not be involved in making a decision on the Further Appeal.

7.6.8 The Vice-Chancellor shall make any decision as he sees fit on the Further Appeal. Exceptionally, the Vice-Chancellor shall have an unambiguous power to annul a decision of a Progress Review, Assessment or Award Board/the Student Conduct Committee and substitute it with a decision of his own, having sought advice from competent examiners or other appropriate sources as necessary.

7.6.9 The Vice-Chancellor's decision on a Further Appeal is final.

7.7 Further representations

7.7.1 Following the conclusion of the University's procedures relating to appeal and Further Appeal, the appellant will be sent a letter notifying him/her of this fact and providing information on appealing to the Office of the Independent Adjudicator for Higher Education (OIA). A student may appeal to the OIA if he/she remains dissatisfied with the outcome of the appeal and has exhausted the relevant procedures of the University. The OIA may be contacted at the following address:

OIA
Third Floor
Kings Reach
38-50 Kings Road
Reading
RG1 3AA

www.oiahe.org.uk

7.8 Frivolous or vexatious appeals

7.8.1 The Office of the Independent Adjudicator for Higher Education (OIA) publishes guidance on how it defines frivolous or vexatious matters and the action it takes accordingly. The University acts in the spirit of this guidance and may therefore decide not to consider an appeal if its content is deemed to be frivolous or vexatious. If the University decides not to consider an appeal for this reason, the student will be notified in writing accordingly.

The OIA's policy on this matter can be found here:

<http://www.oiahe.org.uk/about-us/policies/policy-on-frivolous-or-vexatious-complaints.aspx>

7.9 Unreasonable behaviour on the part of an appellant

- 7.9.1 The Office of the Independent Adjudicator for Higher Education (OIA) publishes guidance on how it defines unreasonable behaviour on the part of an individual using its services and the action the OIA may take accordingly. The University may act in the spirit of this guidance if it considers that the actions or behaviour of an appellant, representative or supporter are aggressive, offensive or abusive, or if the individual concerned is unreasonably demanding or persistent.

The OIA's policy on this matter can be found here:

<http://www.oiahe.org.uk/about-us/policies/unacceptable-behaviour-policy.aspx>

7.10 Monitoring of Appeals

- 7.10.1 The outcome of all appeals will be reported annually to the Senate and the University Council through the Annual Monitoring Report.

SECTION 8 STUDENT COMPLAINTS PROCEDURE

8.1 Introduction

- 8.1.1 The University defines a complaint as an expression of dissatisfaction which requires a response.
- 8.1.2 The following procedures are for students wishing to make a complaint in respect of the service or conduct of the University. They do not relate to complaints about student conduct or other issues relating to student conduct. Staff should refer to [section 6: Student Disciplinary Procedure](#) for issues in respect of student conduct.
- 8.1.3 Current students or graduates of the University may make a complaint in accordance with the guidelines stated at [8.4](#) and [8.5](#). Research degree candidates registered at the University who wish to make a complaint are encouraged to seek advice as to whether, according to the circumstances and details of the matter, it would be more appropriate to make the complaint either to NUA or to the University of the Arts London.
- 8.1.4 A complaint may be made individually or collectively (ie by more than one student). Where a complaint is made collectively the University will request that a spokesperson is nominated by the students making the complaint, to whom all correspondence relating to the complaint may be addressed.
- 8.1.5 The University makes every reasonable effort to provide appropriate facilities, amenities and services. Students should note that such provision may be affected from time to time by conditions beyond the control of the University. In such circumstances the University cannot accept responsibility for a service which may be less comprehensive than that normally provided.
- 8.1.6 The University recognises that, from time to time, circumstances may arise which lead to complaints from students. These procedures are designed to provide a fair and transparent mechanism for the investigation and resolution of student complaints.
- 8.1.7 A student making a complaint will be asked at an early stage in the process what outcome he/she is seeking by invoking the complaints procedure.
- 8.1.8 In accordance with the University's Equality and Diversity Policy, all complaints will be treated equally and no student will be treated adversely as a result of making a complaint.
- 8.1.9 The University will make every reasonable effort to ensure that all complaints are investigated thoroughly and fairly. All complaints will be dealt with in confidence unless the complainant clearly indicates that this is not necessary. Details and evidence supplied in support of a complaint will only be shared with other staff members where it is appropriate. If a complainant has good reason to ask that such information is not shared with

other staff, he/she should contact the Academic Support Office at the earliest opportunity.

- 8.1.10 The University considers that its ability to deal effectively with complaints depends on the readiness of all staff to make themselves available, to listen to complaints and to try to address issues promptly and appropriately in line with the procedures set out below. Where a timescale has not been indicated in the regulations that follow, a student making a complaint should be reassured that every effort will be made to resolve the matter quickly and efficiently. Complainants should be aware, however, of the potential for delay in considering a complaint made during or near University vacation time when relevant members of staff may not be available. Complainants are also asked to be aware of their responsibilities in responding promptly to University communications about the complaint.
- 8.1.11 It is anticipated that the majority of complaints can be resolved through an informal procedure. The Academic Support Office, based in the Academic Registry, will discuss with the two or more parties involved in a complaint how best resolution may be achieved ([see 8.4: Informal Complaints Procedure](#)).
- 8.1.12 Where a matter has not been resolved to the satisfaction of the complainant by means of the informal procedure, the complainant may pursue the matter through the University's formal complaints procedure.
- 8.1.13 In both the informal and formal procedures, students may be accompanied at meetings by a friend, relative or other supporter, whose rights and role shall be the same as those established for the appeals process ([see 7.4.4 to 7.4.6](#)). The presence of formally trained legal representatives at a meeting to discuss a complaint will be at the discretion of the Dean of Faculty considering the complaint. The University reserves the right to postpone and reschedule a meeting convened to discuss a complaint where a legal representative is present to act on behalf of a student and to make arrangements for its own legal representation.
- 8.1.14 If the subject of a complaint is the person to whom the complaint would normally be made (for example, a lecturer or Course Leader), the student should seek advice from either the Academic Registrar, or the Chair of the Equality and Diversity Committee, or the President of the Students' Union, who will ensure that the matter is dealt with by another party.
- 8.1.15 A complaint will normally relate to either an academic or a non-academic matter. The following procedures will apply for both academic and non-academic matters. Where 'overlap' is identified between academic and non-academic matters, or between a complaint and an appeal, the Academic Registrar and the Deans of Faculty have the authority to decide under which University procedure the submission shall be considered ([see 7.1.5](#)). The student who has made the appeal/complaint will be notified of the procedure under which it is being considered at the earliest opportunity.

- 8.1.16 Both students and staff may contact the Academic Support Office, based in the Academic Registry, for procedural advice on complaints. For advocacy and support in the matter of making an complaints, students are encouraged to contact the Students' Union President.

8.2 Academic Complaints

- 8.2.1 Matters raised may include, for example, the administration of the University's assessment regulations or aspects of these *Student Regulations and Procedures*.

8.3 Non-Academic Complaints

- 8.3.1 Matters raised may include, for example, issues relating to student finance, the content of the University's prospectus, issues relating to staff or other students at the University, or aspects of University support services including student accommodation and information and guidance provided to international students.

8.4 Informal Complaints Procedure

- 8.4.1 If a student believes he/she has cause for complaint, he/she should discuss the matter as soon as possible with the Academic Support Office based in the Academic Registry. A meeting will be held with the student within 10 working days of the matter being raised with this office. The student may invite a friend or representative of the Students' Union to accompany them for support.
- 8.4.2 The Academic Support Office will treat all complaints with appropriate seriousness, sensitivity and confidentiality and will aim to facilitate early resolution.
- 8.4.3 The Academic Support Office will keep a note of details and dates of any relevant incidents provided by the student and will undertake to resolve the matter informally on behalf of the student within 10 working days of the meeting.
- 8.4.4 The Academic Support Office will aim to resolve the complaint by means acceptable to all parties involved. This process may include, but is not limited to, an exchange of written statements between the two or more parties involved in a complaint, and/or a face-to-face meeting convened by the Academic Registrar or a member of the Academic Support Office to discuss the matter. A student attending such a meeting may be accompanied by a friend, relative or other supporter, whose role is to act as witness to the fairness of proceedings. A staff member attending a meeting of this nature may be accompanied by another member of staff or other supporter, whose role will also be to act as witness to the fairness of proceedings. Formal legal representation will be discouraged at meetings which form part of the Informal Complaints Procedure.

- 8.4.5 If the complaint is a matter of general concern within the University, the student will be advised to refer the matter to one of the elected student representatives for their course and to request that it be raised at the next meeting of the Student Representatives Group.
- 8.4.6 Should the matter not be resolved to the satisfaction of the student by means of the informal procedure, the student should be made aware of the Formal Complaints Procedure.
- 8.4.7 Students are advised that before invoking the Formal Complaints Procedure, they should seek further advice either from the Academic Support Office, or from the Students' Union President, or from the Chair of the Equality and Diversity Committee.

8.5 Formal Complaints Procedure

- 8.5.1 Where a matter has not been resolved to the satisfaction of the student by means of the Informal Complaints Procedure, the student may pursue the matter through the University's Formal Complaints Procedure. A matter of particular seriousness or concern (eg an allegation of a criminal offence committed on the University's campus) would also be considered from the outset as a Formal Complaint.
- 8.5.2 A Formal Complaint should be submitted in writing to the Academic Registrar. On receipt of the complaint, the Academic Registrar will ask the Academic Support Office to investigate the matter. The Dean of Faculty not representing the student's course is the member of staff who has responsibility for considering first-stage Formal Complaints, and on receipt of the complaint, the Academic Registrar will notify this individual of the details.
- 8.5.3 Following completion of the investigation the Academic Support Office will forward its findings to the Dean of Faculty responsible for considering the matter. The Dean may seek to resolve the issue on the basis of the available documentation; and/or having sought further information; and/or, at his/her discretion, by calling a hearing at which the student and any other persons involved (including members of staff) may submit their respective cases or evidence. Where the Dean is able to respond to the matter on the basis of the available documentation, the complainant will be notified in writing of the outcome of the Formal Complaint within 10 working days of the complaint being received.
- 8.5.4 If a hearing is called, it will normally take place within 10 working days of the conclusion of the initial investigation. The meeting will be chaired by the Dean of Faculty considering the case, and the Academic Registrar and Students' Union President will also attend. A member of the Academic Support Office will attend the meeting in an advisory capacity. The student may invite a friend, relative, or other supporter to attend, whose rights and role shall be the same as that established for the appeals process (see [7.4.4 to 7.4.6](#)).

- 8.5.5 Members of staff attending the complaint hearing will receive documentation relating to the complaint. The complainant will also be provided with a copy of this documentation.
- 8.5.6 The complainant will be notified in writing of the outcome of the Formal Complaint within 10 working days of the hearing taking place.
- 8.5.7 Should the complaint not be resolved to the satisfaction of the student by means of the formal procedure, the student may complain in writing to the Vice-Chancellor.
- 8.5.8 Within five working days of receipt of the student's letter of complaint, the Vice-Chancellor will be provided by the Dean of Faculty who considered the matter initially with details of the case and an account of the measures taken to resolve the complaint, including the record of any hearing that has taken place under the formal procedures.
- 8.5.9 The Vice-Chancellor's decision regarding the resolution of the complaint will be communicated in writing within five working days of the date on which he received the details of the case from the Dean of Faculty.
- 8.5.10 Where the Vice-Chancellor has considered a complaint, his decision is final.
- 8.5.11 All papers relating to informal and formal complaints will be held by the Academic Support Office in confidential files.

8.6 Further representations

- 8.6.1 Where a student has exhausted the University's complaints procedures and remains dissatisfied with the outcome of those procedures, a further complaint may be made to the Office of the Independent Adjudicator for Higher Education (OIA) at the following address:

OIA
Third Floor
Kings Reach
38-50 Kings Road
Reading
RG1 3AA

www.oiahe.org.uk

8.7 Frivolous or vexatious complaints

- 8.7.1 The Office of the Independent Adjudicator for Higher Education (OIA) publishes guidance on how it defines frivolous or vexatious matters and the action it takes accordingly. The University acts in the spirit of this guidance and may therefore decide not to consider a complaint if its content is deemed to be frivolous or vexatious. If the University decides not to

consider a complaint for this reason, the student will be notified in writing accordingly.

The OIA's policy on this matter can be found here:

<http://www.oiahe.org.uk/about-us/policies/policy-on-frivolous-or-vexatious-complaints.aspx>

8.8 Unreasonable behaviour on the part of a complainant

- 8.8.1 The Office of the Independent Adjudicator for Higher Education (OIA) publishes guidance on how it defines unreasonable behaviour on the part of an individual using its services and the action the OIA may take accordingly. The University may act in the spirit of this guidance if it considers that the actions or behaviour of a complainant, representative or supporter are aggressive, offensive or abusive, or if the individual concerned is unreasonably demanding or persistent.

The OIA's policy on this matter can be found here:

<http://www.oiahe.org.uk/about-us/policies/unacceptable-behaviour-policy.aspx>

8.9 Monitoring of Complaints

- 8.9.1 The outcome of all complaints is reported annually to the Senate and the University Council through the Annual Monitoring Report.

SECTION 9 DISCLOSURE OF STUDENT INFORMATION AND USE OF DATA

9.1 Disclosure of student information and use of data

9.1.1 Norwich University of the Arts collects and holds information on students in electronic and/or paper form in order to manage a number of University activities including enrolment, assessment, graduation and alumni services as well as providing comprehensive student services including student support, disability support, international student support, IT and library services and careers advice.

9.2 Disclosure of student information to third parties

9.2.1 Under the Data Protection Act (1998), Norwich University of the Arts must not disclose data on students to unauthorized third parties. A 'third party' includes family members, friends and external agencies.

9.2.2 The University will disclose student data to third parties only in the following circumstances:

- (i) Where the student has given explicit consent for the information to be released;
- (ii) As part of the University's statutory obligations to provide information to external agencies including Council Tax Registration Officers, Funding Councils, the Higher Education Statistics Agency (HESA), the Student Loans Company (SLC), Research Councils, Local Education Authorities, the UK Home Office (for students requiring a Visa), Professional Statutory and Regulatory Bodies (PSRBs) and accrediting bodies;
- (iii) To a previous Higher Education or Further Education establishment at which a student may have studied for a Higher Education qualification for the purpose of verifying the level of award attained;
- (iv) In exceptional circumstances where disclosure is needed for the safety or wellbeing of a student as determined by the University. This might include disclosure of information to a relevant professional body such as a Doctor or the Police or the student's named next of kin as stated on the enrolment form;
- (v) To debt collection agencies where the University has failed to recover outstanding debts;
- (vi) Where part of the course involves a placement or exchange with a third party (eg student exchanges or work placements), which would necessitate disclosure of some information to the third party;

- (vii) For registration to the University's Library Management System (Ex Libris) and to the Athens authentication service (used to limit access to online resources to accredited users);
- (viii) For registration to plagiarism detection services (on occasions where plagiarism is suspected)

In addition, the University also discloses information for the following reasons:

- (ix) References for current or prospective employers or educational institutions;
- (x) Progress reports for student sponsors as set out in a sponsorship contract;
- (xi) Publication of names of graduating students in the degree ceremony graduation programme and related publicity;
- (xii) Publication of images in photographs and other media used in publicity material and the University website and iTunesU;
- (xiii) Periodic updates to cleanse data held in the Alumni database, in order to maintain the currency of this information in line with the Data Protection Act 1998.

9.2.3 If a student prefers not to have information disclosed for any or all of the reasons set out in points [\(ix\)-\(xii\)](#), they are able to opt out by completing the relevant section of the University's enrolment form. In addition, a student may notify the Academic Registrar in writing at any time (for reason [\(xi\)](#) this must be no later than 10 working days before Graduation).

9.3 Requests to release information

9.3.1 From time to time students may be required by various agencies to provide evidence of their status as a student at Norwich University of the Arts. This may be for reasons of discounted student access to leisure facilities or for opening a bank account. Students may also require the University to provide information on their studies over and above that which would normally be provided for the reason indicated in [9.2.2\(ix\)](#). In this situation the University will require students to complete the *Consent to release student information form* which is available from the Student Enquiries Office, the Academic Registry and the intranet.

9.4 Use of student information within the University

9.4.1 Norwich University of the Arts retains all student information in a central filing system held by the Academic Registry. Where relevant, other offices retain copies of student information; for example, Student Support retains files on disclosed information in respect of medical conditions and

disabilities. The information held includes all details provided at application and enrolment and copies of all written communications to and from the student. All files are kept in a secure and confidential filing system.

- 9.4.2 The information on files is not shared with other offices within the University unless there is a legitimate interest held by that office to have access to information. For example, information regarding medical conditions should be held on a student's file in case of emergency. If a student requires support for this condition then it would be legitimate for this information to be passed to the Student Enquiries Office so that the necessary support is in place at all times. However, if there are no support requirements then it would not be necessary to pass on this information. This applies to other categories of data including disabilities. As a result, duplicate copies of some information will be held at course level and in other offices.
- 9.4.3 Students are asked to disclose medical conditions and disabilities prior to enrolment so that the University can support students appropriately.
- 9.4.4 The University tries to ensure that the information it holds is accurate and up-to-date. It must, however, rely on students to inform the appropriate office of any changes to personal data such as name or address. All changes should be made through the University's Academic Registry by completing the appropriate form available from the Student Enquiries Office or the intranet.

9.5 Retention and disposal of student records

- 9.5.1 The University keeps a permanent record of a student's enrolment, course and academic progression.
- 9.5.2 Student files, which contain information additional to the permanent records retained in accordance with paragraph [9.5.1](#), are kept for a period of six years after a student has left the University and are then destroyed confidentially. Files relating solely to the following matters, which are maintained separately, are kept for a period of eight years after the University has closed the individual case:
- academic misconduct cases;
 - Extenuating Circumstances claims;
 - student appeals and complaints;
 - Student Conduct Committee documentation.
- 9.5.3 Contact information held on the University's Alumni database will be held in perpetuity unless a graduate requests the removal of their details.