



Vice-Chancellor: Professor John Last

STUDENT REGULATIONS AND PROCEDURES 2018-19

Academic Year 2018-19

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2018-19 STUDENT REGULATIONS AND PROCEDURES

INTRODUCTION

Welcome to your studies at Norwich University of the Arts (NUA). We are a specialist higher education institution offering undergraduate and postgraduate awards, and these regulations and procedures contain detailed information about how we make decisions on students' academic progress. They also include more general information about studying at NUA, how to make an appeal or a complaint, and how we keep and use information about our students. These regulations and procedures apply to all students at NUA.

Our Senate, which updated and approved this document in June 2018, has the right to interpret the regulations and procedures. The details and principles in this document determine the content of other documents we publish about student academic progress.

In this document, "we" means NUA and any company owned by us, and "you" means a student who has enrolled at NUA. By enrolling on a course at NUA, you are confirming that you accept these regulations.

The legal context

The University was established as an independent higher education institution under Section 121 of the Education Reform Act 1988, and is a recognised body with taught degree awarding powers.

The University is regulated by the Office for Students (OfS). Information about the University's status can be found on the OfS website:

<https://www.officeforstudents.org.uk/advice-and-guidance/the-register/existing-regulatory-data/>

and on the list of recognised bodies published on the UK Government (GOV.UK) website:

www.gov.uk/check-a-university-is-officially-recognised/recognised-bodies

Our vision and core values

Our vision and our core values form the basis of all activity at NUA.

Our **vision** is to be the best specialist university for Arts, Design and Media study in Europe, producing graduates of the highest quality.

Through our **core values**, we are 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.

Equality and diversity

We are committed to creating an inclusive and supportive learning and working environment at NUA, based on mutual respect and trust. As an education provider, we have legal obligations to promote equality and to enable all our students to benefit from higher education, regardless of the characteristics which may define their identity. Our 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.

'Protected characteristics' means personal characteristics which are protected by the Equality Act 2010. They are:

- age;
- disability;
- gender reassignment;
- marriage or civil partnership;
- maternity and pregnancy;
- race, religion or belief (including lack of belief); and
- sex and sexual orientation.

Click [here](#) to see the Single Equality Scheme, or search the intranet for 'Single Equality Scheme'.

If you believe that you are or have been the subject of discrimination, you should raise your concerns with a member of staff, or see the section in these regulations about making a complaint.

See section K for more about making a complaint.

If we believe that your behaviour conflicts with the SES, we may investigate the matter in line with our disciplinary procedures.

See section L for how we define and deal with unacceptable behaviours, and section M for more about our disciplinary procedures.

Course changes and withdrawal

There are a number of circumstances in which we may need to make changes to the content or delivery of our courses, or the facilities and resources which support them. These are:

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

If the number of students on a course falls below the number we believe makes that course viable, we may choose to withdraw the course.

We'll tell you about any changes to a course and let you know the reasons for them. If we withdraw a course, we are committed to continuing your teaching for the duration of your award. If we can't do this, we may offer you a place on another of our courses, where available, or we'll help you find a place on a course with another provider. We set out this process in full in our Student Protection Plan.

You can read the Student Protection Plan in full here:

<https://www.nua.ac.uk/study-at-nua/undergraduate-apply/>

More information

If you have any questions about this document and what specific regulations or procedures might mean for you and your studies, please get in touch with us:

By email: registry@nua.ac.uk

By phone: 01603 756246

By post: Academic Registry
Francis House
3-7 Redwell Street
NORWICH
NR2 4SN

SECTION A

GENERAL REGULATIONS

This section contains basic information which applies to all students registered at NUA.

Please also read our *Student Agreement*. The *Agreement* sets out in detail our responsibilities as a higher education provider and your responsibilities as a student.

Click [here](#) to see the *Student Agreement*, or search the intranet for 'Student Agreement'.

- When you enrol at NUA, we'll give you your own **University email address**. This is the main way staff at the University will communicate with you. Even if you have one or more personal email accounts, you must check and use your NUA email address regularly as we'll expect you to be able to respond to a message from us within 48 hours. If we need to contact you in writing, we will use the term-time address you have given us.
- You can view information we hold electronically about your student registration at NUA, including your personal details and information about your academic progress, using **e:Vision**. We'll tell you how to access e:Vision and the Virtual Learning Environment (VLE) at NUA when you start your course.
- We use your **year of study** to describe the point you have reached in your academic progress. For example, if you are on the second year of a BA (Hons) degree, we'll refer to you as a Year 2 student. Years of study relate directly to nationally agreed levels of study, and we use these to describe the way in which we award academic credit. See **section H** for more information about years and levels of study.
- In this section and the sections that follow, we describe periods of time in **working days**. For example, if we tell you on a Monday that you have 10 working days to submit an appeal form to us, you would have until the end of the day on the Monday two weeks afterwards to hand in or send the form to us. We usually leave out weekends (Saturdays and Sundays) and Bank Holidays from the count of working days unless we tell you otherwise.

1 Your health and wellbeing

- 1.1 Please make sure you register with a local doctor or medical practitioner while you're a student at NUA. If you need help finding a GP or if you want to talk to us about your health or wellbeing, contact Student Support on support@nua.ac.uk.

2 How to tell us about changes to your details or status

- 2.1 It's important that we can contact you when we need to, so please make sure you keep the University up-to-date with your details.
- 2.2 If you change your address or your telephone number, you must update your details on e:Vision.
- 2.3 If you change your name, please fill in the Change of name form and take it to the Student Enquiries Office. We'll ask you to provide evidence of the change in your name with your form.

Click [here](#) for the Change of name form, or search the intranet for 'Change of name form'.

- 2.4 If you are reassigning your gender or intend to do so, you may tell us so that we can amend your details in our records. Email registry@nua.ac.uk for more information.
- 2.5 If you are studying at NUA under the terms of a visa and there is any change to your immigration status or you change your personal details, you must contact visa@nua.ac.uk immediately. It may affect your right to stay or study in the UK if you don't tell us about these changes. If you break the terms of your visa we may review the matter through our disciplinary procedures.

See section M for more about our disciplinary procedures.

- 2.6 If you are convicted of a criminal offence involving a court hearing you must provide details to the Vice-Chancellor as soon as possible – please email aro@nua.ac.uk in the first instance. We may review the information you give us using our disciplinary procedures if your offence breaches these regulations, or if we decide that your offence means we would need to review your suitability as a student on a course at NUA.

See section M for more about our disciplinary procedures.

3 Intellectual property and copyright at NUA

The *Intellectual Property Policy and Regulations* provide more details about copyright, performance rights and other matters concerning the work you create while a student at the University. Click [here](#) for this policy, or search the intranet for 'Intellectual Property Policy'.

- 3.1 Please be aware of the copyright restrictions on all 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. You must not copy software either from or by using any of the University's computers.
- 3.2 If you are an undergraduate student and we consider that the Research Report you submit in Year 3 is of particular note, we may also ask for your permission to upload it to the intranet so that students can access it in future years as part of their research. Email library@nua.ac.uk for more information.

For more information about how we keep and use information about you, see section N of these regulations and our Student Privacy Notice. Click [here](#) for the Student Privacy Notice, or search the intranet for 'Student Privacy Notice'.

4 Ethical considerations when creating work at NUA

- 4.1 During your studies at the University, you may wish to create work which gives rise to ethical questions. We define ethics as the moral principles that govern a person's behaviour or an activity they are carrying out. To help address these issues, the University publishes the *Code of Ethics for Undergraduate and Taught Postgraduate Students*. The *Code* gives more information about ethical concerns and explains how to seek the University's approval for work that may represent a greater than minimal risk.

Click [here](#) for the *Code of Ethics for Undergraduate and Taught Postgraduate Students*, or search the intranet for 'Code of Ethics'.

Ethical issues for research students are managed separately at NUA. Email research@nua.ac.uk for more information.

5 Our resources and equipment

- 5.1 When you use our resources, such as workshop equipment, IT facilities or the Library, you must follow the relevant University rules and regulations. These are published on the intranet and displayed in the most appropriate places across our campus. You will also need to complete the appropriate workshop induction before you can use any specialist facilities or equipment.
- 5.2 Please respect our facilities and resources and use them responsibly, both for your own sake and for the sake of other students. Our resources are for the use of many students and if we find you responsible for any damage to them, we may charge you for their repair or replacement.
- 5.3 If you want to borrow our equipment and take it off campus, you must first of all have written permission from the relevant Workshop Manager.

Click [here](#) for the intranet page showing contact details for the Workshop Managers, or search the intranet for 'Workshops & Resources'.

If you are borrowing equipment from the course area, you must have written permission from your Course Leader, the Year 0 Pathways Leader, the Associate Dean (Head of Taught Postgraduate Awards) or the Head of Learning and Teaching as appropriate. Email your course area address for more information. You must also follow any other procedures we put in place for borrowing and returning equipment.

5.4 If you are borrowing equipment from the Media Resource Centre (MRC), you must comply with the following requirements as specified at the time you take out the loan:

- induction requirements;
- maximum loan periods; and
- any insurance requirements as published by the MRC.

You are responsible for any equipment you borrow, and for returning it to us in good working order. We'll check the equipment you have borrowed when you return it. If we find any damage to equipment you have borrowed, you'll be responsible for the costs of repairing or replacing the item in question.

5.5 If you borrow high value equipment from us, you will need to include the equipment on an appropriate insurance policy. By high value equipment, we mean items worth £600 or more.

5.6 If you find any health or safety hazards when you are using our facilities or resources, report them to the most appropriate person, for example your Course Leader, a member of staff in the MRC or Workshop staff.

6 **Paying your fees and debts**

The *Student Tuition Fees Payment Policies* provide more information about paying any sums you owe to the University, and what action we may take if you don't pay. Click [here](#) for these policies, or search the intranet for 'Student Fees Payment Policy'.

6.1 You are responsible for paying all fees due to the University unless you provide evidence proving otherwise. If you are liable for your tuition fees, we'll expect you to pay them when they are due or to enter into an agreement with the University as to how you will pay them.

6.2 You must pay any debts to us you have and return any of our equipment and library books you have borrowed before your marks are confirmed in your final year of study.

See section D for more about how we assess your work.

- 6.3 If you have any tuition fee debts and/or library fines at the point you are due to graduate, we may not allow you to attend your ceremony.

See section I for more about graduation.

7 Restricted activities at NUA

- 7.1 Smoking and vaping are banned in the following places:

- inside or within 2 metres outside of any of our buildings, including in Guntons Yard;
- in our vehicles, including ones which have been hired or leased; or
- in any of the University's student accommodation (Beechcroft and All Saints Green).

- 7.2 The ban on smoking and vaping applies to all our students, staff, visitors, contractors and sub-contractors.

- 7.3 We will ask you to leave the campus immediately if:

- you are under the influence of alcohol; or
- you are in the possession of, or under the influence of, illegal drugs; or
- you are acting aggressively or inappropriately towards other people.

If you are involved in behaviour of this type we will look into the matter using our disciplinary procedures. Depending on the outcome, this may put your place at the University at risk.

See section L for more about how we define and deal with unacceptable behaviours, and section M for our disciplinary procedures.

- 7.4 We don't normally allow you to bring children onto the University's premises, although they can attend public events like the degree shows and graduation. If you think you need to bring a child or children onto our premises, you must ask for permission from your Dean of Faculty and the Academic Registrar in advance. Email aro@nua.ac.uk for advice in the first instance. Children on our premises must be accompanied by a parent or guardian at all times.

- 7.5 If you are working on an activity for your course which involves someone who is under 18, you need to ask the Academic Registrar for permission.

Click [here](#) for guidance about bringing under-18s onto University premises, or search the intranet for 'Bringing Visitors onto Site'.

- 7.6 Guide dogs and hearing assistance dogs are allowed on the University's premises, but other animals are not.
- 7.7 If you use a car or another vehicle for anything which is part of your studies, including carrying other students as passengers, you do so at your own risk and you are not covered by the University's insurance.
- 7.8 Please don't direct your letters, deliveries or phone calls to the University unless your Course Leader, the Year 0 Pathways Leader, the Associate Dean (Head of Taught Postgraduate Awards) or the Head of Learning and Teaching has specifically allowed this. These staff will normally only allow this if it's an emergency or if it's something to do with your course, so talk to them as appropriate for advice first of all if you're not sure.

8 Suspending you from your course or our accommodation, or terminating your place on a course

- 8.1 There are a number of circumstances which may lead us to review your place at the University, including the following:
- because your attendance on or engagement with your course is not satisfactory;
 - for academic reasons – in other words, because you haven't successfully completed and passed one or more units on your course;
 - for disciplinary reasons, including where we have received information which may have led us to make a different decision about your place at NUA, or because you have been convicted of a criminal offence involving a court hearing;
 - because we believe your health or behaviour is presenting an exceptional level of concern to us, or is disrupting the day-to-day work of the University community;
 - because you have taken a formal break from your studies, which we call intermission, but you don't meet the conditions we have set for your return or you don't reply to us when we ask you if you want to return; or
 - because you haven't paid your tuition fees or rent for a place in our accommodation. See above for more about paying your fees or debts to us.

If we think we have reason either to suspend you from or to ask you to leave your course or our accommodation, we will tell you in writing how we intend to take forward the situation with you. Other sections of these regulations will tell you how we would reach a decision like this, and whether you have the opportunity to make an appeal.

For more information about the circumstances in which we might suspend you or terminate your place on a course, please see the following sections:

Section C: Attendance and engagement

Section E: Passing and failing units

Section G: Taking a formal break from your studies: Intermission

Section L: Defining and dealing with unacceptable behaviours

Section M: Disciplinary procedures, including for academic misconduct

SECTION B

COURSES AT NUA: GETTING A PLACE, CHANGING COURSES AND WITHDRAWING

This section sets out the academic standards you need to meet for us to confirm a place for you to study at NUA, and how we make decisions on admitting students to our courses. The section also confirms the length of our courses and the maximum period of time we would allow you to study on your course, and what to do if you want to change courses or leave your course entirely.

You can find more information about applying to individual courses at the University by going to www.nua.ac.uk/study/. Our terms and conditions when you apply for and accept a place to study here are on the same webpage. These include more information on:

- what happens when you accept the offer of a place to study at NUA;
- applicants who have a disability;
- deferring or cancelling your place at NUA;
- applicants with criminal convictions; and
- how to complain or appeal against a decision we have made about your application to study at NUA.

- See section H for full details of the **awards available at NUA**.
- As part of our commitment to **equality and diversity**, we try to make sure our admissions processes are fair to everyone. We welcome applicants from diverse backgrounds.
- **To study on an undergraduate course** at NUA, you'll need to apply through the Universities and Colleges Admissions Service (UCAS), www.ucas.com. **To study on a taught postgraduate course**, you must apply direct to us on the relevant form – see www.nua.ac.uk/study/postgraduate for more details. **To study for a postgraduate research degree**, see the section in these regulations below.
- We have a separate policy for the **Accreditation of Prior Learning (APL)** at NUA. The policy tells you how we would look at any previous relevant periods of study or experience you have which could allow you to start one of our courses part of the way through. Click [here](#) for more information about APL, or search the intranet for 'Accreditation of Prior Learning'.
- **If you're from a country outside the United Kingdom or European Economic Area (EEA)**, you'll need a visa for as long as you study at NUA. Visas are issued by the UK Visa and Immigration Service (UKVI).
- We teach and assess all our courses in **English**.

1 Responsibility for admission to courses at NUA

- 1.1 Student admission to all of our courses is at the discretion of the Vice-Chancellor. Registry Services staff act on behalf of the Vice-Chancellor to carry out the day-to-day work of student admissions, including for students who change courses. These staff work with the Senior Management Team at NUA to develop admissions procedures. Email admissions@nua.ac.uk if you have any questions about this.
- 1.2 Admissions decisions about individual students are made by a panel. The panel includes members of academic staff with relevant expertise who will use their **academic judgement** to decide whether or not to admit a student to a course. By academic judgement, we mean in this case our assessment of your academic suitability to study on one of our courses.

2 How we make decisions on admissions to undergraduate and taught postgraduate courses at NUA

- 2.1 When we're looking at your application to study at NUA, we want to be as sure as we can that you will be able to meet the objectives of the course and qualify for the course's final award – for example, a Bachelor of Arts degree with Honours.
- 2.2 To help us decide on your application to study at NUA, we will:
- look at your academic qualifications (and any relevant experience you have);
 - interview you if possible; and
 - look at your portfolio of work.
- 2.3 The University has a written policy on its procedures for admissions and interviewing, and the standards we set if you want to be accepted to study on a course at NUA. You can find this information in our prospectus, on the website and in the programme specifications for each course.

See the following webpages for more information:

www.nua.ac.uk/courses/undergraduate

www.nua.ac.uk/courses/postgraduate

www.nua.ac.uk/research/

- 2.4 Sometimes we may accept an applicant onto a course at NUA who doesn't meet the normal academic requirements. To do this, we use our Accreditation of Prior Learning processes.

Click [here](#) for our Accreditation of Prior Learning policy, or search the intranet for

‘Accreditation of Prior Learning’.

3 Admission to undergraduate courses

- 3.1 We use GCSE and A-level passes, or their equivalent, as the basis for decisions on entry to our courses.
- 3.2 Our BA (Hons) and BSc (Hons) courses are usually three full-time academic years. BA (Hons) courses with Year 0 are four full-time academic years.
- 3.3 For us to confirm an offer of a place for you to study on a Bachelor degree or a Year 0 course at NUA, we would normally expect you to have satisfied the specific conditions of our offer to you.

For the full details of entry requirements to undergraduate courses at NUA, go to www.nua.ac.uk/study/undergraduate.

- 3.4 An admissions panel may also choose to offer a place on an undergraduate course to an applicant who has not met these conditions in full.
- 3.5 Sometimes we can accept an applicant onto Year 2 or 3 of an undergraduate course. For us to do this, we would need to look at the academic credits you have already achieved and your portfolio of work. Our Accreditation of Prior Learning (APL) policies explain how we make these decisions, including where a student is seeking **readmission** to the University after studying here previously and leaving with an exit award.

Click [here](#) for our Accreditation of Prior Learning policy, or search the intranet for ‘Accreditation of Prior Learning’.

See section H for more about exit awards.

4 Admission to taught postgraduate courses

- 4.1 To apply for a place on a Master’s degree or another taught postgraduate course at NUA, you need to:
- complete and send us our application form with examples of your work. The Associate Dean (Head of Taught Postgraduate Awards) or the Head of Learning and Teaching can give you advice on the format of the work we’d want to see – email postgrad@nua.ac.uk for more details; and
 - have an interview, which can be in person at NUA, on the phone or by Skype. During this interview, we’ll discuss your portfolio of your work with you and how well you’re prepared for study at postgraduate level.

Go to www.nua.ac.uk/study/postgraduate for the MA application form.

4.2 For us to confirm an offer of a place for you to study at NUA on a Master's degree, we would expect you to have:

- satisfied the specific conditions of our offer to you;
- completed to our satisfaction a portfolio interview with academic staff at the University; and
- to have a BA or BSc degree in a relevant subject with at least Second Class Honours (Upper).

5 Admission to a postgraduate research degree

5.1 Our postgraduate research degrees (MPhil and PhD) are validated by the University of the Arts London (UAL). This means that for the duration of your course you are registered and study at NUA, but that UAL will award your degree if you are successful.

5.2 There are several stages if you want to apply for a postgraduate research degree at NUA. If at any point we decide we can't support your proposed research, the Research Office at NUA will let you know in writing. To apply for a research degree at NUA, you need to complete the following five stages:

- Send an initial expression of interest to the Research Office at NUA (research@nua.ac.uk). Include a brief outline of your planned research and your relevant academic and/or professional background.
- Our Postgraduate Research (PGR) Applications Panel will look at your expression of interest and may invite you to submit a preliminary application.
- If we invite you to make an application, the PGR Applications Panel will consider it and if they think the University can support your research, the Panel will invite you to interview.
- If the Panel is satisfied with your interview and thinks your research is viable, they will send your application to our Research Degrees Committee (RDC).
- If the RDC supports your proposal, we'll make you a conditional or an unconditional offer to study at NUA.

5.3 If your application is successful, you will then need to develop a full proposal about your research. The Research Office at NUA will send your proposal to UAL's Research Degrees Sub-Committee (URDSC) so that they can register your research degree.

5.4 For us to confirm an offer of a place for you to study on a research degree at NUA, we would expect you to have:

- satisfied the specific conditions of the offer RDC has made you;

- completed to our satisfaction an interview with the PGR Applications Panel; and
- to have a Second Class Honours (Upper) degree as a minimum, although a Master's degree in an appropriate subject is considered to be valuable preparation for a research degree.

If you have other qualifications, professional experience and you understand the principles of research, RDC may also offer you a place to study for a research degree at NUA.

See www.nua.ac.uk/research/degrees/ for more about applying to do a research degree at NUA.

6 International qualifications and English language skills

6.1 If you have international qualifications, you will need to have an English language qualification to study at NUA unless:

- English is your first language; or
- you can demonstrate to us that you have an appropriate level of English to study at NUA; or
- you present satisfactory evidence to confirm that you have been taught and examined in English.

6.2 Please note that we only accept English language qualifications awarded by a Secure English Language Test provider from a centre approved by UK Visas and Immigration (UKVI).

Go to <https://www.gov.uk/government/publications/guidance-on-applying-for-uk-visa-approved-english-language-tests> for a list of UKVI-approved providers of secure English language tests and test centres.

6.3 If we ask you for an English language qualification, this is the standard you will have to meet:

Degree	IELTS (Academic)
BA (Hons) BSc (Hons) MA	6.0 overall, with a score of at least 5.5 in each section
MPhil PhD	7.0 overall, with a score of 7.0 in Writing and no other section score lower than 6.0

7 Years and levels of study

7.1 We use the year of study to describe the point students at the University have reached in their academic progress. For example, if you are a student on the second year of a full-time BA (Hons) degree, we refer to you as a Year 2 student. These years of study relate to 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). The table below shows how years and levels of study relate:

Qualifications at NUA	Year of study at NUA	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); BSc (Hons))	Year 3	6
Postgraduate Certificate of Higher Education (PGCert) Postgraduate Certificate in Learning and Teaching in Higher Education (PGCertHE) Postgraduate Diploma of Higher Education (PGDip) Masters degree (MA) Master of Philosophy (MPhil)	All years (including both Year 1 and Year 2 of a part-time MA)	7
Doctor of Philosophy (PhD)	All years	8

See our *Award and Credit Scheme* for more about levels and years of study. Click [here](#) for a link to this document, or search the intranet for 'Award and Credit Scheme.'

8 Registration and course duration, including confirmation for research degrees

8.1 Once you have enrolled on an undergraduate or taught postgraduate course at NUA, we register you for the final award available on your course. If you are a

research degree student, you register for an unspecified research degree and have to complete a probationary period first of all. After this, you apply to UAL to confirm the degree you want to be examined for – either MPhil or PhD. This process is called **confirmation**. We'll register you on the appropriate degree after you have completed your confirmation. Contact research@nua.ac.uk for more information about confirmation.

- 8.2 If you are unable to complete the full award you may be eligible for an exit award, which is an award at a lower level than the final award on your course.

See section H for more about exit awards at NUA.

- 8.3 Our courses are based on a set number of weeks for students to attend each academic year:

	Year of study	Number of weeks attendance
Undergraduate courses	Year 0 and Year 1	33 each year
	Year 2 and Year 3	32 each year
Taught postgraduate courses	n/a	43 Part-time MA students study two 43-week years Part-time PGCertHE students study one 42-week year

- 8.4 We expect that you'll be able to complete your degree in a fixed period of time – for example, three years for a Bachelor of Arts degree with Honours. The tables below set out the typical length of time an individual course takes, as well as the maximum period the University would allow you to study for a particular award.

- 8.5 Full-time courses:

Course	Normal length of study	Maximum period of registration
BA (Hons)	3 full-time academic years	6 years

BSc (Hons)		
BA (Hons) with Year 0	4 full-time academic years	6 years
Masters Degree	1 full-time academic year	2 years
The minimum registration period for these courses is 1 academic year.		

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

8.6 Part-time courses:

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

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

8.7 If you need more than the maximum registration period to complete your course, you would have to make a request to the University Senate for an extension of up to one year. Senate would only approve an extension like this for you once. For more information email aro@nua.ac.uk.

8.8 Please also note the following **if you are a part-time taught postgraduate student at NUA**:

- If you're a part-time MA student, we expect you to complete 90 academic credits in Year 1 and 90 academic credits in Year 2.
- If you're a part-time PGCertHE student, we expect you to complete 60 academic credits in one academic year.
- Our MA Assessment and Awards Boards confirm marks for all students, both part-time and full-time.
- Our PG Certificate Assessment and Awards Boards confirm marks for PGCertHE students (all of whom are part-time).

9 Changing between full-time and part-time study

9.1 If you're a taught postgraduate student, you can apply to change between full-time and part-time study on your current course, but you'd need to discuss this first with the Associate Dean (Head of Taught Postgraduate Awards). The Associate Dean may also discuss your request with the relevant MA Subject Leader, but please be aware that we can't guarantee any change between full-time and part-time study.

If you have one or more Fails or Marginal Fails for units on your course, it may be possible for you to change between full-time and part-time study on the same course, but again we can't guarantee this. A change in these circumstances would mean that we'd need to agree a way for you to redeem any failed units, and this may involve you repeating units with attendance and paying tuition fees as appropriate.

See section E for more about passing and failing units.

9.2 To change your mode of study:

- talk to the Associate Dean (Head of Taught Postgraduate Awards);
- complete the form;
- ask the Associate Dean (Head of Taught Postgraduate Awards) to sign the form; and
- send the form to the Academic Registry.

If we approve the change, our Finance department will reconfirm your tuition fees to you.

Click [here](#) for the link to the form if you want to apply to change between full-time and part-time study, or search the intranet for 'Application to Transfer Course or Mode of Study'.

9.3 If you're a research degree student, you would have to apply to UAL to change between full-time and part-time study. Contact research@nua.ac.uk for more advice.

9.4 We don't offer part-time courses for undergraduate students.

10 Changing courses at NUA

10.1 You can apply to change courses at NUA, although we can't guarantee any change and there are some restrictions. For example, if the course you want to change to is full, we wouldn't let you transfer into it.

10.2 We also wouldn't let you change between any undergraduate courses in Years 1, 2 and 3 or between taught postgraduate courses if you are not in **good academic standing** with us. Good academic standing means that you have completed and passed any units you have submitted work for or are due to submit work for. This means that we wouldn't approve your request to change courses if you have any Fail or Marginal Fail marks on your current course. Please note that this includes provisional marks – in other words, marks which have not yet been confirmed by an assessment board. The one exception to this is for Year 0 students, who may – with the approval of the Year 0 Pathways Leader – change to another pathway even if they haven't passed unit BA0a.

10.3 If you want to change Year 0 pathways at NUA, you must:

- talk to the Year 0 Pathways Leader;
- complete the form;
- ask the Year 0 Pathways Leader and the Dean of Arts and Media to sign the form; and
- send the form to the Academic Registry.

10.4 If you want to change undergraduate courses at NUA, you must:

- talk to your current Course Leader and the Course Leader of the course you want to change to;
- complete the form;
- ask both Course Leaders and the Dean of Faculty representing the new course to sign the form; and
- send the form to the Academic Registry.

If you're a student on one of the courses below, you can apply to transfer to another undergraduate Graphics course at the end of your Year 1. This means that you can change between any of the following courses at the end of Year 1:

- BA (Hons) Design for Publishing; or
- BA (Hons) Graphic Communication; or
- BA (Hons) Graphic Design.

Towards the end of Year 1 of your course, we'll ask you to complete an online task to tell us whether or not you wish to change to one of these courses. We would only process a transfer for you once you have completed and passed Year 1.

- 10.5 If you decide that you want to leave your course during Years 1 or 2 and restart Year 1 or Year 2 of another course at the University the following year, follow the process to change course as set out above but please be aware that we would also need to put you on a period of enforced intermission. In other words, you would need to take a formal break from your studies before restarting a different course at the University in the following academic year.

See section G for more about intermission.

If you are being funded by the Student Loans Company, it's your responsibility to check that your tuition fees will be paid if you transfer to another course at NUA and repeat a year of study.

- 10.6 If you want to change taught postgraduate courses at NUA, you must:

- talk to the Associate Dean (Head of Taught Postgraduate Awards). The Associate Dean will discuss the matter as necessary with the relevant MA Subject Leaders;
- complete the form;
- ask the Associate Dean (Head of Taught Postgraduate Awards) to sign the form; and
- send the form to the Academic Registry.

Click [here](#) for the link to the form if you want to apply to change courses, or search the intranet for 'Application to Transfer Course or Mode of Study'.

- 10.7 If you're studying at another institution and want to transfer to NUA, we must receive an academic reference for you in writing from your current institution. Email admissions@nua.ac.uk for more information.

11 What should I do if I decide to leave my course?

- 11.1 If you're an undergraduate or taught postgraduate student and you decide to leave your course and withdraw from the University, please make sure that you complete the Student Withdrawal Form and send it to the Student Enquiries Office for a Course Administrator to process. It isn't enough just to stop attending because we'll assume you're still studying at NUA and we'll continue to charge you tuition fees as appropriate, unless you have completed the form confirming you'd like to withdraw.

- 11.2 There are financial implications to withdrawing from a course at NUA, so please make sure you understand these before you make your decision.

Click [here](#) for the link to the intranet page about withdrawing from your course, where you can also find the Student Withdrawal Form and more information about the financial implications of withdrawing, or search the intranet for 'Withdrawing from your Course'.

- 11.3 As part of the withdrawal process, and depending on your course, you will need to speak to your Course Leader, the Year 0 Pathways Leader, the Associate Dean (Head of Taught Postgraduate Awards) or the Head of Learning and Teaching as appropriate and that person will need to sign your withdrawal form.
- 11.4 A Course Administrator – or in the case of PGCertHE withdrawals, the Senior Quality Officer – will process your withdrawal form once you send it to them and will confirm your withdrawal to you in writing, including information on any fees still to be paid.
- 11.5 If you have gained enough academic credit by the time you leave the University, you may qualify for an academic award, which in this case we call an exit award. Please note though that this may not be the case if you have joined your course part of the way through. A Course Administrator will write to you about any exit award as appropriate after an assessment board has confirmed any academic credit you have achieved and an award board has confirmed the award.

See section H for more about exit awards.

- 11.6 If you're a postgraduate research student and you decide to leave your course and withdraw from the University, please email research@nua.ac.uk in the first instance.

SECTION C

ATTENDANCE AND ENGAGEMENT

We expect you to attend your course regularly – including all timetabled sessions – and to let us know if for any reason you can't attend. This section explains the reasons for this and what happens if we think your attendance isn't at the level we expect.

You can also find information in this section about supportive monitoring. If you're an undergraduate student and we're concerned about your attendance or engagement with your course, this is one way we can offer academic support to you.

- We have attendance and engagement regulations at NUA for two main reasons:
 - Most importantly, **we want you to complete your course**. Regular attendance and academic achievement are very closely linked, and the best way you can help yourself to qualify for your degree or other award at NUA is to attend when we ask you to. Students have also told us that when other people don't attend, it has a negative impact on the students who are attending.
 - Also, **if you need a visa to study at NUA, we have a legal obligation to check that you are attending regularly**. If you don't attend 10 consecutive timetabled sessions, we have to report you to UK Visas and Immigration.
- We know and understand that you might have **a job or other responsibilities** to manage alongside your studies at NUA. Please remember that our regulations on attendance and engagement apply to you as much as to someone who doesn't have these responsibilities.
- You'll often hear us refer to **student engagement** when you're at NUA. By this mean we mean not just regular attendance at all taught sessions, but also handing in your work in full and on time, and being part of the academic culture of the University – which means playing a full part in the sharing of ideas about creative work with other students and staff. We think engagement is important because the more you participate in the life of your course in this way, the greater the chance that you will reach your full academic potential.
- If there is anything stopping you attending your course, **talk to us**. Speak to someone on your course team, or in the Student Enquiries Office, or contact Student Support (support@nua.ac.uk). We would much prefer to try and help you before any problems affect your academic progress at NUA.
- **We monitor student attendance** and keep records as appropriate. Progress Review Boards use this information to make decisions about student progression and can take action if they have concerns about your attendance or engagement. See **section D** for more about Progress Review Boards.

1 When we expect you to attend

- 1.1 You must attend all timetabled group and individual teaching sessions unless you are ill or you have another good reason. On some courses, and in collaborative units, you will need to work with other students and attend group sessions outside your normal timetable. **In all these cases, it's important that you attend these sessions.** You are also likely to need to use the workshops and to engage onsite with our staff to complete your work and meet unit outcomes, so make sure you attend as the unit requires.
- 1.2 If you think you need to arrive late to sessions on your course or to leave them early, you must ask your Course Leader, the Year 0 Pathways Leader, the Associate Dean (Head of Taught Postgraduate Awards) or the Head of Learning and Teaching as appropriate for permission in writing. They will decide whether or not to approve these requests.
- 1.3 During assessment, you must be available at the University in case our assessors or external examiners need to talk to you.
- 1.4 We also expect you to register in person at the start of each term of your course. Registry Services will tell you how to do this each term. If you don't register in person when we ask you to, we may assume that you are not returning to your course and withdraw you from the University. A Course Administrator will write to you if we decide to withdraw you from your course for this reason.

2 How to tell us if you can't attend

- 2.1 **If you are off for one day**, email your course address the same day and tell them you can't come in.
- 2.2 **If you are off for between one and five working days**, you need to fill in a Self-Certification Form. Email your course address for a copy.
- 2.3 **If you are off for more than five working days**, you need to let us have a medical certificate or other appropriate evidence to tell us why. It's your responsibility to organise this evidence and give it to us, including paying for it if necessary. Email your course address to ask how you can provide this information to us.
- 2.4 **If you are likely to be off for more than 10 working days** we may ask you to **intermit** from your course for the rest of the academic year. Intermission is an agreed break from your studies.

See section G for more about intermission.

- 2.5 **If you are off ill because of a serious infectious disease or if you are in contact with someone who has a disease like this**, email your course

address. Try and do this within 24 hours of your diagnosis. We may also need to see a doctor's certificate before you can come back to your course.

3 Regular absence from your course

3.1 We take your attendance at NUA very seriously. If you are regularly absent from your course and you don't tell us why or you don't give us appropriate evidence about your absences, we can take a number of actions. For example:

- We may ask you to come to an interview to discuss your attendance with one or more of the following:
 - your Course Leader or MA Subject Leader;
 - the Year 0 Pathways Leader;
 - the Associate Dean (Head of Taught Postgraduate Awards);
 - the Head of Learning and Teaching;
 - the Dean of your Faculty;
 - the Pro Vice-Chancellor (Academic);
 - the Deputy Registrar (if you're studying at the University on a visa).
- We may not allow you to submit work for your course. You will then receive a Fail (a mark of 0%) for your unit or units.
- If we contact you about your attendance and we don't receive a reply, we may assume that you have withdrawn from your course. Where we think this is the case, a Course Administrator will write to you and give you five working days to reply. If you don't reply, or if we don't think your reply demonstrates enough of a commitment to your studies, we'll withdraw you. If we do this we'll write to you and tell you, as well as contacting relevant agencies (such as the Student Loans Company) with this information.

4 Supportive monitoring

4.1 Supportive monitoring is one way we can try and support you with your academic work if you're an undergraduate student and we're concerned about your progress. Supportive monitoring sessions are extra one-to-one or group tutorials which take place weekly with an academic member of staff and last about 20-30 minutes each. The purpose of these sessions is to help you improve your academic performance. If we decide you need supportive monitoring, you must attend a weekly session for at least four weeks.

4.2 Academic staff can decide to put you on supportive monitoring in any of the following circumstances:

- after discussing your progress at meeting of a Progress Review Board; or
- at any other point during the academic year if we're concerned about your progress.

We also put all students returning from intermission on a period of supportive monitoring. If we put you on supportive monitoring, we'll write to you with the details.

See section D for more about Progress Review Boards.

See section G for more about intermission.

- 4.3 If we put you on a period of supportive monitoring, it's because we want to help you with your studies. Being on supportive monitoring doesn't count against you in any way, and we won't use it as a reason for terminating your course.

SECTION D

SUBMITTING YOUR WORK AND HOW WE ASSESS IT

This section tells you how to submit the work you have completed for a unit assessment and how we assess this work. It also tells you how to let us know if you think you need more time to complete your work.

This information is very important and has significant consequences for your marks and academic progress, so if you don't understand any part of it, speak to staff on your course in the first instance.

The next section, section E, explains what happens if you fail a unit.

- At the start of each unit, we publish the **deadlines** by which you need to submit work and the times we plan to assess it. Exactly what you submit will depend on which unit you are studying, but we make these details clear to you in your Course Guide, the Unit Briefing and on the VLE, and your course team will remind you of the details as you work on each unit.
- You must **back up** all your coursework. If you need help backing up your files, contact the Design Studio Helpdesk in Guntons. Click [here](#) for the Design Studio page on the intranet, or search the intranet for 'Design Studio'.
- **External examiners** play a very important part in monitoring the assessment of the work you submit. Every undergraduate and taught postgraduate course has at least one external examiner, and you can find out more about how we appoint them and their responsibilities in the *QME (Quality Management and Enhancement) Handbook*. Click [here](#) for a link to the *Handbook*, or search the intranet for 'QME Handbook'.
- The University **Senate** has overall responsibility for the way in which assessment is carried out at NUA, including – in exceptional circumstances – any changes to key dates in the assessment process. We'll tell you if we have to make any changes to assessment dates which affect you.

1 Handing in your work

1.1 When you submit work to us, make sure you have included everything you have been asked for and that you are handing it in as we have asked you to – for example, in person or electronically. Label your work clearly with:

- your name;
- your course;

- your year of study (for example, Year 2); and
- the unit code which relates to the work you are handing in (eg BA2a).

- 1.2 If you are submitting physical work, you'll need to complete and sign two copies of a form listing everything you are handing in. Our staff will also sign both copies and return one to you as a receipt for the work you have submitted. If you are submitting work electronically, you will be given instructions at the time as to how you can confirm that we have received your work.
- 1.3 You are responsible for handing in your work on time and in the format we have asked for it, which might be physical or digital. Don't leave your work on campus for a member of staff to collect, or leave work with a member of staff or another student to hand in on your behalf. If you do this, we will record that we haven't received the work. We can't accept responsibility for any work which may be lost, misplaced or stolen if you haven't followed the submission guidelines for the unit.
- 1.4 If you hand in only part of the work you need to submit for your unit, or if you don't hand in anything at all, we will record your mark for the unit as a Fail unless you have made a claim for extenuating circumstances which we have upheld and the assessment board considers relevant to the unit.

See below for more about assessment boards.

See section E for more about what happens if you fail a unit.

See section F for more about applying for extenuating circumstances.

- 1.5 You can normally only hand in an individual piece of work on one occasion for assessment – in other words, you can't submit the same piece of work for different units. There may be exceptions to this, but if you need any advice, speak to your Course Leader, the Year 0 Pathways Leader, the Associate Dean (Head of Taught Postgraduate Awards) or the Head of Learning and Teaching as appropriate **before you hand anything in**.
- 1.6 If you have a disability or medical condition which makes it difficult for you to hand in the assessment requirement as we've asked for it, we may be able to make alternative assessment arrangements for you, depending on the evidence you can provide to us. If you think you are in this position, speak to your Course Leader, the Year 0 Pathways Leader, the Associate Dean (Head of Taught Postgraduate Awards) or the Head of Learning and Teaching as appropriate first of all for advice.
- 1.7 When you hand in any work, make sure that you also keep a copy for yourself. The University won't accept computer problems, failure of resources or losing your work (because you haven't backed it up) as reasons for handing in work late or not at all. Even if you can't keep a copy of your work, for example for your creative practice, we may still ask you for evidence of the work through photos or other means.

2 Asking for permission to hand in work late: Deadline extensions

2.1 We only accept work handed in late if we have approved an extension to deadline for you – see below for the staff members who are able to approve extensions. If you hand in your work late without an extension, we'll record your mark for the unit as a Fail unless you have made a claim for extenuating circumstances which we have upheld and which the assessment board considers relevant to the unit.

Your Unit Tutor normally approves extensions to deadlines, but in their absence you can speak to:

- the Year Tutor or Course Leader;
- the Year 0 Pathways Leader, for Year 0 students;
- the Associate Dean (Head of Taught Postgraduate Students), for MA students; or
- the Head of Learning and Teaching, for Postgraduate Certificate in Learning and Teaching in Higher Education (PGCertHE) students.

See below for more about assessment boards.

See section E for more about what happens if you fail a unit.

See section F for more about applying for extenuating circumstances.

2.2 To apply for an extension to deadline, you must:

- speak to your Unit Tutor or the alternative staff member noted above to discuss your reasons for wanting to submit your work late;
- complete the form; and
- email the form to your course address, or take it to the Student Enquiries Office **at least 3 working days before the deadline to hand in work for your unit.**

Click [here](#) for the link to the form if you want to apply for an extension to deadline, or search the intranet for 'Extension Request Form'.

2.3 Your Unit Tutor or the alternative staff member noted above makes the decision on your extension request and in order to do this, will consider:

- why you have asked for an extension; and
- the stage you have reached with your work when you ask for the extension.

2.4 We can't approve an extension for you for any of the following reasons:

- because you have to produce work for more than one assessment at the same time;

- because of **poor study practice**. By poor study practice, we mean for example not managing your time properly, not being aware of a deadline or our regulations, or losing your work because you haven't backed it up properly;
- because of transport difficulties, such as a missed bus or a late train. The only time we might approve an extension because of transport problems would be if you have experienced a serious and unavoidable delay on the day you are due to hand in your work, and for which you can provide independent evidence.

- 2.5 The Unit Tutor or the alternative staff members noted above are the only people who can decide on your extension. To help them do this, they may also ask their Dean of Faculty or the Academic Support Office for advice about your request.
- 2.6 If the relevant member of academic staff approves your extension, it will be for a maximum period of 1 week (7 days). For final year undergraduate students only, an extension period of up to 2 weeks (14 days) may be approved at the discretion of the relevant member of academic staff.
- 2.7 If you decide you can't complete your work within the extension period approved for you, you'll need to make a claim for extenuating circumstances. If we uphold your claim, you may be offered a **deferred submission**. This means that we'll give you time at the end of the academic year (or the taught components for postgraduate students) to complete your work. The Course Assessment Board (or MA or PGCertHE Assessment and Award Board) will set the deferred submission deadline.

See section F for more about applying for extenuating circumstances.

- 2.8 If we approve an extension for you, a Course Administrator – or for PGCertHE students, the Senior Quality Officer – will confirm this to you formally and will let you know the new date for you to hand in your work.

3 When do we assess your work?

- 3.1 We assess your work at three distinct points:
- **At the end of a unit.** To pass a unit, you need to have completed and submitted all the assessment requirements and we must have assessed these requirements as being at least 'Satisfactory'. The minimum pass mark for a Bachelor degree unit is 40%, and you need the minimum of a Pass grade to pass a Year 0 or a taught postgraduate unit.
 - **At the end of your year of study.** To complete a year of study you need to have passed all units in that year. If you don't pass all the units, you won't be able to progress to the next year of study.

- **At the end of your course.** To qualify for the final award on your course, you need to complete all the units for your degree. When we assess your work at the end of your course, we calculate and confirm your final marks and award.

See section E for more about what happens if you fail one or more units.

See section H for more about our degree and other academic awards and how you qualify for them.

4 Who assesses your work?

4.1 Members of your course team assess your work in the first instance, under the direction of their Dean of Faculty or the Associate Dean (Head of Taught Postgraduate Awards) as appropriate. As part of good academic practice at the University, a second academic marker will mark and moderate the grades for student work. We call this process **double marking**, and this is how we apply it to different years of study and degrees:

- **for work in Years 0, 1 and 2 and for the Year 3 units BA3a, BSc3a and ARCH3A**, a second marker looks at a sample of work including all work judged to be at a grade of 70% or above; a range of work graded between 40% and 69%; and all Fails and Marginal Fails;
- **for Year 3 units BA3b, BSc3b and ARCH3B**, we double mark all work;
- **for taught postgraduate courses**, we double mark all Masters Projects and a sample of work from all taught units, including all Fails and Marginal Fails.

See section E for more about grades and marks, including Fails and Marginal Fails.

4.2 We don't double mark student presentations, but if we have asked you to evaluate your presentation we can include the evaluation in the double marking process.

4.3 In the exceptional circumstance that the first and second markers can't reach a decision, a third marker will assess your work.

4.4 We also compare and confirm marks and standards across our courses. We call this process **internal verification**, and staff from all our course areas and our external examiners work together on this to help verify and compare the academic standards our students are achieving across different subject areas.

4.5 The external examiner or examiners for your course may make one visit to your course mid-year and will make one visit to your course at the end of the year when we are assessing your work. When they visit the course, the external examiners meet with a group of students and ask for feedback on our

assessment processes. External examiners also look at a sample of work as follows:

- **for undergraduate courses:** all provisional Fails and Marginal Fails, and 25% of the rest of the work at all levels of achievement;
- **for taught postgraduate courses:** all Masters Projects judged to be at the standard of Merit and of Distinction; all proposed Fails and Marginal Fails; and 25% of the rest of the work at all levels of achievement.

See section E for more about grades and marks, including Fails and Marginal Fails.

4.6 We expect our external examiners to:

- test the transparency of our assessment procedures;
- ensure that the way we have marked work is fair; and
- make sure that the standards of our assessment are comparable to the standards of marks awarded in other higher education institutions for our subjects.

The *QME (Quality Management and Enhancement) Handbook* includes details about how we appoint external examiners and how they work at NUA. Click [here](#) for a link to the *Handbook*, or search the intranet for 'QME Handbook'.

5 How do we confirm marks for your work?

5.1 Course Leaders, the Year 0 Pathways Leader, the Associate Dean (Head of Taught Postgraduate Awards) and the Head of Learning and Teaching are responsible for reporting all the marks agreed by their course teams to the Academic Registry. At this point the marks are **provisional**: this means that they have not yet been confirmed by a formal assessment board of the University and may still change. We'll publish your provisional mark for a unit on e:Vision as soon as it is available.

5.2 Once the Academic Registry receives the provisional marks, they are responsible for:

- checking all the marks they receive;
- calculating marks for making final awards; and
- producing tables of all provisional marks for a formal board to confirm.

The Academic Registry is also responsible for storing the marks securely and confidentially.

5.3 One of the University's formal assessment boards will then confirm your marks, depending on whether you are an undergraduate or taught postgraduate student, and the point you have reached in your studies. The Senate delegates this responsibility to several different assessment boards.

The University Calendar includes the dates of all meetings of the University's formal assessment boards. Click [here](#) for a link to the Calendar, or search the intranet for 'NUA Calendar (Academic Registry)'.

5.4 Membership of these assessment boards includes representative members of course team staff and relevant external examiners, and are chaired by the Dean of Faculty or the Pro Vice-Chancellor (Academic) as appropriate.

5.5 **Course Assessment Boards** meet towards the end of each academic year and are responsible for the assessment of undergraduate students. They receive provisional unit marks and, after discussion as appropriate with the external examiners, they confirm the marks for students in each of the four years of study from Year 0 to Year 3. They also make decisions on progression from one year of study to the next, and on cases where a student hasn't passed one or more units. They also make decisions on marks and academic progress for students who we have confirmed have committed academic misconduct in their work.

See section E for more about what a Course Assessment Board might decide about your progression to the next year of studies, or if you have failed a unit, or if we have found you to have committed academic misconduct in your work.

See section M for more about how the University deals with cases of academic misconduct.

5.6 The undergraduate **Final Award Board** meets once at the end of each academic year, after all the Course Assessment Board meetings have taken place. The Final Award Board receives a final award mark for each undergraduate student and confirms their degree classifications. One lead external examiner attends the meeting of the Final Award Board as the representative of all the University's undergraduate external examiners. This is to make sure the procedures for the award of degrees and other qualifications are followed correctly. The external examiner also confirms the Final Award Board's decisions.

See section H for more about how we calculate degree classifications.

5.7 For taught postgraduate students, **MA Assessment and Award Boards** meet twice a year and combine the functions for these students of both the Course Assessment and Final Award Boards. This means that the Boards:

- receive provisional marks and confirm them;
- agree progression for part-time students;
- make decisions where students have failed one or more units; and
- make decisions about confirmed cases of academic misconduct.

See section E for more about what an MA Assessment and Award Board might decide if you have failed a unit or if we have found you to have committed academic misconduct in your work.

See section H for more about how we classify taught postgraduate awards.

See section M for more about how the University deals with cases of academic misconduct.

5.8 A separate assessment board also meets for students studying for the **PGCertHE**, and makes decisions in the same way as the MA Assessment and Award Board.

5.9 Once an assessment board has met and confirmed provisional marks, the marks become **final**. Final marks or other decisions of assessment or award boards can only be changed as an outcome of an appeal. The Chair of the Senate confirms all the awards made by the Final Award Board and the MA and PGCertHE Assessment and Award Boards, and the Academic Registrar is then responsible for publishing the marks.

See section J for more about making an appeal against an assessment or award board decision.

6 How other formal boards are involved in assessing your work

6.1 **Progress Review Boards** meet on several occasions during the year to review the progress of students on our courses. This Board can take one or more of the following actions if there are concerns about your attendance or engagement with your course:

- place you on a period of supportive monitoring;
- recommend that you seek help from other relevant support services at the University, such as Student Support or additional classes to help if English is not your first language;
- terminate your course of study if there are very serious, unresolved issues about your attendance and engagement with your course and we have not upheld a claim for extenuating circumstances from you.

See section C for more about the levels of attendance and engagement we expect on all our courses.

See section F for more about applying for extenuating circumstances.

6.2 Individual undergraduate and taught postgraduate **Resubmission Boards** are held once a year to consider the marks and academic credit for students who have had to resubmit work. If you are an undergraduate student and you have resubmitted work during the student vacation in the summer, the Resubmission Board will meet to confirm your marks at the end of the same vacation period.

See section E for more about what happens if you fail a unit, including the decisions a Resubmission Board may take as a consequence.

The University Calendar includes the dates of all meetings of Progress Review and Resubmission Boards. Click [here](#) for a link to the Calendar, or search the intranet for 'NUA Calendar (Academic Registry)'.

SECTION E

PASSING AND FAILING UNITS

This section confirms the marks you need to pass a unit, and explains what happens if you fail one or more units. If you fail a unit, an assessment board won't automatically give you another attempt at it, and this section explains how decisions are reached about students with failed units.

- When you complete and hand in assessment requirements for a unit, we assess how well you have done against each of the **Learning Outcomes** for that unit. If you don't meet the standard needed for each Learning Outcome, you won't pass the unit.
- As you'll see from your Course Guide and other information about your course, you gain **academic credit** when you pass a unit. The only exception to this is Year 0 units, which don't have credit attached to them. If you fail a unit, you don't gain academic credit for that unit. You can find out more about academic credit, including the totals you need to qualify for a degree or another academic award, in **section H**.
- You must **pass all units** in each of year of study in order to progress from one year to the next, or to receive a final award.
- If you have passed a unit and received academic credit for it, **we wouldn't normally allow you another attempt at the unit**. The one exception to this is where a course has **Professional, Statutory or Regulatory Body (PSRB) requirements** which include specific competence standards that students have to achieve. For example, Year 3 students on the BA (Hons) in Architecture must demonstrate the Architects Registration Board General Criteria and Graduate Attributes.

This means that in some limited circumstances, a Course Assessment Board could ask a student to repeat a full year of study to retrieve a failed unit but also to repeat a unit they have already passed. Where a student repeats a unit they have already passed, we would record the highest mark from the two attempts at the unit.

- **We don't allow students to make the decision to repeat a unit they have failed.** Only the relevant assessment board, or the Chair acting on behalf of a board, can make decisions about repeating a failed unit or units. You may also be liable for tuition fees for any period of study you are required to repeat.

1 Unit pass and fail marks

1.1 If you're studying for a Bachelor degree, this is how we determine if you have passed or failed a unit:

- a mark of 40% or above means you have **passed** the unit;
- a mark between 35% and 39.99% means you have a **Marginal Fail** in the unit;
- a mark between 0% and 34.99% means you have **failed** the unit.

1.2 If you're a Year 0 student, or you're studying for a Master's degree (MA) or the Postgraduate Certificate in Learning and Teaching in Higher Education (PGCertHE), we don't record percentage marks for your units. Instead, we record grades of Pass, Marginal Fail and Fail. For the Masters Project on MA courses only, we can record grades of Distinction, Merit, Pass, Fail and Marginal Fail.

1.3 We use these grades – Pass, Fail, Marginal Fail and (for MA students only) Merit and Distinction – when we record your unit results on e:Vision.

See section H for more about how we award the grades of Merit and Distinction at MA level.

2 Marginal Fails and referral

2.1 If you have a Marginal Fail for a unit, the assessment board may allow you a further opportunity to complete work and be assessed for the failed elements of your unit. We call this process **referral** and the work you would need to do to pass a marginally failed unit is called **a referral task**. In summary, referral is an opportunity for you to put right what you have done wrong in a unit.

2.2 An assessment board will only offer referral to you once for a unit. The relevant assessment board makes decisions on referral, either at its meeting towards the end of the academic year, or by action of the Chair during the year.

2.3 We can offer referral to undergraduate students at two different points in the academic year:

- after you have received your provisional mark for any of the following units:
 - BA0a, BA1a, BA2a, BA3a;
 - BSc1a, BSc2a, BSc3a;
 - ARCH1A, ARCH1B, ARCH2A, ARCH2B, ARCH3A; and

- when an assessment board meets to confirm marks for the year. When the board takes decisions on Marginal Fails, they can offer referral tasks for:
 - all units in Years 0, 1 and 2; and
 - BA3a, BSc3a and ARCH3A.

See below for more about what happens if you have a Marginal Fail for unit BA3b, BSc3b or ARCH3B.

2.4 We can offer referral to taught postgraduate students either during the year on the basis of a provisional mark, or at a meeting of the relevant assessment board when you have a confirmed mark. In either case, we can offer referral for any postgraduate unit except the Masters Project.

See below for more about what happens if you have a Marginal Fail for the Masters Project.

2.5 Depending on the degree you're studying for, referral tasks are set by your Course Leader, the Year 0 Pathways Leader, the Associate Dean (Head of Taught Postgraduate Awards) or the Head of Learning and Teaching as appropriate. The member of staff setting the task will ensure that the task enables you to meet the Learning Outcomes of the unit you have marginally failed. When the referral task is set, a Course Administrator will write to you to confirm the details, including the date you have to hand in the work resulting from the task. If you're a PGCertHE student, the Senior Quality Officer will write to you with the referral task and your new deadline.

2.6 We'll give you at least two weeks to complete a referral task if you're a full-time student, and at least three weeks if you're a part-time student. We would only review the time we give you to complete a referral task if:

- you make a claim for extenuating circumstances which relates specifically to the period of time in which you are working on the referral task; and
- we uphold this claim.

In this case, the Academic Registrar would make a recommendation to the Chair of the relevant Assessment Board about providing extra time for the referral task.

See section F for more about extenuating circumstances.

2.7 When you hand in work for a referral task, you need to follow the guidance we give you about how to submit the work, just as you do when you hand in any other work to us.

See section D for more about handing in your work to us.

2.8 The relevant assessment board will confirm the mark for your referral work at the earliest opportunity. Depending on when you hand in your work, this means that it might be the Course Assessment Board, the MA or PGCertHE Assessment and Award Board, or a Resubmission Board which confirms your marks. We'll let you know once the relevant board has confirmed your marks.

2.9 If you pass your referral work, we'll normally cap your pass mark. This means you will receive:

- a mark of 40% for a unit for a Bachelor degree; or
- a Pass grade for a Year 0 or taught postgraduate unit.

We'll also award you academic credit for the unit as appropriate. We would only give you the uncapped mark for your unit on a Bachelor degree – in other words, a mark not capped at 40% – if you have made a claim for extenuating circumstances which we have upheld and the board considers relevant to the unit.

See section F for more about extenuating circumstances.

2.10 If you don't pass your referral work, we'll record your mark but give you a Fail grade for the unit. Where this happens, we may give you one more opportunity to pass the unit at resubmission, but this depends on how many other units you have failed.

See below for more about failing units and resubmission.

3 Limits on the offer of referral tasks

3.1 We limit the offer of referral tasks according to:

- the degree you're studying for;
- the point you have reached with your studies; and
- the number of units you have Marginal Fails for when the assessment board meets to confirm your marks.

3.2 **If you are a Year 0 student**, an assessment board can give you a referral task only for one unit you have marginally failed. If you have Marginal Fails in both Year 0 units when the assessment board meets, the board will decide on your academic progress. If you are allowed to continue with your course, you may have to:

- resubmit the units; or
- repeat the whole year with attendance.

See below for more about failing and resubmitting units.

3.3 **If you are a Year 1 or Year 2 undergraduate student**, an assessment board can give you a referral task for up to 80 academic credits you have marginally failed. This may be for one or two units. If you have more than 80 credits of work with Marginal Fails in Years 1 or 2 when the assessment board meets, the board will decide on your academic progress. If you are allowed to continue with your course, you may have to:

- resubmit the failed unit or units; or
- repeat the failed unit or units with attendance; or
- repeat the whole year with attendance.

See below for more about failing and resubmitting units.

3.4 **If you are a Year 3 undergraduate student** and you have a Marginal Fail for unit BA3b, BSc3b or ARCH3B, we won't offer you a referral task for that unit. The board will decide whether to allow you to resubmit your failed unit or units, or to offer you an exit award. If you are allowed a further opportunity to complete your degree, you won't be able to graduate in the current academic year, and you may have to:

- resubmit the failed unit or units; or
- repeat the failed unit or units with attendance.

See below for more about failing and resubmitting units.

See section H for more about exit awards.

See section I for more about graduation.

3.5 **If you are a taught postgraduate student**, an assessment board can normally give you a referral task for one 30-credit unit. If you have Marginal Fails in more than one 30-credit unit when the assessment board meets, the board will decide on your academic progress. If you are allowed to continue with your course, the assessment board has several options in deciding on your progress. These options are set out below.

- If you have received Marginal Fails for each of two 30-credit units, you may be able to complete referral tasks for those units if the board agrees that you are able to complete the work in the time allowed.

- If you have received a Marginal Fail in the 60-credit Masters Project, you may be able to complete a resubmission task if the board agrees that you are able to complete the work in the time allowed.
- If the board does not agree that you can complete work for two 30-credit units or the 60-credit Masters Project in the time allowed, or you have a total of more than 60 credits with Marginal Fails, you may have to:
 - resubmit the failed unit or units; or
 - repeat the failed unit or units with attendance; or
 - repeat the whole year with attendance.

3.6 If the board does not allow you to continue with your course for any reason, they will terminate your place on the course. If the assessment board terminates your place on the course, you can only challenge this decision by making an appeal to the University.

See section J for more about making an appeal.

3.7 For students on all our taught courses and degrees, if you have to repeat a unit or units with attendance because of one or more Marginal Fails, the assessment board may require you to take a formal break from your studies. We call this **enforced intermission**. For example, this might be because you need to repeat one unit you have a Marginal Fail for, and then take intermission when we are teaching the unit you have already passed.

3.8 If you are an undergraduate student and the Resubmission Board records a Fail for you because you haven't passed a referral task, you won't be able to continue onto the next year of your course and your place on the course may be terminated. If the Board gives you a resubmission opportunity, you'll need to intermit and resubmit work for the failed unit, normally at the same time as other students on your course.

See below for more about failing and resubmitting units.

See section G for more about intermission.

4 **Fails and resubmission**

4.1 If you have a Fail for a unit, either because you have a mark between 0% and 34.99% or because you haven't passed a referral task, we may allow you one final opportunity to complete work and be assessed for the failed elements of your unit. We call this process **resubmission** and the work you need to do to pass a failed unit a **resubmission task**. We would only offer resubmission to you once for a unit. The relevant assessment board makes the majority of decisions on resubmission at its meeting, but the Chair of the relevant board

could confirm a resubmission task separately if, for example, you had made an appeal and we gave you a resubmission task as part of the appeal outcome.

See section J for more about making an appeal.

4.2 Please be aware that an assessment board won't automatically give you the chance to resubmit for a failed unit. When deciding whether to offer you a resubmission opportunity, we will look at:

- your attendance and engagement with the course;
- how much work you have completed for the failed unit, and the quality of that work; and
- if we think you have a realistic chance of passing the unit by completing a specified resubmission task. If the assessment board thinks you have too much work to do, they may decide that you have to repeat the unit in full and with attendance.

If you didn't submit work for the unit when you were first asked to, the assessment board will record a non-submission and a Fail grade for your unit and won't normally offer you resubmission. The only exception to this is if you have made a claim for extenuating circumstances which we have upheld and which the board considers relevant to the unit, in which case the board may offer you a resubmission opportunity.

See section C for more about attendance and engagement.

See section F for more about extenuating circumstances.

4.3 Once an assessment board has made the decision to offer you resubmission, the Course Leader, Year 0 Pathways Leader, the Associate Dean (Head of Taught Postgraduate Awards) or the Head of Learning and Teaching will set the resubmission task for you. The member of staff setting the task will ensure that the task enables you to meet the Learning Outcomes of the unit you have failed. When the resubmission task is set, a Course Administrator will write to you to confirm the details, including the date you have to hand in the work resulting from the task. If you're a PGCertHE student, the Senior Quality Officer will write to you with the resubmission task and your new deadline.

You won't automatically have access to specialist resources on campus to help you complete your resubmission task, but if we think you'll need them, we'll also confirm this to you at the same time. In exceptional circumstances, the University may also need to charge you additional tuition fees for this support and we'll give you the details of this when we write to you.

4.4 We'll give you four weeks to complete a resubmission task if you're a full-time student, and six weeks if you're a part-time student. We would only review the time we give you to complete a resubmission task if:

- you make a claim for extenuating circumstances which relates specifically to the period of time in which you are working on the resubmission task; and
- we uphold this claim.

In this case, the Academic Registrar would make a recommendation to the Chair of the relevant Assessment Board about providing extra time for the resubmission task.

See section F for more about extenuating circumstances.

4.5 If you are on intermission from study and the assessment board offers you a resubmission task to complete one final unit to achieve a degree, the board will also decide when you would need to hand in the work resulting from the resubmission task. The board will give you a hand-in date for the shorter of these two periods of time:

- the maximum registration period for your degree; or
- within two years of the date when we confirmed that you had failed the unit.

See section B for more about maximum registration periods for degrees.
See section G for more about intermission.

4.6 When you hand in work for resubmission, you need to follow the guidance we give you about how to submit the work, just as you do when you hand in any other work to us.

See section D for more about handing in your work to us.

4.7 The relevant assessment board will confirm the mark for your resubmission work at the earliest opportunity. If you are an undergraduate student, this will usually be the Resubmission Board, which meets at the end of the summer vacation period to confirm resubmission marks. Depending on when you hand in your resubmission work and the degree you're studying for, it might be the Course Assessment Board, the MA Assessment and Award Board or the Postgraduate Certificate Assessment and Award Board which confirms your marks. We'll let you know once the board has confirmed your marks.

4.8 If you pass at resubmission, the assessment board will cap your pass mark. This means you will receive:

- a mark of 40% for a unit for a Bachelor degree, or
- a Pass grade for Year 0 or taught postgraduate units.

The board will also award you academic credit for the unit as appropriate. The board would only give you the uncapped mark for your unit on a Bachelor degree – in other words, a mark not capped at 40% – if you have made a claim for extenuating circumstances which we have upheld and which the board considers relevant to the unit.

See section F for more about extenuating circumstances.

4.9 If you don't pass at resubmission, we'll record your highest Fail mark for the unit. The assessment board may not give you a further opportunity to complete work for the unit and may terminate your place on the course. The assessment board would only consider letting you stay on your course if we had upheld a relevant extenuating circumstances claim from you. If the assessment board terminates your place on your course, you can only challenge this decision by making an appeal to the University.

See section F for more about extenuating circumstances.

See section J for more about making an appeal.

5 Limits on the offer of resubmission tasks

5.1 We limit the offer of resubmission tasks according to:

- the degree you are studying for;
- the point you have reached with your studies; and
- the number of units you have Fails for when the assessment board meets to confirm marks.

5.2 **If you are a Year 0 student**, an assessment board can give you a resubmission task only for one unit you have failed. If you have Fails in both Year 0 units when the assessment board meets, the board will decide on your academic progress. The board will decide either:

- to ask you to repeat the whole year with attendance; or
- to terminate your place on the course.

If the assessment board terminates your place on your course, you can only challenge this decision by making an appeal to the University.

See section J for more about making an appeal.

5.3 **If you are a Year 1 or Year 2 undergraduate student**, an assessment board can give you a resubmission task only for one unit – equivalent to up to 80 academic credits – you have failed. If you have Fails in all your units in Years 1 or 2 when the assessment board meets, the board will decide on your ability to progress based on your academic record. The board will decide either:

- to ask you to repeat the whole year with attendance; or
- to terminate your place on the course.

If the assessment board terminates your place on your course, you can only challenge this decision by making an appeal to the University.

See section J for more about making an appeal.

5.4 **If you are a Year 3 undergraduate**, the assessment board can decide whether or not to offer resubmission tasks for students who have failed one or more units at the first attempt. If you have Fails in one or more Year 3 units when the assessment board meets, the board may instead recommend that you are not offered another attempt at the failed unit or units and that you leave the University with an exit award. If you are allowed a further opportunity to complete your degree, you will not be able to graduate in the current academic year, and you may have to:

- resubmit the failed unit or units; or
- repeat the failed unit or units with attendance.

See section H for more about exit awards.

See section I for more about graduation.

5.5 **If you are a taught postgraduate student**, an assessment board can decide to give you a resubmission task for one 30-credit you have failed. If you have more than 30 credits of work with Fails when the assessment board meets, the board will decide on your ability to progress based on your academic record. The board will decide:

- to give you a resubmission task for the failed unit or units but only if it agrees that you can complete the work in the time allowed; or
- to ask you to repeat the failed unit or units with attendance; or
- to terminate your place on the course.

If the assessment board terminates your place on your course, you can only challenge this decision by making an appeal to the University.

See section J for more about making an appeal.

- 5.6 For students on all our taught courses and degree awards, if you have failed one or more units and the assessment board asks you to repeat a unit or units with attendance, you may be required to take a formal break from your studies. We call this **enforced intermission**. For example, this might be because you need to repeat one unit you have failed, and then take intermission when we are teaching the unit you have already passed.

See section G for more about intermission.

- 5.7 In exceptional circumstances, the board can also allow students on all our taught courses and degree awards to resubmit a failed unit or units during a period of enforced intermission. In this case, a Course Administrator will write to you with full details after the board has met.

See section G for more about intermission.

- 5.8 An assessment board may also decide to terminate your place on the course if:

- we have asked you to resubmit a unit or units and you decide not to; or
- you fail your resubmission task or tasks.

In these situations, we would record your highest Fail marks. If you have enough academic credit from units you have previously passed, you may qualify for an exit award. We would only look at letting you remain on the course if:

- you had made a claim for extenuating circumstances which relates specifically to the period of time in which you were working on the resubmission task or tasks; and
- we uphold this claim.

See section F for more about extenuating circumstances.

See section H for more about exit awards.

If the assessment board terminates your place on your course, you can only challenge this decision by making an appeal to the University.

See section J for more about making an appeal.

SECTION F

EXTENUATING CIRCUMSTANCES

We expect you to manage and take responsibility for your learning on a day-to-day basis at NUA, but we also understand that there may be times when events outside your control have a negative impact on your work. The extenuating circumstances process at the University is the way we enable students to tell us formally about serious issues which they believe have affected their academic performance.

This section explains how we define and review extenuating circumstances, and the possible outcomes if we agree that your circumstances have affected your work.

The Academic Support Office in the Academic Registry manages the extenuating circumstances process for undergraduate and taught postgraduate students and can offer advice if you are thinking of making a claim: email aso@nua.ac.uk for more information.

If you are a research degree student and you have any individual circumstances you want to report to us, please talk to staff in the Research Office at NUA first of all: email research@nua.ac.uk.

- **If you think you have extenuating circumstances, you must fill in a claim form to report them to us with supporting evidence** – it's not enough just to tell a member of University staff about your circumstances. Click [here](#) for a copy of the form, or search the intranet for 'Extenuating Circumstances Application Form'.
- **Extenuating circumstances are different to deadline extensions.** If you need to apply for an extension to your deadline as well, complete the Extension to Academic Deadline form and send it to your course email or take it to the Student Enquiries Office at least 3 working days before the deadline to hand in work for your unit. You can find out more about extensions to deadlines in **section D**.
- If we uphold your extenuating circumstances – in other words, if we agree that your circumstances have had an impact on your work – **we won't give you extra marks for your assessment or an unfair advantage over other students.** Extenuating circumstances claims which we uphold give the Progress Review Board and assessment boards a number of ways to take your circumstances into account when they are considering your academic progress. This section explains these outcomes in detail.
- We don't accept extenuating circumstances as a reason for **any type of academic misconduct**, including plagiarism. See **section M** for more about how we deal with these matters through our disciplinary procedures.
- For more information about **how we keep original copies of extenuating circumstances claims in the long-term**, please see **section N**. Any photocopies of individual claims we make for the purposes of discussing them formally within the University are destroyed confidentially at the first opportunity.

1 What are extenuating circumstances?

1.1 The University defines extenuating circumstances as circumstances which meet all of the following criteria:

- they are exceptional – in other words, you couldn't possibly have planned for them;
- they are or were outside your control;
- they took place while or shortly before you were completing work for a specific assessment at NUA; and
- they prevented you from completing this work to the standard expected.

If you have experienced other issues which have affected your work but do not meet all these criteria – and therefore which aren't extenuating circumstances – please speak to a member of staff on your course or in Student Support as soon as you can. You can contact Student Support by emailing support@nua.ac.uk.

2 General information about extenuating circumstances, including when to make a claim

2.1 If you decide to make a claim for extenuating circumstances, **you must provide supporting evidence**. We won't look at any claims without evidence. The evidence you provide:

- can be anything which directly supports what you have told us about your circumstances; and
- must be from an independent or third-party source. The one exception to this is evidence from one of the University's dyslexia support tutors or specialist mental health mentors, which we will accept in support of a claim.

Please remember:

- it's your responsibility to obtain evidence for your extenuating circumstances claim – staff at the University won't do this for you. This also means that if there is a charge to obtain the evidence, for example for a doctor's note, you will need to pay for it; and
- don't provide extensive personal evidence about a third party as part of your evidence unless you have their permission to give this to us. We can give you advice this on when you make your claim.

2.2 We publish final deadlines in the academic year by which undergraduate or taught postgraduate students must make their claims for extenuating circumstances, if they wish to do so, and submit appropriate evidence. But we also encourage students to make claims to us as soon as they are able to because:

- if we are able to offer you help because of the circumstances you have reported to us, it gives us a chance to do so at the time you might need our support most; and
- it means we can provide up-to-date information to the formal assessment and other boards which make decisions about your academic progress.

You can make a claim for extenuating circumstances at any point during the year before the final published deadline, but our advice is:

- try and make your claim as close as possible to the point the circumstances have affected you; and
- if you can, at least 10 days before you are due to hand in work for your current unit.

Click [here](#) for a link to the deadlines for extenuating circumstances claims this year, or search the intranet for 'Extenuating Circumstances'.

- 2.3 A Progress Review Board may also give you a final chance to make an extenuating circumstances claim if you haven't submitted work for a unit and where the Board would otherwise have decided to terminate your place on the course. If the Progress Review Board decides to do this, a Course Administrator will write to you with the details, including the deadline by which you must submit the claim.
- 2.4 If the University is aware of exceptional circumstances which might affect the academic performance of all or a group of students, such as a fire on University premises or travel disruption caused by very serious weather conditions, senior academic staff will make a decision as appropriate as to how to address the issue so that no student is disadvantaged. For example, the Academic Registrar and Dean of Faculty could agree to extend a published deadline for one or more units. In these cases, individual students wouldn't need to make their own claims to report these extenuating circumstances. Instead, the Academic Registry or a Course Administrator will contact any students affected about how we plan to manage the situation.
- 2.5 In the next two sections below, you can find examples of the types of extenuating circumstances often presented to the University. The first section lists extenuating circumstances we may uphold – but please note that this list is for general guidance only; you will need to make your own case to us about your extenuating circumstances and how they have affected you, as well as providing appropriate supporting evidence. The second section lists extenuating circumstances we are unlikely to uphold.

3 Examples of extenuating circumstances we may uphold

- 3.1 Bereavement: the death of a close relative, significant other or friend, which in an employment context would have led to you being granted compassionate leave.
- 3.2 A serious physical injury or a physical or mental health condition. But please note that this excludes a long-standing medical condition unless:
- you can demonstrate to us that the condition has been recently diagnosed or has worsened; and
 - you can confirm this to us with medical evidence.
- 3.3 Serious personal or psychological problems for which you are receiving counselling or other forms of help and for which a recognised practitioner can provide evidence in writing.
- 3.4 Being the victim of a serious crime, such as a physical or sexual assault, for which you can provide evidence from the police or another recognised authority.
- 3.5 Family breakdown: divorce or separation of you and your partner, your parents or guardians, with evidence from one or more family members or another appropriate source who can confirm the impact this has had on you.
- 3.6 Responsibilities as a carer, for example for a parent or child, which are unexpected or which have become more demanding in terms of their time and effect on you.
- 3.7 Financial problems if we think these are outside your control, such as a problem with your bank or with your tuition fee loan provider.
- 3.8 Official commitments such as jury service or a court appearance, where you have no control over the date and time and the details of which you can confirm with evidence from the relevant authority.
- 3.9 If you are a part-time postgraduate student in employment: exceptional pressures of work or a change in your employment circumstances which you can demonstrate with evidence.

4 Examples of extenuating circumstances we are unlikely to uphold

- 4.1 Short periods of illness or minor injuries where you experienced the effects for up to 7 days. If you are ill for a short period of time, you may want to think about applying for extra time to hand in your work – but remember that you will still need to fill in an Extension to Academic Deadline form at least 3 working days before your submission date. Also, we can't guarantee that we will approve extra time for you.

Your Unit Tutor will normally consider extension requests. See section D for more about asking for extra time to hand in your work.

- 4.2 Personal 'life events' which may be difficult but which we would expect you to be able to manage. This includes domestic, work, financial or other problems which are less serious than the ones listed in the section immediately above.
- 4.3 Any circumstances which relate to periods of time outside your studies – for example, before you became a student at NUA, or during student vacation time – unless you can demonstrate that these circumstances have directly affected your work in a way which is exceptional and unexpected.
- 4.4 A condition affecting your health which:
- you can't provide medical evidence for; or
 - which you didn't ask for evidence for at the time you were ill. For example, we are unlikely to uphold extenuating circumstances if the only medical evidence you can provide is from a GP who didn't see you when you were ill and so who can't confirm the extent of your ill health at the time.
- 4.5 Long-term health conditions or disabilities which you are able to manage and for which you are already receiving support – please note that this includes dyslexia. We would only look at upholding a claim for you in these circumstances if you had a significant change in your condition or diagnosis, or a new or recent diagnosis.
- 4.6 Submitting your work late or not at all for any of the following reasons:
- **because of poor study practice.** By poor study practice we mean, for example, managing your time badly, not being aware of NUA regulations or deadlines, or losing your work because you haven't backed it up properly; or
 - **because of transport problems,** unless these are exceptional and unavoidable – for example, you couldn't have caught an earlier bus or train on the day you were due to hand in your work, and you can confirm this with independent evidence; or
 - **because you have to produce work for more than one unit at a time.** In this case we also wouldn't give you an extension to your deadline.

See section D for more about the occasions when we might allow you extra time to hand in your work and how you can apply for an extension to your deadline.

- 4.7 Absence from your course where you are attending appointments or events which you could reasonably reorganise or choose not to take part in. For example, this includes holidays, family celebrations or moving house.
- 4.8 Telling us about your extenuating circumstances too late for us to help you, because you weren't comfortable about bringing them to the University's attention or because you were trying to avoid the issue – unless you can provide exceptional reasons for this.

If you make a claim for extenuating circumstances after the final deadline for the academic year has passed, you would need to demonstrate to us that you had exceptional reasons as to why you didn't make the claim and provide evidence sooner.

5 How do we assess a claim for extenuating circumstances?

- 5.1 If you make a claim for extenuating circumstances, the Academic Support Office will:
- record the details;
 - store your claim and supporting evidence securely;
 - send you an email to acknowledge we have received your claim; and
 - contact you if any part of your claim appears to be missing or is unclear.
- 5.2 The Academic Support Office will also contact your Course Leader, Year Tutor, the Year 0 Pathways Leader, the Associate Dean (Head of Taught Postgraduate Awards) or the Head of Learning and Teaching to let them know you have made a claim for extenuating circumstances and to ask for the following:
- details of your attendance and engagement during the period you have told us you were affected by the circumstances;
 - any support we have offered to you or you have taken up because of your extenuating circumstances (such as extra time to complete your work, or additional tutorials); and
 - any other information which might help the University assess your claim.

Please note that the Academic Support Office will not share the details of your claim with members of academic staff.

- 5.3 The Academic Registrar checks all claims for extenuating circumstances to make sure that they are complete and that you have supplied independent supporting evidence. Depending on when you send in your claim, the University reviews and makes decisions on extenuating circumstances claims as follows:
- at a review meeting held in advance of each Progress Review Board. The Academic Registrar chairs these meetings, which are attended by

the Assistant Registrar for Academic Support and the Academic Support Officer;

- at a full meeting of the Extenuating Circumstances Panel. The Panels take place in advance of final assessment for undergraduates and taught postgraduates.

The members of the Extenuating Circumstances Panel are:

- the Academic Registrar (Chair);
- the Assistant Registrar for Academic Support;
- two Course Leaders or their nominees, who are not connected with the course the students who have made claims are studying on; and
- the Academic Support Officer (who is the convening secretary for the Panel).

5.4 In exceptional cases, the Academic Registrar as the Chair of the Extenuating Circumstances Panel can make individual decisions on claims if:

- it would be helpful to the student and the University to have a decision made more quickly; and
- there is no immediate opportunity to discuss the claim at a review meeting or a full meeting of the Extenuating Circumstances Panel.

The Academic Registrar reports these decisions to the Extenuating Circumstances Panel at the first opportunity.

5.5 The staff present at the meetings organised to discuss extenuating circumstances will have access to a copy of these *Student Regulations and Procedures* and copies of:

- your claim and the evidence you have sent in;
- any comments we have received from your course area; and
- a summary of your marks to date (assuming you have been a student at the University for at least one unit).

The Academic Registrar also issues guidance to staff considering extenuating circumstances as to how to establish the severity and impact of an individual's circumstances.

5.6 Staff considering extenuating circumstances claims will take into account the following:

- on the basis of the information available, how severe the circumstances appear to be;

- the timing of the circumstances reported – for example, how close the student was to an assessment deadline when the circumstances affected them; and
- whether support is already in place for the student because of their extenuating circumstances, and if so, how much this might have helped the student. For example, if a Course Leader is already aware of a particular issue you are facing, they may have approved an extension to deadline for you.

5.7 After the relevant staff members have considered your extenuating circumstances claim, the Academic Support Office will write to tell you whether or not we have upheld your claim. If we uphold your claim, it means that we agree that the circumstances you have reported to us are likely to have had or will have an impact on the work you are completing. If we decide not to uphold your claim, we will explain our decision to you.

5.8 All decisions about extenuating circumstances claims made by the relevant members of staff, and confirmed by the Academic Registrar as Chair of the Extenuating Circumstances Panel, are final. You can't make an appeal directly against our decision on your extenuating circumstances, but you can ask us to take into account any decision we have made on your extenuating circumstances claim as part of an appeal.

Remember too that you can also submit one or more additional extenuating circumstances claims if your circumstances continue to affect you beyond the period you initially made a claim for.

See section J for more about the decisions you can appeal against at the University.

6 How we make assessment decisions after we have upheld extenuating circumstances claims

6.1 For all extenuating circumstances we uphold, the Academic Support Office provides the following information to the Progress Review Board or the relevant assessment board about:

- the period of time affected by the student's extenuating circumstances;
- the unit or units affected; and
- a decision about the severity of the student's extenuating circumstances, given any support already in place.

7 The possible outcomes if we uphold your extenuating circumstances claim

7.1 If we have upheld your extenuating circumstances claim, an assessment board can make a number of different decisions about your academic progress. These are listed individually below. Whatever the decision, a Course Administrator will write to you after the relevant board has met to confirm the details to you. If you are given the opportunity to submit work to us as a consequence of your upheld extenuating circumstances, the Course Administrator will at the same time confirm to you the new date by which you need to hand in your work.

7.2 We can give you the opportunity to submit work for a unit at the end of the academic year – or if you're a taught postgraduate student, after the taught components of your course – because you were unable to submit your work by the submission deadline. This is called a **deferred submission**.

See section D for more information about submitting your work after the deadline.

7.3 We can give you the opportunity to resubmit work for a unit as a first attempt where you have previously received a Fail or Marginal Fail for that unit. Normally when you resubmit a unit, you can only gain a pass mark. This means 40% for a unit for a Bachelor degree. But if we have upheld your extenuating circumstances, the assessment board can choose to give you the uncapped mark for your unit – in other words, a mark not capped at 40% – as if you were submitting work for the unit for the first time.

For taught postgraduate students, this could include the opportunity to resubmit work for the Masters Project for which we could award the grade of Merit or Distinction if the work is of the appropriate standard.

See section H for more about the awards of Merit and Distinction for the Masters Project.

For all other taught postgraduate units, and for all Year 0 units, the highest grade you can receive if you resubmit a unit successfully is a Pass. This means that your mark for a unit you resubmit and pass would not be affected by the decision to uphold your extenuating circumstances.

7.4 We can give you one final opportunity to submit work for a unit, even if we have previously told you that your most recent submission for the unit would be your final attempt.

7.5 If we have already given you a provisional pass mark capped at 40% for an undergraduate unit, for example because it's for referral or resubmission work,

we can instead give you the uncapped mark for the unit – in other words, a mark not capped at 40%. This is the only time we would change a mark after upholding your extenuating circumstances.

- 7.6 We can give you the opportunity to repeat a period of study on your course to retrieve a failed unit or units, and at the discretion of the assessment board, the opportunity to submit work as a first attempt during this repeat period of study. We might ask you to repeat a unit if we believed that it would be too difficult for you just to complete a resubmission task – for example, because of your extenuating circumstances, and/or because of the amount of work you would need to do.

Normally when you repeat a unit, you can only gain a pass mark. This means 40% for a unit for a Bachelor degree. But if we have upheld your extenuating circumstances in relation to the unit, the assessment board can choose to let you receive the uncapped mark when you have completed the unit – in other words, a mark not capped at 40% – as if you were submitting work for the unit for the first time.

For taught postgraduate students, this could include the opportunity to repeat the Masters Project, and for us to be able to award the grade of Merit or Distinction if the work is of the appropriate standard.

See section H for more about the awards of Merit and Distinction for the Masters Project.

For all other taught postgraduate units, and for all Year 0 units, the highest grade you can receive if you repeat a unit successfully is a Pass. This means that your mark for a unit you repeat and pass would not be affected by the decision to uphold your extenuating circumstances.

- 7.7 In exceptional cases, we could also:

- accept and assess work you have handed in late, including work you have completed for referral or resubmission; or
- give you extra time to complete work before handing it in.

These outcomes are exceptional because we expect you to complete an Extension to Academic Deadline form and hand it in before the deadline if you need extra time to complete your work.

See section D for more about the occasions when we might allow you extra time to hand in your work and how you can apply for an extension to your deadline.

8 How we make decisions on final degree awards where we have upheld extenuating circumstances claims

8.1 In certain cases, we take into account upheld extenuating circumstances when we are making a final degree award to a student for their course.

8.2 For undergraduate courses, the Final Award Board can make a discretionary upgrade to a higher degree classification if students meet specific criteria for both their extenuating circumstances and their final award mark.

See section H for more about discretionary upgrades to degree classifications.

8.3 For taught postgraduate courses, the MA Assessment and Award Board has two options only available in making a final degree award if a student has had their extenuating circumstances upheld. Where a student has resubmitted a Masters Project and the work is of the appropriate standard, the Board can:

- give the work the grade of Merit; or
- give the work the grade of Distinction.

As a consequence of this, the Board may then make the final award to the student of an MA with Merit or an MA with Distinction.

See section H for more about the awards of Merit and Distinction.

