

NORWICH UNIVERSITY OF THE ARTS

**STUDENT REGULATIONS AND PROCEDURES
2023-24**

Academic Year 2023-24

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INTRODUCTION

Welcome to your studies at Norwich University of the Arts. 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 the University, 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 the University.

The University's Academic Board 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" or "the University" means Norwich University of the Arts and any company owned by us, and "you" means a student who has enrolled at the University. By enrolling on a course at the University, 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:

www.officeforstudents.org.uk/advice-and-guidance/the-register/the-ofs-register/

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 mission

The University has set out its vision, mission and how it plans to develop in the period to 2027 in the *Strategy 2022-2027*.

[View the Strategy 2022-2027.](#)

Equality, diversity and inclusion

We are committed to creating an inclusive and supportive learning and working environment at the University, 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 *Equality, Diversity and Inclusion Policy* sets out our responsibilities in these areas, and is informed by the Equality Act 2010. The Act identifies 'protected characteristics' which are protected under its legislation. They are:

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

[View the *Equality, Diversity and Inclusion Policy*](#), or search the intranet for 'Equality Diversity and Inclusion Policy'.

Our *Disability Policy* outlines our inclusive approach to your education, and describes how we support students with a range of disabilities – both in terms of access to, and participation in, our courses. We have an anticipatory approach to embedding support structures at the University for all students, and we offer support, advice and resources for students with additional support needs.

Search the intranet for 'Disability Policy' to read the policy in full.

We consider that all forms of bullying, harassment and sexual misconduct are unacceptable and will not be tolerated. Our *Bullying, Harassment and Sexual Misconduct Policy* sets out the steps we take to protect and support students who are affected by incidents of this type, as well as how we investigate these incidents.

Search the intranet for 'Bullying, Harassment and Sexual Misconduct' to read the policy in full.

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

The University celebrates diversity in all its forms, including the diversity of our students' genders, gender identities, and gender expression. Our *Trans* Policy for Students* outlines our commitment to ensuring that transgender and non-binary students are not

disadvantaged in their learning on their course, and are treated with dignity and respect in the gender they identify with and how they choose to express their gender identity.

[View the *Trans* Policy for Students*](#), or search the intranet for 'Trans Policy for Students'.

On 8 December 2021, the University adopted the International Holocaust Remembrance Alliance (IHRA) Working Definition of Antisemitism. We use the IHRA Working Definition to inform our understanding of antisemitism, and to help us establish whether incidents or behaviours reported to us are antisemitic.

The IHRA Working Definition of Antisemitism can be found here:

<https://www.holocaustremembrance.com/resources/working-definitions-charters/working-definition-antisemitism>

If you believe that you are or have been the subject of any form 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 *Equality, Diversity and Inclusion Policy*, 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, including but not limited to global pandemic controls or other nationally imposed restrictions.

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*.

[Read the *Student Protection Plan*.](#)

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@norwichuni.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 the University.

- When you enrol at the University, we'll give you your own **University email address**. This is the main way our staff will communicate with you. Even if you have one or more personal email accounts, you must use your University email account. We expect you to check your University emails at least every other day, and on a daily basis during submission and assessment time on your course. If we need to contact you in writing, we'll use the term-time address you have given us.
- You can view information we hold electronically about your student registration, 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) when you start your course.
- 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 submit the appeal 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 while you're a student at the University. If you need help finding a doctor or if you want to talk to us about your health or wellbeing, Student Support can help.

[Read more about Student Support](#). You can contact them by going to a Drop-in session, sending them a message using the University's online reporting system, or by emailing support@norwichuni.ac.uk.

- 1.2 You also need to provide emergency contact details to us as part of the information we hold about you on e:Vision.

2 Registering for your course

- 2.1 We expect all undergraduate students, apart from those on short courses, and all postgraduate taught students to register at the start of each academic year of their course. Registry Services will tell you how to do this. If you don't register when we ask you to, we may assume that you are not returning to your course and withdraw you from the University. If you are more than one week (five working days') late registering at the start of an academic year, we may choose

to withdraw you from your course, unless there are valid reasons such as travel restrictions or health reasons that you have told us about in advance.

A Course Administrator will write to you if we decide to withdraw you from your course because you haven't registered.

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

3.1 It's important that we can contact you when we need to and that the information we hold about you is correct, so please make sure you keep the University up-to-date with your details.

- You can ask us to update the personal details we hold about you – including your name, address, and preferred pronoun – by logging into e:Vision and requesting any changes as necessary. Email registry@norwichuni.ac.uk if you have any questions.
- If you are reassigning your gender, or you intend to do so, you may tell us so that we can amend your details in our records. Contact Student Support for more information.

[Read more about Student Support](#). You can contact them by going to a Drop-in session, sending them a message using the University's online reporting system, or by emailing support@norwichuni.ac.uk.

3.2 If you are studying at the University under the terms of a Student visa and there is any change to your immigration status or you change your personal details – including your home or term-time address – you must contact visa@norwichuni.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.

3.3 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@norwichuni.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 place at the University.

See section M for more about our disciplinary procedures and how we would manage a case where a student was convicted of a criminal offence involving a court hearing.

4 Intellectual property and copyright

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. [View the *Intellectual Property Policy and Regulations* policy](#), or search the intranet for 'Intellectual Property Policy'.

- 4.1 Please be aware of the copyright restrictions on all creative work and 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.
- 4.2 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@norwichuni.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 *Applicant and Student Privacy Notice*. [View the *Applicant and Student Privacy Notice*](#).

5 Ethical considerations when creating work at the University

- 5.1 During your studies at the University, you may wish to create work which gives rise to questions of **ethics**. 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 Postgraduate Taught 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.

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

Ethical issues for research students are managed separately. Email research@norwichuni.ac.uk for more information.

6 Our resources and equipment

- 6.1 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'll also need to complete the appropriate workshop induction before you can use any specialist facilities or equipment.

- 6.2 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.
- 6.3 If you want to borrow our equipment and take it off campus, we may ask you to complete an induction first of all in respect of the equipment you wish to borrow.

[View 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 (or equivalent) or the Year 0 Pathways Leader 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.

- 6.4 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.

- 6.5 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.
- 6.6 You are responsible for following all health and safety guidance, rules and regulations that are issued by the University, including restrictions on accessing the campus during times when physical distancing or similar restrictions are in place. If you find any health or safety hazards when you're using our facilities or resources, report them to the most appropriate person, for example your Course Leader (or equivalent), a member of staff in the MRC or Workshop staff.

7 Submitting your work for display or exhibition

- 7.1 During your course you may have opportunities to submit your work for display, for exhibition, or at an external showcase. We'll make every endeavour to ensure the safety and security of your work at these events, but we won't accept

responsibility or liability for any damage or loss to your work during assessment, handling, transit or display.

7.2 You're responsible for ensuring that where you have consented to your work being displayed, the work:

- is fit for purpose;
- is constructed appropriately;
- can be installed safely; and
- is packaged properly.

We'll issue guidance on how to ensure your work is appropriately packaged and made ready for exhibition. It's your responsibility to make sure you read and understand the guidance and follow all the relevant instructions.

7.3 We don't insure student work against loss, damage, theft or other incident or accident at internal or external exhibitions. This applies equally to damage or consequential loss because of negligence on the part of anyone external to the University, or other members of the University including staff or students. You are advised to take out your own insurance where you consider the work to be of an appropriate value.

8 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. [View the Student Tuition Fees Payment Policies](#), or search the intranet for 'Student Fees Payment Policy'.

8.1 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.

8.2 You must pay any debts to us you have and return any of our equipment and library books you have borrowed before the end of the final term or teaching block in your final year of study.

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

8.3 If you have any tuition fee debts at the point you are due to graduate, we may not allow you to attend your ceremony.

See section I for more about graduation.

9 Restricted activities

9.1 Smoking and vaping are banned in the following places:

- inside or within two metres outside of any of our buildings, including in Guntons Yard;
- in our vehicles, including ones which have been hired or leased; and
- in any University-managed student accommodation.

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

9.3 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 like this we'll 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.

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

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

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

9.6 Assistance dogs are allowed on the University's premises only where we have approved student applications in line with our policy on the matter. Other animals are not allowed on the premises unless as part of an authorised University activity (for example, Winterfest).

[View guidance about bringing assistance dogs onto University premises](#), or search the intranet for 'Disability Access'.

9.7 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.

9.8 Please don't direct your letters, deliveries or phone calls to the University unless your Course Leader (or equivalent) or the Year 0 Pathways Leader 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.

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

10.1 There are a number of circumstances which may lead us to review your place at the University, including the following:

- because you haven't registered for your course when we asked you to;
- because your engagement with the University 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 the University, 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'll tell you in writing how we intend to take forward the situation with you. Other sections of these regulations 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: Engaging with your course

Section E: Passing and failing units

Section G: Taking a formal break from your studies: Intermission, including how we review your engagement with the University

Section L: Defining and dealing with unacceptable behaviours

Section M: Disciplinary procedures, including for academic misconduct

SECTION B — OUR COURSES, INCLUDING CHANGING COURSES AND WITHDRAWING

The section confirms the duration 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.

- See section H for full details of the **awards available at the University**.
- **All our undergraduate degree courses are full-time.** Our postgraduate taught degree courses are full-time, unless we specify a part-time route. Level 4 and Level 6 short courses are part-time and studied by distance learning.
- **To study on a Level 5 Diploma**, you'll need to transfer from the course you're currently studying on at the University, once you have completed and passed Year 2 – see the section in these regulations below about transferring course. You can't complete more than one Level 5 Diploma at the University.
- We teach and assess all our courses in **English**.

1 Levels of study

1.1 Our courses and qualifications relate to nationally agreed levels of study, as 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 our courses and qualifications and these levels of study relate.

Courses and qualifications at the University	FHEQ level
Certificate of Higher Education (CertHE) Level 4 short course	4
Diploma of Higher Education (DipHE) Level 5 Diploma	5
Bachelor degree (Unclassified) Bachelor degree with honours (BA (Hons), BSc (Hons)) Level 6 short course	6
Postgraduate Certificate of Higher Education (PGCert) Postgraduate Certificate in Learning and Teaching in Higher Education (PGCertHE) Postgraduate Diploma of Higher Education (PGDip) Master of Arts degree (MA) Master of Architecture (MArch) Master of Philosophy (MPhil)	7
Doctor of Philosophy (PhD)	8

See our *Award and Credit Scheme* for more about levels and years of study. [View the Award and Credit Scheme](#), or search the intranet for 'Award and Credit Scheme.'

2 Registration and course duration, including confirmation for research degrees

2.1 Once you have enrolled on an undergraduate or postgraduate taught course, 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@norwichuni.ac.uk for more information about confirmation.

2.2 If you are unable to complete the full award you may 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.

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

Undergraduate courses

Year of study	Course length in weeks each year, including teaching and assessment periods
Year 0 and Year 1	33
Year 2 and Year 3 Level 5 Diploma	32
Level 4 and Level 6 short courses	52 (the maximum period available to complete a short course, including retrieving any academic failure)

Postgraduate taught courses

Course length in weeks each year, including teaching and assessment periods
<ul style="list-style-type: none"> • Part-time MA courses comprise two 43-week Teaching Blocks • The MArch comprises two 30-week terms (full-time) or three 30-week terms (part-time) • The MA in Education (part-time) comprises three 42-week Teaching Blocks • The PGCertHE (part-time) comprises one 42-week year

2.4 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.

2.5 Full-time courses, with a minimum registration period of one academic year:

Course	Normal length of study	Maximum period of registration
BA (Hons) BSc (Hons)	3 full-time academic years	6 years
BA (Hons) or BSc (Hons) with Year 0	4 full-time academic years	6 years
BA (Hons) or BSc (Hons) with Level 5 Diploma	4 full-time academic years	6 years
BA (Hons) or BSc (Hons) with Year 0 and Level 5 Diploma	5 full-time academic years	7 years
Level 5 Diploma	1 full-time academic year	2 years
MA	1 full-time academic year	2 years
MArch	2 full-time academic years	4 years

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

2.6 Part-time courses:

Type of course	Normal length of study	Maximum period of registration
Level 4 and Level 6 short courses	1 academic year	1 year
PGCert PGCertHE	1 academic year	2 years
MA	2 academic years	4 years

Type of course	Normal length of study	Maximum period of registration
MArch	3 academic years	5 years
MA in Education	3 academic years	5 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

2.7 If you need more than the maximum registration period to complete your course, you would have to make a request to the Academic Registrar for an extension. For more information email aro@norwichuni.ac.uk. The Academic Registrar reports any approved registration-period extensions to Academic Board.

2.8 Please also note the following if you are a part-time postgraduate taught student:

- If you're a part-time student on any of our MAs except the MA in Education or the MArch, we expect you to complete 90 academic credits in Year 1 and 90 academic credits in Year 2.
- All our MA Education students are part-time, and we expect them to complete 60 credits in each of their 3 years of study.
- Full-time students on the MArch will complete 120 credits in Year 1 and 120 credits in Year 2. If you're a part-time student on the MArch, we expect you to complete 60 academic credits in Year 1, 80 academic credits in Year 2, and 100 academic credits in Year 3.
- All our PGCertHE students are part-time, and we expect them to complete 60 academic credits in one academic year.
- Our MA Assessment and Awards Boards confirm marks for students, both part-time and full-time. Separate assessment and award boards meet to confirm marks for the MArch and the MA in Education.
- Our PG Certificate Assessment and Awards Boards confirm marks for PGCertHE students.

3 Changing between full-time and part-time study on postgraduate taught courses

- 3.1 If you're a postgraduate taught 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 Course Leader (or equivalent). They may also discuss your request with the relevant MA Subject Leaders, 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, as well as taking a period of intermission.

See section E for more about passing and failing units.

See section G for more about intermission.

- 3.2 To change your mode of study:

- talk to the Course Leader (or equivalent) about your request;
- if the Course Leader agrees to the change, complete the form;
- ask the Course Leader to sign the form; and
- send the form to the Academic Registry.

The Academic Registry will review your request and decide if the change you have requested is practical and appropriate. If they decide that a change is possible, they will send the form to the relevant Programme Director(s) for final approval. As long as the Course Leader (or equivalent), the Programme Director(s) and the Academic Registry agree to the change, the Academic Registry will contact you to confirm the change. If the Academic Registry identifies any issues with your request, they will contact the relevant members of staff and will let you know the outcome. If we are not able to approve your request, the Academic Registry will let you know why.

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

[Access 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'.

- 3.3 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@norwichuni.ac.uk for more advice.

4 Changing courses for undergraduates in Years 1, 2 and 3 and postgraduate taught students

4.1 You can apply to change courses at the University, with some exceptions:

- you can't transfer to a Level 5 Diploma if you are a Year 3 student or a student on the BA (Hons) in Architecture;
- you can't transfer between Level 5 Diplomas in different subject areas, or transfer to a Level 5 Diploma after you have completed the same qualification in another subject area; and
- you can't transfer from a Level 4 or Level 6 short course to a Level 5 Diploma.

4.2 We don't automatically approve requests to change course. Before we approve a change of course, we need to be confident that you would be able to make a success of the change. These are the things we consider if you ask to change courses:

- Is there a place available for you on the new course? If the course you want to change to is full, we wouldn't approve a change.
- When have you asked to change course? We're more likely to approve a change of course for you if you make your request in the first four weeks of a new academic year. If you make a request to change after this point, you may need to complete your current unit or the full year of study before we can consider your request.
- How much work have you completed on your current course? A change to a new course may be more complicated if you have already completed more than one year of study on your current course.
- What aptitude can you show us for the type of work you'll be expected to complete on your new course?
- Would we need to put in extra support for you if you changed courses, and if so, what type of support?
- Are you in **good academic standing**? Good academic standing means that you have completed and passed any units you have submitted work for or are due to submit work for. We wouldn't approve your request to change courses if you have any Fail or Marginal Fail marks on your current course. This includes provisional marks – in other words, marks which have not yet been confirmed by an assessment board. The only circumstance where we would normally waive this requirement is where we have approved a transfer to a new course for which you are repeating a year of study.

Be prepared to discuss all these points with us if you're thinking about changing courses.

See section E for more about passing and failing units.

4.3 If we approve a change in course for you at the University, we may need to carry forward any existing academic credit you have achieved on your original course into your new course. This is because we need to make sure that you have enough credits to qualify for the final award on the course you have transferred into. In other words, **we can't double-count academic credit** when we make academic awards.

Depending on your circumstances, this may or may not mean that we issue you with an exit award at the point you change courses. For example:

- If you successfully complete Year 1 of an undergraduate degree course in one subject area, and then transfer to restart Year 1 of an undergraduate degree course in another subject, we would issue you with a Certificate of Higher Education in the subject area of the course for which you completed Year 1 only. This is because you would have achieved enough academic credits (120) on your original degree course for us to make this award to you, without our needing to transfer in those academic credits to your new course.
- If you successfully complete Years 1 and 2 of an undergraduate degree course in one subject area, and then transfer to restart Year 2 of an undergraduate degree course in another subject, we wouldn't issue you with a Certificate of Higher Education or a Diploma of Higher Education. This is because we would need to use the 120 credits you achieved at Year 1 on your original course to carry forward into your new course.

If you are thinking about changing courses and you have any queries about how this might affect you, email registry@norwichuni.ac.uk.

See section H for more about academic credit and exit awards.

4.4 **If you want to change undergraduate courses**, you must:

- talk to your current Course Leader (or equivalent) and the Course Leader of the course you want to change to;
- complete the form if the Course Leaders agree to the change;
- ask both Course Leaders to sign the form; and
- send the form to the Academic Registry.

The Academic Registry will review your request and decide if the change you have requested is practical and appropriate. As long as the Course Leaders (or equivalent) and the Academic Registry agree to the change of course, the Academic Registry will contact you to confirm the change. If the Academic Registry identifies any issues with your request, they will contact the relevant members of staff and will let you know the outcome. If we are not able to approve your request, the Academic Registry will let you know why.

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

- 4.5 If we decide that to enable you to change to another undergraduate course at the University you'd need to restart Year 1 or Year 2 of the new course the following year, you will still need to follow the process to change course as set out above. Please be aware though that we would also need to put you on a period of **compulsory 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 the University and repeat a year of study.

- 4.6 Where courses share a common Year 1 – currently, courses in Graphics, Fashion Communication and Promotion, and Fashion Marketing and Business – you can apply to transfer to a course in the same subject area at the end of your Year 1. We would only process a transfer for you once you have completed and passed Year 1. Registry Services manage this process – email registry@norwichuni.ac.uk for more information.
- 4.7 If you wish to transfer to a Level 5 Diploma once you have completed Year 2 of your degree course, email diplomas@norwichuni.ac.uk for more information.
- 4.8 **If you want to change postgraduate taught courses**, you must:

- talk to the Course Leader (or equivalent). They will discuss the matter as necessary with the relevant MA Subject Leaders;
- complete the form if the Course Leader agrees to the change;
- ask the Course Leader to sign the form; and
- send the form to the Academic Registry.

The Academic Registry will review your request and decide if the change you have requested is practical and appropriate. If they decide that a change is possible, they will send the form to the relevant Programme Director(s) for final approval. As long as the Course Leader (or equivalent), the Programme Director(s) and the Academic Registry agree to the change, the Academic Registry will contact you to confirm the change. If the Academic Registry identifies any issues with your request, they will contact the relevant members of staff and will let you know the outcome. If we are not able to approve your request, the Academic Registry will let you know why.

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

5 Changing courses in Year 0

- 5.1 You can ask to change courses within Year 0, but we would expect you to make any request to change before the start of unit BA0c.
- 5.2 If you haven't passed unit BA0a or BA0b, you may be able to change courses, but we wouldn't normally allow this if you haven't passed either of these units.
- 5.3 If you want to change between courses in Year 0, you must:
- talk to the Year 0 Pathways Leader and a relevant member of staff for the course you wish to change to;
 - complete the form if both these members of staff agree to the change;
 - ask both members of staff to sign the form; and
 - send the form to the Academic Registry.

The Academic Registry will review your request and decide if the change you have requested is practical and appropriate. If they decide that a change is possible, they will send the form to the Director for Fine Art and Photography for final approval. As long as the Year 0 Pathways Leader, the representative of the course you wish to change to, the Director and the Academic Registry agree to the change, the Academic Registry will contact you to confirm the change. If the Academic Registry identifies any issues with your request, they will contact you. If we are not able to approve your request, the Academic Registry will let you know why.

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

- 6.1 If you're an undergraduate or postgraduate taught student and during the course of your studies you decide to 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 unless you have completed the form confirming you'd like to withdraw, we'll assume you're still studying at the University and we'll continue to charge you tuition fees as appropriate.
- 6.2 There are financial implications to withdrawing from a course, so please make sure you understand these before you make your decision.

[View 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'.

- 6.3 As part of the withdrawal process, and depending on your course, you will normally need to speak to your Course Leader (or equivalent) or the Year 0 Pathways Leader as appropriate and that person will need to sign your withdrawal form.

A separate process applies if you decide to withdraw from the University during or immediately after a period of intermission.

See section G for more about leaving your course during or following a period of intermission.

- 6.4 A Course Administrator – or in the case of PGCertHE withdrawals, the QME Office – will process your withdrawal and will confirm this in writing to you, including information on any fees still to be paid.

- 6.5 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.

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

SECTION C — ENGAGING WITH YOUR COURSE

We expect you to engage fully with your course, including attending all timetabled sessions, and to let us know if for any reason you can't attend or if you find that engaging with your course is difficult. This section explains why course engagement is important to your academic progress, and what happens if we think your engagement isn't at the level we expect.

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

Information about engaging with your course continues on the next page.

- We have attendance and engagement regulations for three 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 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.
 - **We also want to know you're OK**. If we notice that you're not attending scheduled sessions, we'll try and contact you to see how you're doing and to discuss if there are ways we can help you.
 - **If you need a Student visa to study at the University, 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, and persistent absence without good cause may lead us to withdrawing your visa.
- When we talk about **student engagement** at the University, we don't just mean regular attendance at taught sessions. We also mean:
 - engaging with the VLE;
 - making the most of the Library and its resources;
 - handing in your work in full and on time;
 - attending sessions in the series of Vice-Chancellor's Talks; and
 - being part of the academic culture of the University. This means that we expect that you'll play your 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'll reach your full academic potential.

- We know and understand that you might have **a job or other responsibilities** to manage alongside your studies. If you're a full-time student, though, you won't be able to work full-time and continue to meet the requirements of your course. If you're struggling to afford to continue on your course without working full-time hours, talk to Student Support for advice. Please also note that if you need a Student visa to study, you must not work more hours than you are allowed to under the terms of your visa.

If there is anything stopping you engaging with your course, **talk to us**. Speak to someone on your course team, or in the Student Enquiries Office, or contact Student Support. We would much prefer to try and help you before any problems affect your academic progress.

[Read more about Student Support](#). You can contact them by going to a Drop-in session, sending them a message using the University's online reporting system, or by emailing support@norwichuni.ac.uk.

- We monitor student attendance and keep records as appropriate.

1 When we expect you to attend

- 1.1 You should 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 arrive late to a session on your course or if you need to leave early, talk to the person leading the session when you arrive or when you need to leave, out of courtesy.
- 1.3 During assessment, you should be available in case our assessors or external examiners need to talk to you.

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 (up to one week)**, email your course address as early in your absence as possible to tell them you can't come in.
- 2.3 **If you are off for more than five working days (more than one week)**, 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 (more than two weeks) because reasons outside your control are affecting your attendance**, we may need to support 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 What happens if my engagement isn't at the level you expect?

3.1 We take your engagement very seriously. To help us check your engagement, we keep registers of student attendance. If your attendance falls below what we consider to be an appropriate level, we may take further action, even if you have given us information about your periods of absence. This is because you may have missed too much to be able to continue with the unit.

If your attendance is lower than 60% during a two-week period, and we have a minimum of six completed registers for that period, we'll contact you to find out more in the first instance.

3.2 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'll follow up with you about this as follows:

- We may ask you to come to a meeting to discuss your course engagement with one or more of the following:
 - a member of the Student Support team;
 - your Course Leader (or equivalent);
 - the Year 0 Pathways Leader;
 - the MA Subject Leader;
 - the Director responsible for your course;
 - the Dean of Creative Education;
 - the Deputy Registrar (if you're studying at the University on a Student visa).

- If we contact you about your engagement with your course 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 (one week) 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.

See section A for more about terminating your place on your course if we have concerns about your attendance and engagement.

3.3 If you have a disability that affects your attendance, you should discuss your circumstances with the Disability Support Adviser. In most cases we can make reasonable adjustments, and we'll discuss all the options with you. Email disability@norwichuni.ac.uk for more information.

Search the intranet for 'Disability Policy' for more about how we support and manage reasonable adjustments, including our approach to embedding inclusive practice.

4 Supportive monitoring

4.1 Supportive monitoring is one way we can try and support you if you're an undergraduate or postgraduate taught student and we're concerned about your progress. Supportive monitoring consists of extra one-to-one or group sessions which take place with a member of staff and last about 10-20 minutes each. The number of sessions we ask you to attend, and the staff member who sees you, will depend on the purpose of the sessions for your individual circumstances:

- If the sessions are about your academic performance, we'll ask you to meet with an academic member of staff.
- If the sessions are about anything else, we'll ask you to meet with a Student Support Advisor.

In all cases, we ask you to attend at least two sessions.

4.2 Academic staff can decide to put you on supportive monitoring at any point during the academic year if they'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 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 on your Course VLE and the Unit Briefing, and your course team will remind you of the details as you work on each unit.
- Some projects conclude with a review of work before the end of the unit, which we call **formative assessment opportunities**. This means that you'll have the chance to share your work with academic staff and receive feedback, all within a specific time period. If you don't share your work at this point, you'll miss the opportunity to benefit from feedback designed to help you with your final assessed unit submission. Any feedback you receive on work presented within the unit for formative assessment is purely to support you in your creative development; your final grade for the unit is based entirely on assessment of the work you submit at the unit deadline.
- You must **back up** all your coursework. If you need help backing up your files, contact the Student IT Helpdesk in the Design Studio in Guntons. [View the Student IT Helpdesk page](#) on the intranet, or search the intranet for 'Student IT Helpdesk'.
- **External examiners** play a very important part in monitoring the assessment of the work you submit. Every undergraduate and postgraduate taught 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*, [View the Handbook](#), or search the intranet for 'QME Handbook'.
- The University's **Academic Board** has overall responsibility for the way in which assessment is carried out at the University, 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, electronically, or in person. 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 (for example, BA2a).

1.2 If you are submitting work electronically, you'll be given instructions at the time as to how to submit your work.

1.3 If you are submitting physical work, we'll ask you to include photos of the work as part of the accompanying digital submission. We won't use these photos to assess your work, but they may prove helpful if there are any queries about the physical work you have handed in.

1.4 You are responsible for handing in your work on time and in the format we have asked for, 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 submit 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.

1.5 We'll consider you to have made an incomplete submission for a unit if:

- you only hand in part of the work you need to submit; or
- you don't hand in anything at all.

In the case of unit BA3b on the BA (Hons) in Acting, we'll also consider your submission incomplete if you haven't completed the assessed performance element.

Where you have an incomplete submission, 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 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.

1.6 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. If you need any advice about this, speak to your Course Leader

(or equivalent) or the Year 0 Pathways Leader as appropriate **before you hand anything in.**

- 1.7 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 (or equivalent) or the Year 0 Pathways Leader as appropriate first of all for advice.
- 1.8 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. 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; and
- we have upheld your claim; and
- the assessment board considers that the claim is relevant to the unit.

We don't offer extensions for the assessed performance element of unit BA3b on the BA (Hons) in Acting.

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.

Course Administration process all requests for extensions to deadline, with the exception of PGCertHE students, whose requests are considered by the Educational Development Co-ordinator.

- 2.2 To apply for an extension to deadline, you must:
- complete an Extension Request form; and
 - email the form to your course address, or take it to the Student Enquiries Office **at least three working days before the deadline to hand in work for your unit.**

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

2.3 When processing your extension request, we'll 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 of **poor study practice**. By poor study practice we mean, for example, managing your time badly, or not being aware of University regulations or deadlines;
- **because of technical problems which we would expect you to manage**, such as losing your work because you haven't backed it up properly, or at all; or problems with a Wi-Fi connection or a computer, which you could address by using University facilities on-campus;
- **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.
- **because you have to produce work for more than one unit at a time**.

2.5 Course Administration staff and the Educational Development Co-ordinator are the only people who can decide on your extension. To help them do this, they may also ask the Deputy Registrar or the Academic Registrar for advice about your request. We aim to provide you with the outcome within three working days of receiving your extension request, excluding University closure days.

2.6 If we approve your extension, it will be for a period of one week (five working days).

The number of days we count for extensions are for term-time only. This means that if you're due to hand in work around the time of the Winter or Spring vacations, we'll count the number of days you have been granted in term-time days only, and you won't have to submit any work during these vacation periods. Please note that this doesn't apply to the Summer vacation if you have to hand in work because you've failed one or more units.

See section E for more about passing and failing units.

2.7 If we approve an extension for you, a Course Administrator – or for PGCertHE students, the QME Office – will confirm this to you formally and will let you know the new date for you to hand in your work.

2.8 You can't use the extension process to ask for more time to complete a referral or resubmission task.

See section E for more about the circumstances in which we might review the amount of time we give you for a referral or resubmission.

- 2.9 All decisions on extension requests are final. This means that you can't make an appeal directly against our decision on your extension request – because we've turned it down, for example, or because we've approved a shorter extension than you've asked for.

However, if you make an appeal to us on one of the other grounds we set out in our formal appeal process, you can ask us to take into account any decision we have made about your extension request as part of that appeal.

See section J for more about the decisions you can appeal against, and the grounds you could make an appeal on.

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'. For unit BA3b on the BA (Hons) in Acting, this includes the assessed performance element. 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 unit, a Level 5 Diploma unit, or a Level 4 or Level 6 short course unit, or a postgraduate taught 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 the Dean of Creative Education. 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 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, including the assessed performance element of unit BA3b on the BA (Hons) in Acting;
- **for Year 0 units, units on the Level 5 Diploma, and units for the Level 4 and Level 6 short courses**, we double mark a sample of work from all units, including Fails and Marginal Fails;
- **for postgraduate taught courses**, we double mark all Major Projects, all Comprehensive Design/Design Thesis 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 a first and second marker 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 review the course on one occasion mid-year, and at the end of the year when we are assessing your work. The external examiner for the BA (Hons) in Acting may also be present to assess the performance element of unit BA3b on the course.
- 4.6 When reviewing a course, external examiners have the opportunity to talk to 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 postgraduate taught courses**: all Major Projects judged to be at the standard of Merit and of Distinction; all Comprehensive Design /Design Thesis Projects judged to be at the standard of Distinction; all proposed Fails and Marginal Fails; and 25% of the rest of the work at all levels of achievement.

Where an undergraduate or postgraduate taught course cohort comprises 10 students or fewer, the external examiner will look at all the work submitted.

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

4.7 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 the University. [View the QME Handbook](#), or search the intranet for 'QME Handbook'.

5 How do we confirm marks for your work?

5.1 Course Leaders (or equivalent) and the Year 0 Pathways Leader 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 postgraduate taught student, and the point you have reached in your studies. The Academic Board delegates this responsibility to several different assessment boards.

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

- 5.5 **Programme 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, including for students studying for a Level 5 Diploma. 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. **Short Course Assessment Boards** meet as required during each academic year, and carry out the same functions as Programme Assessment Boards for students on Level 4 and Level 6 short courses.

See section E for more about what an undergraduate 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 Programme 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 postgraduate taught students, **MA Assessment and Award Boards** meet twice a year and combine the functions for these students of both the Programme 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 postgraduate taught awards.

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

5.8 Separate assessment boards meet for students studying for the **PGCertHE** and the **MA in Education**, and the **MArch**, and make 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 Academic Board confirms all the awards made by the Final Award Board and the MA, MArch and PGCertHE Assessment and Award Boards, and Registry Services are then responsible for publishing the marks.

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

5.10 Individual undergraduate and postgraduate taught **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.

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.

Information about passing and failing units continues on the next page.

- 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 VLE 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 or confirmation that you have completed a course.
- If you have passed a unit and received academic credit for it, **we wouldn't normally allow you another attempt at the unit**. An example of where we might allow this, however, 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, an 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. In other circumstances, such as the agreed outcome of an academic appeal, a board could also offer a student the opportunity to repeat a unit or units they have already passed. Where a student repeats a unit they have already passed, we would record the higher mark of 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. If we offer you a repeat unit, it will be as a first attempt.
- **If you need a Student visa to study at the University, an assessment board may limit your opportunities to repeat failed units** as the duration of your visa may not make further submission attempts practical. In this event, we would try to allow you to complete and submit work from your home country. If you have any queries about this, email visa@norwichuni.ac.uk.

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 We record grades of Pass, Marginal Fail and Fail (instead of percentage marks) for units on the following courses:
- Year 0;
 - Level 5 Diplomas;
 - Level 4 and Level 6 short courses; and
 - Masters (MA) degrees and the MA in Education (MAEd), including the Postgraduate Certificate in Learning and Teaching in Higher Education (PGCertHE)

For the Major Project on MA courses, the Comprehensive Design/Design Thesis Project on the MArch, and the Dissertation (Research Project) on the MA in Education, we record grades of Distinction, Merit, Pass, Marginal Fail and Fail.

We use these grades – Pass, Marginal Fail and Fail and (for MA and MArch 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, BA0b;
 - BA1a, BA2a, BA3a;
 - BSc1a, BSc2a, BSc3a;
 - ARCH1a, ARCH2a, ARCH3a;
 - DIPL5a;
 - all Level 4 and Level 6 short course units; 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;
 - BA3a, BSc3a and ARCH3a;
 - both Level 5 Diploma units; and
 - all Level 4 and Level 6 short course units.

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 postgraduate taught 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 taught unit except the Major Project, the Dissertation (Research Project), and the Comprehensive Design/Design Thesis Project.

See below for more about what happens if you have a Marginal Fail for the Major Project, the Dissertation (Research Project) or the Comprehensive Design/Design Thesis Project.

- 2.5 Depending on the degree you're studying for, referral tasks are set by your Course Leader (or equivalent) or the Year 0 Pathways Leader 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.
- 2.6 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 studying for the MA in Education (including the PGCertHE), the QME Office will write to you with the referral task and your new deadline.
- 2.7 We'll give you at least two weeks (10 working days) to complete a referral task if you're a full-time student, and at least three weeks (15 working days) if you're a part-time student.

The number of days we count for referral tasks are for term-time only. This means that if you're due to hand in work around the time of the Winter or Spring vacations, we'll count the number of days for your referral task in term-time days only, and you won't have to submit any work during these vacation periods. Please note that this doesn't apply to the Summer vacation if you have to hand in work because you have a referral task for one or more units.

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 or nominee would make a recommendation to the Chair of the relevant Assessment Board about providing extra time for the referral task. If we approve extra time for you, it would be for a maximum of five working days (one week).

See section F for more about extenuating circumstances.

- 2.8 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.

- 2.9 The relevant assessment board will confirm the mark for your referral work at the earliest opportunity. Depending on when you hand in your work and the qualification you're studying for, this means that it might be the Programme or Short Course Assessment Board, the MA, MArch 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.

- 2.10 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 unit in Year 0, a Level 5 Diploma, a Level 4 or Level 6 short course, or a postgraduate taught course.

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.

- 2.11 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 qualification 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 for one or two units you have marginally failed. If you have Marginal Fails in all three 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 as a first attempt 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 as a first attempt the failed unit or units with attendance; or
- repeat the whole year as a first attempt 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 may have to:

- resubmit the failed unit or units; or
- repeat as a first attempt 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 studying for a Level 5 Diploma**, an assessment board can normally give you a referral task for up to 80 credits you have marginally failed – in other words, if you have a Marginal Fail in either unit. If you have Marginal Fails for both 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 failed unit or units; or
- repeat as a first attempt the failed unit or units with attendance.

See below for more about failing and resubmitting units.

3.6 **If you are studying on a Level 4 or Level 6 short course**, an assessment board can normally give you a referral task for the unit you have marginally failed.

3.7 **If you are a postgraduate taught student on any course except the MArch or the MA in Education**, an assessment board can normally give you a referral task for one 30-credit unit. If you have Marginal Fails in both 30-credit units 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 both 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 Major 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 Major 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 as a first attempt the failed unit or units with attendance; or
 - repeat the whole year as a first attempt with attendance.

3.8 **If you are a student on the MArch or the MA in Education**, an assessment board can normally give you a referral task for one 20-credit unit. If you have Marginal Fails in more than one 20-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:

- If you have received Marginal Fails for two or more 20-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 for the 60-credit Comprehensive Design/Design Thesis Project or the Dissertation (Research Report), 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 your failed 20-credit units or the 60-credit Comprehensive Design/Design Thesis Project or Dissertation (Research Report) 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 as a first attempt the failed unit or units with attendance; or
 - repeat the whole year as a first attempt with attendance.

3.9 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.

3.10 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 **compulsory 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.

- 3.11 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 are submitting the unit.

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 – in other words, a mark between 0% and 34.99%, including where 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 on 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 as a first attempt 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 (or equivalent) or Year 0 Pathways Leader as appropriate 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. In the case of a resubmission task for the assessed performance element of unit BA3b on the BA (Hons) in Acting, this may be an alternative form of assessment that enables you to meet the relevant Learning Outcomes.

4.4 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 student on the MA in Education (including the PGCertHE), the QME Office 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'd give you the details of this when we write to you.

4.5 We'll give you four weeks (20 working days) to complete a resubmission task if you're a full-time student, and six weeks (30 working days) if you're a part-time student.

The number of days we count for resubmission tasks are for term-time only, unless you have to hand in work during the Summer vacation because you have a resubmission task for one or more units. If you're due to hand in work around the time of the Winter or Spring vacations, we'll count the number of days for your resubmission task in term-time days only, and you won't have to submit any work during these vacation periods.

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 or nominee would make a recommendation to the Chair of the relevant assessment board about providing extra time for the resubmission task. If we approve extra time for you, it would be for a maximum of five working days (one week).

See section F for more about extenuating circumstances.

4.6 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 award; 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.

4.7 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.

4.8 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 qualification you're studying for, it might be the Programme or Short Course Assessment Board, the MA, MArch or PGCertHE Assessment and Award Board or a Resubmission Board which confirms your marks. We'll let you know once the board has confirmed your marks.

4.9 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 a unit in Year 0, a Level 5 Diploma, a Level 4 or Level 6 short course, or a postgraduate taught course.

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.

- 4.10 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 qualification 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 for one or two units you have failed. If you have Fails in all three 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 as a first attempt 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 failed both 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 as a first attempt 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 a Fail 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 have qualified for one). If you are allowed a further opportunity to complete your degree, you may have to:

- resubmit the failed unit or units; or
- repeat as a first attempt 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 studying for a Level 5 Diploma**, an assessment board can give you a resubmission task for one unit only – equivalent to up to 80 credits – you have failed. If you have failed both units when the assessment board meets, the board will decide on your ability to proceed based on your academic record. The board will decide either:

- to give you a resubmission task for each of the failed units, but only if it agrees that you can complete the work in the time allowed; or
- to terminate your place on the Diploma course, after which you would commence Year 3 of your degree course.

If the assessment board terminates your place on the Diploma 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 **If you are studying on a Level 4 or Level 6 short course**, an assessment board can give you a resubmission task for a failed unit, but the board will decide on your ability to proceed based on your academic record. The board will decide either:

- to ask you to repeat the unit as a first attempt; 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.

5.7 **If you are a postgraduate taught student on any course except the MArch or the MA in Education**, an assessment board can decide to give you a resubmission task for one 30-credit unit you have failed, or for the 60-credit Major Project if you have a Marginal Fail in this unit and the board agrees that you can complete the work required in the time allowed.

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 as a first attempt 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.

5.8 **If you are a student on the MArch or the MA in Education**, an assessment board can decide to give you a resubmission task for one 20-credit unit you have failed. If you have more than 20 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 as a first attempt 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.

5.9 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 **compulsory 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.

Where a student has failed a Level 4 or Level 6 short course unit, we would consider on an individual basis whether it was possible for the student to:

- take a period of intermission; **and**
- still have time to repeat the unit within the maximum 52-week registration period that applies to these courses.

See section B for more about course durations.

See section G for more about intermission.

- 5.10 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 compulsory 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.

- 5.11 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 the University, but we also understand that there may be times when events outside your control have a negative impact on your work. Our extenuating circumstances process 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 postgraduate taught students and can offer advice if you are thinking of making a claim: email aso@norwichuni.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 the University first of all: email research@norwichuni.ac.uk.

Information about extenuating circumstances continues on the next page.

- **If you think you have extenuating circumstances, you must complete the online form to report them to us with supporting evidence and a covering letter detailing the impact of the circumstances on your work** – it's not enough just to tell a member of University staff about your circumstances. [Access the online extenuating circumstances form](#), or search the intranet for 'Extenuating Circumstances'.
- **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**. [Access the Extension to Academic Deadline Form](#), or search the intranet for 'Extension Request Form'.
- **You can only claim for extenuating circumstances in your current academic year** – you can't claim for them for previous years.
- 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 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.
- **It's fine to make more than one extenuating circumstances claim** during your time at the University if you need to tell us that your circumstances have changed, **but we may take into account any previous claims you have made** when we're looking at your application.
- 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 paper copies 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 the University; 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.

[Read more about Student Support](#). You can contact them by going to a Drop-in session, sending them a message using the University's online reporting system, or by emailing support@norwichuni.ac.uk.

2 General information about extenuating circumstances, including when to make a claim and examples of supporting evidence

2.1 If you decide to make a claim for extenuating circumstances, **you must provide supporting evidence and a covering letter detailing the impact of the circumstances on your work – we won't look at any incomplete claims.**

The evidence you provide:

- **can be anything which directly supports what you have told us about your circumstances**, such as a letter from a GP or other medical practitioner, a statement from a counsellor, a crime reference number, or a death certificate; and
- **must be from an independent or third-party source**. The exception to this is evidence from one of the University's dyslexia support tutors, specialist mentors, or mental health support staff, 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;
- don't provide 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 on this when you make your claim; and
- we'll check the details of any evidence you send us. If we believe that you have made a dishonest claim, we may take action using our disciplinary procedures.

See section M for more about our disciplinary procedures.

2.2 We publish final deadlines in the academic year by which undergraduate or postgraduate taught students must make their claims for extenuating circumstances, if they wish to do so. 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.**

[View the deadlines for extenuating circumstances claims in the current year](#), or search the intranet for 'Extenuating Circumstances'.

2.3 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 managers at the University will make a decision as appropriate as to how to address the issue so that no student is disadvantaged. For example, we 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 Course Administration will contact any students affected about how we plan to manage the situation.

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 in your covering letter about your extenuating circumstances and how they have affected you, as well as providing appropriate supporting evidence.

The second section lists examples of extenuating circumstances we are unlikely to uphold, but please note that the list is not exhaustive.

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. See the next page for more information about how we might consider a claim for long-term health conditions or disabilities.
- 3.3 Witnessing or being the victim of a serious crime, such as a physical or sexual assault.
- 3.4 Family breakdown: divorce or separation of you and your partner, your parents or guardians.
- 3.5 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 impact on you.
- 3.6 Financial problems if we think these are outside your control, such as a problem with your bank or with your tuition fee loan provider.
- 3.7 Official commitments such as jury service or a court appearance, where you have no control over the date and time.
- 3.8 If you have employment commitments: exceptional pressures of work or a change in your employment circumstances.

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 5 working days (one week). 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 three 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 the University – unless you can

demonstrate that these circumstances have directly affected your work in a way which is exceptional and unexpected.

4.4 Long-term health conditions or disabilities which you normally manage and/or for which you are already receiving support, including dyslexia. We would only look at upholding a claim for you in these circumstances if:

- you have a significant change in your condition or diagnosis; or
- you have a new or recent diagnosis; or
- the nature of your condition means that your symptoms can become significantly worse at very short notice.

4.5 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, or not being aware of University regulations or deadlines; or
- **because of technical problems which we would expect you to manage,** such as losing your work because you haven't backed it up properly, or at all; or problems with a Wi-Fi connection or a computer, which you could have addressed by using University facilities on-campus;
- **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.

4.6 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, holidays or family celebrations.

4.7 Telling us about your extenuating circumstances after the final deadline for the academic year has passed, for example 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. Exceptional reasons for not submitting a claim on time could include being hospitalised, or because you experienced a bereavement around the time of the deadline.

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;
 - check that the claim is complete and that you have provided independent supporting evidence;
 - 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 may also contact your Course Leader (or equivalent), Year Tutor or the Year 0 Pathways Leader for more information if it might be helpful in assessing your claim. Where it does this, the Academic Support Office will not share the details of your claim with members of academic staff.
- 5.3 Acting on behalf of the Academic Registrar, the Academic Support Office makes decisions on individual claims wherever possible, and usually within 10 working days (two weeks) of receiving a complete claim.
- 5.4 We may also make decisions on extenuating circumstances claims at review meetings. The Academic Registrar chairs these meetings, which are attended by the Assistant Registrar for Academic Support and the Academic Support Officer.
- 5.5 The staff present at review meetings 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).
- 5.6 All 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;
 - 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 the Course Leader (or equivalent) is already aware of a particular issue you are facing, they may have approved an extension to deadline for you; and
 - whether you have previously claimed for extenuating circumstances.
- 5.7 After we 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 are final. This means that you can't make an appeal directly against our decision on your extenuating circumstances claim.

However, as part of our formal appeals process, extenuating circumstances are one of the grounds on which you can make an appeal to us – either because you haven't claimed for them before, or because you have new evidence not available previously. If you make an appeal on any of the grounds available, you can also ask us to take into account any decision we have previously made on your extenuating circumstances claim.

See section J for more about the decisions you can appeal against at the University, and the grounds you could make an appeal on.

- 5.9 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.

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 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

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. Where a board confirms that you have passed a unit, your mark will be available on e:Vision. If you are given the opportunity to submit work to us as a consequence of your upheld extenuating circumstances, a Course Administrator will write to you after the Assessment Board has met to confirm the new date by which you need to hand in your work.

Please note too that an upheld extenuating circumstances claim does not automatically mean that an assessment board will allow you to continue with your studies.

7.1 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 postgraduate taught students, this could include the opportunity to resubmit work for the Major Project, the Comprehensive Design/Design Thesis Project or the Dissertation (Research 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 Major Project.

For all other postgraduate taught units, and for all Year 0 units and units for the Level 5 Diploma and Level 4 and Level 6 short courses, 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 changed because of the decision to uphold your extenuating circumstances.

7.2 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.

7.3 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.**

7.4 We can give you the opportunity to repeat as a first attempt a period of study on your course to retrieve a failed unit or units. 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.

7.5 In exceptional cases, we could also:

- accept and assess work you have handed in late; or
- give you extra time to complete work for referrals or resubmissions.

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.

See section E for more about upheld extenuating circumstances claims as they relate to referral and resubmission.

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.

SECTION G — TAKING A FORMAL BREAK FROM YOUR STUDIES: INTERMISSION, INCLUDING HOW WE REVIEW YOUR ENGAGEMENT WITH THE UNIVERSITY

This section explains how you can apply to take a formal break from your studies at the University, and also what happens if we require you to take a break. In both cases, this process is called intermission.

The Academic Support Office in the Academic Registry manages intermission cases for undergraduate and postgraduate taught students and can offer advice about intermission: email aso@norwichuni.ac.uk for more information. Make sure that you also talk to your Course Leader (or equivalent), your Year Tutor or the Year 0 Pathways Leader as appropriate if you're thinking about taking intermission.

If you're a research degree student, the intermission process is managed jointly by our Research Office staff and staff at the University of the Arts London, and different regulations apply. Email research@norwichuni.ac.uk for more information.

Information about intermission and engaging with the University continues on the next page.

- There are **two types of intermission** at the University:
 - **intermission that you apply for**, which is when you tell us you need a break from your studies, perhaps for health or financial reasons. We call this **voluntary intermission**; and
 - **intermission that we need you to take**. This could be because you have passed only part of your year of study and need to wait until you can rejoin your course at the same point the following year. We can also insist that you take intermission if we don't think you're in a position to make the most of your academic opportunities at University – for example, if you became very ill. We call this **compulsory intermission**.
- **We guarantee your place at the University while you are on intermission**, as long as you meet any conditions we set for you to return to your studies.
- We know that taking a break from University can have all sorts of **implications – both for you and your studies**. We try and provide as much information as we can before a student goes on intermission and we aim to ensure that returning to the University is as straightforward as possible. If you want or need to take intermission, make sure you understand all the consequences and ask the Academic Support Office if you're not sure about anything.
- **We don't usually ask students to submit work during a period of intermission**, unless we agree that to do so would be beneficial to their academic progress and it would not have a negative impact on their health and wellbeing. For example, we could consider giving you the opportunity to complete an outstanding resubmission task before you were due to return to your studies.
- **If you're studying at the University on a Student visa and we approve intermission for you, you won't be able to stay in the UK during your intermission**. We'll give you more information about this when we confirm the details of your intermission to you in writing.
- In the final part of this section of the *Student Regulations and Procedures*, we set out **the decisions concerning intermission which you could challenge** if you were unhappy with them, and how you could ask us to review these decisions. If you're unhappy with the outcome after we have carried out a review of this type, you may be able to ask the **Office of the Independent Adjudicator for Higher Education (OIA)** to review your case. The OIA runs an independent scheme to review student complaints and appeals, and the University is a member of this scheme.

[Read more about taking your case to the OIA](https://www.oiahe.org.uk/students), what it can and can't look at, and what it can do to put things right (<https://www.oiahe.org.uk/students>).

You normally need to have completed the one-stage review process described in this section of the *Regulations* before you can take your case to the OIA. We'll send you a **Completion of Procedures letter** after the review process. If we don't uphold the review, we'll issue you with a Completion of Procedures letter automatically. If we uphold or partially uphold your review, you can ask for a Completion of Procedures letter if you'd like one. [Read more about Completion of Procedures letters](#) and when you can expect to receive one (<https://www.oiahe.org.uk/providers/completion-of-procedures-letters/>).

1 General information about intermission

- 1.1 When a student goes on intermission, either because they've asked to or because we require them to, we usually approve time away from their course for them for up to a year in the first instance. So if you only need to be away from your course for up to 10 working days (two weeks), you don't need to intermit. But if you are likely to be away for more than 10 working days (two weeks) we may ask you to intermit.

See section C for more about how to tell us if you are away from your course for up to 10 working days.

- 1.2 If you take intermission before you've completed the assessment requirements for a unit, you can't usually pass that unit in the same academic year. Where this happens, we'll ask you to return the following year, normally at the start of the incomplete unit so that you can repeat it in full as a first attempt. Please remember though that we can't guarantee that a unit we run in one year will automatically run in the future. If a change in units affects your intermission, the Academic Support Office will write to you with the details.
- 1.3 Taking intermission may mean that you need more time to complete your degree than our maximum registration periods allow. If this is the case, the Academic Registrar will consider the extension to your registration period before we approve your intermission, and will approve the extension if appropriate.

See section B for more about maximum registration periods.

- 1.4 There are limits to the number of times an individual student can go on intermission during their course of study:

Mode of study and level of course	Maximum number of intermissions (either voluntary, compulsory, or both)
Full-time undergraduate students	2
Full-time postgraduate taught students	1
Part-time postgraduate taught students	3

If we believe there are exceptional grounds for you to take more than the maximum number of intermissions, we'll refer the case to the Academic Registrar for consideration.

1.5 If you need a Student visa to study in the UK and you take a period of intermission, please note the following:

- the University will stop sponsoring you while you are on intermission and you will have to return to your home country;
- you will need to provide us with evidence that you have left the UK at the start of your intermission; and you will need to apply for a new Student visa before you can come back to your course.

2 Voluntary intermission

2.1 There are several reasons why you might want to apply for voluntary intermission:

- because of your health;
- for financial reasons;
- for maternity or paternity leave;
- because of family or care commitments;
- for a period of compassionate leave;
- because of work commitments, or because you have a fixed-term job opportunity; or
- because of a combination of these reasons.

2.2 If you are thinking about intermission because you're not sure you're on the right course, we would normally ask you to speak to your Course Leader (or equivalent), Year Tutor or the Year 0 Pathways Leader as appropriate in the first instance to see if there are other ways to support you.

2.3 Unless there are very good reasons, we wouldn't normally consider an application from a student to intermit in the current academic year if it's 10

working days (two weeks) or less before that student is due to hand in work for a unit. This is because applying for intermission is not a way to avoid finishing or handing in work. If you apply for intermission in this 10-day period and choose not to hand in your work without good reason, Course Administration will record a non-submission and we will award you a Fail mark of 0% for the unit.

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

2.4 To apply for intermission:

- complete the online form;
- include a personal statement as to why you want to have a formal break from your studies;
- include evidence to support your application; and
- submit the application, statement and evidence online.

[Access the online intermission form](#), or search the intranet for 'Application for Intermission from Studies'.

The type of evidence we are looking for to support your application will depend on why you want to take intermission: if it's because of your health, for example, please provide independent medical evidence from your doctor or other qualified practitioner. If you're not sure what evidence we need to see, ask the Academic Support Office. We will always need to see evidence of some kind before we can approve intermission for you.

Please remember:

- it's your responsibility to obtain evidence to support your application – staff at the University won't do this for you. This also means that if there's a charge to obtain the evidence, for example for a doctor's note, you will need to pay for it; and
- don't provide 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 on this when you apply for intermission.

2.5 While you are waiting for our decision about your intermission application, we would expect you to keep attending on your course unless the reason for your application stops you doing so. For example, you might have to stop attending because you are very ill. But if you are well enough to attend and choose not to during the period of your application, your course area may record you as absent, or if we believe we have no other choice, we may withdraw you from your studies at the University.

See section C for more about the consequences of unauthorised absence from your course.

2.6 If you want to take intermission in the current academic year, the latest dates we can consider an intermission application from you are as follows:

- for undergraduates and MArch students, the end of the first day of term immediately after the student Easter vacation;
- for all other postgraduate taught students, the end of the first week of Teaching Block 3.

If you submit an application to intermit after these dates, we may be able to approve it in exceptional circumstances but we can't guarantee this. If we can't approve a late application from you, the relevant assessment board will make a decision on your academic progress.

2.7 You can also apply for intermission if you plan to complete your current academic year and then have a break from your studies for the whole of the following year. If you do this, the Academic Support Office would only look at your application after the relevant assessment board has met to confirm your academic progress. This means that if you haven't completed any of your units at the end of the year, the assessment board can decide if or how it may want to give you the opportunity to complete them. Where this happens, the Academic Support Office will write to you after the assessment board has met, to let you know the outcome of your intermission application and the details of any outstanding submission requirements.

2.8 As part of processing your application, we'll summarise your grounds for intermission to your Course Leader (or equivalent), Year Tutor or the Year 0 Pathways Leader as appropriate and ask them if they support your request to intermit. But please note that:

- we won't send these individuals your application, your statement or your supporting evidence, so these documents remain confidential to those staff dealing directly with your application; and
- if you are applying for intermission on health grounds, we won't seek support for your application from your Course Leader (or equivalent), Year Tutor or the Year 0 Pathways Leader. Instead, we'll notify the individual member of staff as appropriate when we receive your application and what the outcome of your application is.

2.9 The Academic Support Office processes and approves all intermission applications. Staff involved in the approval process always try and make decisions on intermission applications promptly, and which are fair, sympathetic and appropriate in light of the personal statement and evidence the student has presented.

2.10 If we approve your application for intermission, the Academic Support Office will write to you with the details, including any conditions for your return to the University. For example, we might ask you to provide up-to-date medical information confirming that you are well enough to return to your studies at the

end of the period of intermission. If necessary we will also tell external organisations that we have confirmed your intermission, such as Student Finance England or, if you're studying at the University on a Student visa, the UK Home Office.

- 2.11 In most cases, we will also be able to include in our letter to you confirming your intermission the date we expect you to return to your studies. But if there are unresolved issues concerning incomplete or failed units or other matters affecting your academic progress, the Academic Support Office may ask an assessment board to confirm this date and the terms of submission for any outstanding units. If this happens, a Course Administrator will write to you with the details after the assessment board has met.
- 2.12 Your intermission formally begins when the Academic Support Office writes to confirm the details to you. This letter also includes the official start date of your intermission, which would usually be the date we received your intermission application. Please note that we would only backdate a period of intermission to a date prior to our receiving the application in exceptional circumstances. Once we have approved your intermission, our Finance department will write to you with information about your tuition fees for the current year and the year when you are due back from intermission.
- 2.13 If the Academic Support Office can't approve your intermission, they will tell you why in writing. Some, but not all, of the reasons we would turn down an application are:
- an incomplete application;
 - no information – or not enough – about why you want to take intermission;
 - no supporting evidence;
 - the application is not supported by your Course Leader (or equivalent) or the Year 0 Pathways Leader as appropriate; or
 - you submitted your application too close to the deadline for hand-in for your unit, or too late in the academic year for us to look at it.

If you leave out any information when you apply for intermission we will contact you, but we won't leave your application open indefinitely. The Academic Support Office will tell you in writing if they decide to close or refuse your application and will let you know why. See below for more information about how to challenge a decision on your intermission application.

3 Extending your intermission

- 3.1 During your intermission, if you think you need more time away from your studies than we have approved for you, you can apply to extend the intermission. To do this, you would need to write to the Academic Support Office with a personal statement as to why you believe you need a longer period of intermission and

provide us with up-to-date supporting evidence. We wouldn't look at an application to extend your intermission more than three months before you were due to come back to the University.

3.2 Once the Academic Support Office receives your request for extended intermission, they would first of all ask your Course Leader (or equivalent) or the Year 0 Pathways Leader as appropriate if they support it. If they do, the Academic Support Office would then send your request to the Academic Registrar for final approval. As well as looking at the reasons for your request, the Academic Registrar will consider issues of **academic continuity**. By academic continuity, we mean the impact on your studies that an extended period of time away from your course may have.

3.3 The Academic Support Office will write to you with full details of the University's decision about your request to extend intermission. If we are not able to approve the extended period of intermission for you, we will explain why and we may ask you to withdraw from your studies. If you have achieved enough academic credit during your studies, we will make the appropriate award to you.

See below for more about how to challenge a decision on a request to extend intermission.

See section H for more about academic awards.

3.4 We can also make the decision to extend your intermission compulsorily, where we believe the available evidence supports this. If we do this, the Academic Support Office will write to you to confirm the details of our decision.

3.5 Please be aware that if we approve an extended period of intermission for you, we wouldn't normally approve any further extensions to the intermission. This means that if you weren't able to return to your studies at the end of your extended intermission, we would need to withdraw you from your studies. But if you are withdrawn from your course because you can't return from intermission, you may still apply to rejoin your course at a later date when you are able to return to study. Readmission will depend on you meeting any entry criteria in place for the course at the point you reapply, as well as there being places available.

4 Compulsory intermission, including how we review your engagement with the University

4.1 There are some occasions when we might need you to take intermission. For example:

- if you have failed a unit and we need you to repeat it the following year;
- or

- because we have approved a change of course for you or (if you're a postgraduate taught student) your mode of study and you need to return to your studies at the next convenient point; or
- if you have significant health or other issues which affect your attendance on and engagement with your course, and/or your own safety and wellbeing or that of other people; or
- because of disciplinary reasons.

This is called **compulsory intermission**.

See section B for more about changing courses and modes of study.
See section C for more about attendance on and engagement with your course.

- 4.2 An assessment board makes decisions about compulsory intermission for students who have failed units and who need to resubmit or repeat them. Where this happens, a Course Administrator will write to you with the details of the intermission after the assessment board has made its decision.
- 4.3 If you need to take a period of intermission because of a course change or change to your mode of study, the Academic Support Office will write to you with the details.
- 4.4 We can put you on compulsory intermission if we think you have health or wellbeing issues which are stopping you making the most of your course. This is because for courses in art, design, architecture and media, it's very difficult to catch up if you can't attend taught sessions, and absence also means you can't contribute to coursework in groups or teams. We can also put you on compulsory intermission if we think your health is significantly affecting your own safety and wellbeing, or that of the University community, including in University-managed accommodation.

Where we consider your circumstances because we think you may need to take a period of intermission, we call this process **reviewing your engagement with the University**. At other higher education institutions, part of this process is sometimes called reviewing a student's fitness to study. When we carry out a review of this nature, we believe that it's appropriate to take a broader view of a student's engagement with all aspects of their life at University.

- 4.5 If we need to consider putting you on compulsory intermission for health or wellbeing reasons, staff in several areas of the University may discuss the matter initially. These include:
- staff in the Academic Support Office;
 - the Mental Health and Safeguarding Manager;
 - the Accommodation Officer;

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- the Course Leader (or equivalent), your Year Tutor or the Year 0 Pathways Leader as appropriate; and
- the Director responsible for your course.

4.6 To help us review your engagement with the University and agree on the most appropriate next steps, we'll usually ask you to attend a meeting organised by the Academic Support Office. This meeting will normally be held with the Mental Health and Safeguarding Manager, a member of your course team, and a member of the Academic Support Office. When we invite you to this meeting, we'll tell you in advance why we want to talk to you and will confirm which members of our staff will be present. You can bring a friend or other supporter to this meeting too, such as a representative from the Students' Union.

4.7 If you are able to come to a meeting, we'll tell you why we're concerned about your health and wellbeing and give you the opportunity to talk to us about your circumstances and the impact that these might be having. You can also tell us about any medical or other support you are receiving.

4.8 If you are not in a position to come to a meeting, we may choose to make a decision about whether you can continue with your studies and/or in University-managed accommodation based on the information we have available to us.

4.9 After the meeting, we'll write to you with a summary of what we've talked about, and what will happen next. There are several possible outcomes to this meeting:

- we may decide that you are able to continue with your studies, and/or in University-managed accommodation, and that we'll take no further action; or
- we may ask you to provide medical or other appropriate evidence which gives us more information about your circumstances, and which we will then review; or
- we may decide that we need to put you on compulsory intermission because on the basis of the evidence available to us, you are not able to continue with your studies and/or in University-managed accommodation for the time being.

We can expand or adjust these decisions if we think it's necessary. For example, we might be happy for you to continue with your studies, but ask you to attend regular meetings with Student Support so that we can be sure you're continuing to manage your health and circumstances. If as a consequence of the meeting and/or the information we have available to us we remain concerned about your engagement with the University and we do not feel that there is any possibility of you completing your studies successfully, however, we can also terminate your place on the course and withdraw you from the University.

4.10 If we ask you to provide evidence about your circumstances, we may decide that you can't attend your course unless and until we receive this evidence. This would mean that:

- you'd still be a 'live' student on our record system, but you wouldn't be able to attend taught or other timetabled sessions and you wouldn't be able to use our facilities on our campus; but
- you'd still have access to the University's electronic resources and your email account during this period, and you could continue to access independent advice and support from the Students' Union. Email studentsunion@norwichuni.ac.uk for more information about this.

4.11 Once we have received and considered your evidence, we'll write to you with our decision. If we have to put you on compulsory intermission because of your health or wellbeing, the Academic Support Office will write to you with full details. If we put you on intermission specifically because of your health, we will ask you to provide medical evidence confirming you are able to start your studies again before you come back to the University.

4.12 Please note also that the Vice-Chancellor or a senior member of staff acting on the Vice-Chancellor's behalf may choose to suspend you while we review your engagement with the University using the process described above if we believe your health or behaviour:

- is presenting an exceptional level of concern to us; or
- is disrupting the day-to-day work and life of the University community, including in University-managed accommodation.

This is part of our **duty of care** towards you and other members of the University. By duty of care, we mean our obligation to ensure the safety and wellbeing of everyone at the University. The period of suspension would be for a maximum of 10 working days (two weeks) up to the point at which we review your engagement with your studies. Once we have completed this review, we may:

- choose to put you on a period of compulsory intermission; or
- we may allow you back on to your course; or
- we may extend your suspension – for example, if we needed more information about your health and circumstances. If we extend your suspension, we'll tell you how long the period of suspension would be for and the point at which we would review it.

4.13 We can also put you on compulsory intermission as the result of a decision by the Student Conduct Committee about a disciplinary matter.

See section M for more about our disciplinary procedures.

5 Your status at the University during intermission

5.1 Your student status at the University changes during a period of intermission. Instead of recording you as a 'live' student, we record you as an intermitting

student. This means that you won't have physical access to the campus and our resources while you are on intermission, including the workshops, IT and the Library, and you won't be able to access tutorial support. But to help you keep in touch with activity at the University, you'll still have access to your University email account and the Virtual Learning Environment (VLE), including the Library's electronic resources. You can also access independent advice and support from the Students' Union while you are on intermission. Email studentsunion@norwichuni.ac.uk for more information about this.

5.2 If you're a member of staff at the University and you intermit from the MA in Education (or PGCertHE), you'll continue to have access to resources only as they relate to your work responsibilities.

5.3 For all intermitting students, your full access to the University's resources starts again when you return to your studies and your status changes back to that of a live student.

6 Returning to, or withdrawing from, the University after intermission

6.1 Towards the end of your intermission, the Academic Support Office will write to ask if you intend to return to your studies at the University. We will usually write to you about eight weeks before you are due back.

6.2 If we have set conditions for your return, such as asking you to provide written medical evidence that you are able to come back to your course, the Academic Support Office will remind you of this and will ask you to provide the necessary information to us as soon as possible. You must provide this information to us for you to return to your studies. The Academic Support Office will review any information you send to us about your return to studies and may seek further advice from the Mental Health and Safeguarding Manager.

6.3 Please be aware that we may offer to extend your intermission or decide to terminate your place on your course if:

- you don't provide the information we have asked you for to enable you to return to your studies; or
- you provide the information after our deadline for you to send it to us has passed; or
- the Academic Support Office, in consultation as appropriate with the Mental Health and Safeguarding Manager, considers that the information you have provided is not sufficient or raises serious concerns about your ability to continue with your studies.

6.4 If the Academic Support Office contacts you about returning from intermission but you don't reply, or you don't provide satisfactory information about your intentions to return, we may also terminate your place on your course. A Course

Administrator will write to you to confirm this if we withdraw you in these circumstances.

6.5 If you decide not to return to your studies while you are on intermission or before you are due back, and you wish to withdraw from the University instead, please confirm your decision by email to the Academic Support Office, aso@norwichuni.ac.uk. We won't ask you to speak to academic staff on your course about your decision and you won't need to complete a Student Withdrawal Form, but a Course Administrator will write to you to confirm your withdrawal.

6.6 If you decide during your period of intermission that you want to change to another course at the University when you resume your studies, you'll need to follow our standard course transfer process while also meeting any conditions of your return from intermission. Please note that we can't guarantee any change of course.

See section B for more about changing course.

6.7 When the Academic Support Office confirms your return to your studies, they will send you written information to help you plan for your return. Course Administration will also organise supportive monitoring sessions for you for the first four weeks of your return, to help you reintegrate to your course. These sessions are put in place to support your academic progress, so make sure you attend them. If you don't attend them, we may review your place on your course.

See section C for more about supportive monitoring.

6.8 When a student returns from intermission, we:

- confirm the details with other departments in the University; and
- confirm the details with external agencies as necessary, such as Student Finance England.

6.9 When you come back from intermission, the regulations and policies in place at the time you return apply to your studies, not the regulations and policies in place when you began your intermission. This includes the regulations confirming how we calculate degree classifications and awards.

See section H for more about degree classifications and awards.

7 Challenging our decisions

7.1 You can challenge any of the following decisions:

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- you have applied for intermission, or you have asked us to extend your existing period of intermission, but we have refused or closed your application;
- we have reviewed your engagement with the University and you don't agree with the outcome – for example, because we have put you on compulsory intermission; and
- you have not met the conditions we set to allow you to return from a period of intermission – for example, because you have not provided the medical or other evidence we requested in advance of your return.

7.2 We have a single-stage review process if you wish to challenge these decisions, and if you are unhappy with the outcome, you can pursue the matter with the Office of the Independent Adjudicator (OIA), which runs an independent scheme to review student appeals and complaints.

7.3 You can ask us to carry out a review of our decision for one or both of the reasons below.

- Because you believe there have been procedural irregularities in the way we made our decision about you.
- Because you have new evidence which didn't exist or wasn't available when we took the original decision about you.

7.4 You have 10 working days (two weeks) to ask for a review after we have written to you to confirm the decision you wish to challenge. We would only extend this deadline in exceptional circumstances. Please note too that if you wish to provide evidence to support your request, it is your responsibility to obtain it and, if necessary, to pay for it if there is a charge – the University won't do this for you.

7.5 To ask us to review our decision:

- email or write to the Academic Support Office, aso@norwichuni.ac.uk, explaining your reasons for requesting a review;
- tell us what outcome you are seeking by asking for a review; and
- provide any evidence you'd like us to consider which supports your request. Remember that you must provide any supporting evidence within 10 working days (two weeks) of our original decision about you.

7.6 When the Academic Support Office has received your request for a review and any supporting evidence, they will pass it to the Academic Registrar who will carry out the review. If the Academic Support Office identifies any conflict of interest in the Academic Registrar carrying out the review, they will seek advice on finding another senior member of staff to consider the matter.

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- 7.7 The Academic Registrar (or other member of staff as appropriate) will consider the review and will write to you with their decision, including the reasons for that decision, within 10 working days (two weeks) of receiving the case.
- 7.8 If the Academic Registrar upholds your case – in other words, if they consider that there is good reason for us to change our original decision – they will explain what this means for your studies.
- 7.9 If the Academic Registrar does not uphold your case – in other words, if they do not consider that you have presented a case for us to change our original decision – the Academic Support Office will send you a **Completion of Procedures (CoP) letter** within 10 working days (two weeks) of the Academic Registrar's decision. This is the letter you will need if you wish to take your case to the OIA, and explains how you can ask the OIA to pursue the matter for you.

SECTION H — ACADEMIC CREDIT AND AWARDS, INCLUDING HOW WE CALCULATE DEGREE CLASSIFICATIONS

The University makes a number of academic awards at different levels – degrees, diplomas and certificates – to students who have fulfilled the necessary academic requirements. This section details and explains how you would qualify for one of these academic awards, and the requirements for completing a Level 4 or a Level 6 short course. It also sets out the way we determine levels of achievement for these awards, such as classifications for Bachelor degrees.

The section also explains the circumstances in which we would make:

- an aegrotat award, which is a type of unclassified Bachelor degree we can award to a student who doesn't complete their final year studies and who has very particular circumstances; and
- a posthumous award, where a student has died before completing the requirements of their course.

Information about academic credit and awards continues on the next page.

- **Academic credit** is a nationally agreed way of recording student learning at different levels in higher education. We award credit at the University as a way of confirming that a student has successfully completed at least one unit, either after passing the unit at the first attempt, or by passing it after referral or resubmission. When the credit for these individual units is added together and reaches a specified total, the University is able to make different types of academic award such as a Bachelor or Masters degree. Please note, however, that Year 0 units do not have credit attached to them.
- Academic credit relates to different **levels of study**, which form part of the nationally agreed Framework for Higher Education Qualifications (**FHEQ**). At the University, we recognise levels of study but refer to our students in terms of their years of study. For more information about this, see **section B** of these regulations, or refer to our *Award and Credit Scheme* – [View the Award and Credit Scheme](#) or search the intranet for ‘Award and Credit Scheme’.
- The University can formally recognise academic credit which students have achieved before studying at the University. We do this through our **Accreditation of Prior Learning (APL) Policy and Procedures**. This means that, for example, if we decide you have gained sufficient academic credit on another course at another institution, we could accept you as a direct entrant onto Year 2 of a course at the University.

[Read more about APL](#), search the intranet for ‘Application for Accreditation of Prior Learning Form’ or contact the Admissions Office by emailing admissions@norwichuni.ac.uk.
- **If you qualify for one of the University’s academic awards**, such as a degree or a diploma, or if you complete a Level 4 or Level 6 short course, the Academic Registry will tell you how you will find out your results – for example, on e:Vision or by letter. The Academic Registrar is responsible for publishing as appropriate final results at the end of each academic year, such as for undergraduates whose degrees and awards are confirmed by a Final Award Board. Board decisions on marks, results and awards are confidential until the University publishes them. Email registry@norwichuni.ac.uk for more information.
- The University of the Arts London (UAL) is responsible for **making academic awards to postgraduate research students**. Contact research@norwichuni.ac.uk for a copy of the regulations relating to awards made by UAL.

1 General information about academic credit at the University

- 1.1 The University awards you credit for a unit only if you have passed that unit. We don't award credit for a unit if you have only partly completed the unit, or if you have been successful in only some parts of the unit.
- 1.2 Credit is not normally taken away or withdrawn once the University has awarded it. Even if you fail some units or you do not complete your course, you will keep the credit for any units you have passed. You are then able to use this credit either to negotiate further study at the University or to access another course with a different provider. The exception to this is where we have confirmed you have committed academic misconduct in your work, such as by cheating or by plagiarising someone else's work. In this case, the University may decide to take away credit for one or more of your units.

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

2 General conditions for making academic awards and confirming completion of courses to students at the University

- 2.1 We can only make awards and confirm completion of courses to individual students at the University if the following conditions have been met:
- you were registered as a student at the time you completed your final assessment on your course; and
 - the relevant assessment board has confirmed your award; and
 - the Chair of the assessment board and the external examiner have signed to confirm your award.

3 Degrees, exit awards, stand-alone awards and other qualifications available at the University

- 3.1 The University can make the following **degree awards**:
- Bachelor of Arts (BA);
 - Bachelor of Science (BSc);
 - Master of Architecture (MArch); and
 - Master of Arts (MA).
- 3.2 The University can also make awards below the level of degrees. If we make an award at a lower level than the final award of your course, this is called an **exit award**. These are the exit awards available at the University:

- Diploma of Higher Education (DipHE);
- Certificate of Higher Education (CertHE);
- Postgraduate Diploma of Higher Education (PGDip); and
- Postgraduate Certificate of Higher Education (PGCert).

All these awards include the relevant subject area – for example, Certificate of Higher Education in Games Art and Design.

- 3.3 Level 5 Diplomas are completed between Years 2 and 3 of an undergraduate degree course, and include their own specific subject area – currently, Creative Computing or Creative Professional Development.
- 3.4 The University also makes awards below the level of a degree as a **stand-alone award** – for example, the Postgraduate Certificate in Learning and Teaching in Higher Education: Arts, Design, Architecture and Media (PGCertHE). If you complete a Level 4 or a Level 6 short course you receive academic credit as appropriate, but you do not receive a stand-alone award.
- 3.5 If you have enough credits, you can choose to take an exit award (if one is available) from your course instead of completing the final award, or we can make the award to you if for any reason we withdraw you from your course. If you decide you would like to opt for an exit award, email the Academic Registrar by contacting aro@norwichuni.ac.uk.
- 3.6 In addition to the University's own awards, the University of the Arts London makes the following degree awards for students registered here:
- Doctor of Philosophy (PhD); and
 - Master of Philosophy (MPhil).

Email research@norwichuni.ac.uk for more information about awards made by the University of the Arts London.

4 Can I accept an exit award and come back to the University in the future?

- 4.1 If you leave the University with an exit award, you may decide in the future that you want to come back to the University and use the credit you previously achieved here for direct entry onto a later year of either the same course or another one.

If you applied for readmission to the University in these circumstances, we would use our *Accreditation of Prior Learning (APL) Policy and Procedures* to look at your application and assess your existing academic credit. Please note that we wouldn't normally look at a request for readmission unless it was at least one year after the date we had withdrawn you from the University.

[View the Accreditation of Prior Learning \(APL\) Policy and Procedures](#), or search the intranet for 'Accreditation of Prior Learning'.

4.2 Specific regulations apply if you have accepted an unclassified Bachelor degree or a Diploma of Higher Education at the University and you want to submit for an Honours degree. These regulations are set out below.

4.3 You can return to the University to submit for an Honours degree if you received an unclassified Bachelor degree or Diploma of Higher Education unless:

- you received this award because you had a failed Year 3 referral or resubmission task (this includes failing because you didn't submit the task); and/or
- you received this award after we had confirmed you had committed academic misconduct in an assessment at the University.

If you meet the criteria to return, we would ask you to resubmit the unit or units you failed, or appropriate alternatives. Please note that we can't guarantee that any units you took will still be available at the University when you return.

See section E for more about referral and resubmission.

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

4.4 The Pro Vice-Chancellor (Academic) considers requests for readmission to submit for an Honours degree. If the Pro Vice-Chancellor approves your request, a Programme Assessment Board will agree the details of your resubmission. You will have to resubmit for the Honours degree within a period of five years starting from the date when we confirmed your final results to you. If you resubmit successfully for an Honours degree, you will need to return your original award certificate to us confirming your lower award.

Email pvca@norwichuni.ac.uk if you want to request readmission to submit for an Honours degree.

See section I for more about award certificates.

5 The credits you need for a Bachelor degree

5.1 To be awarded a Norwich University of the Arts Bachelor degree with Honours (a BA (Hons) or BSc (Hons)) degree, you must:

- have achieved at least 360 credits, including a minimum of 240 credits at FHEQ Level 5 (which is the level of Year 2 units at the University) or

above and a minimum of 120 credits at FHEQ Level 6 (which is the level of Year 3 units at the University); and

- have a final award mark of at least 40%.

5.2 To be awarded a Norwich University of the Arts Bachelor degree (an unclassified BA or BSc degree), you must:

- have achieved at least 300 credits, including a minimum of 150 credits at FHEQ Level 5 (which is the level of Year 2 units at the University) or above and a minimum of 60 credits at FHEQ Level 6 (which is the level of Year 3 units at the University); and
- have a final award mark of at least 40%;

or if you have received a Marginal Fail mark for unit BA3b/BSc3b (80 credits) but have passed unit BA3a/BSc3a (40 credits), you can still qualify for an unclassified BA or BSc degree if:

- you have achieved at least 280 credits, including a minimum of 120 credits at FHEQ Level 5 (which is the level of Year 2 units at the University) or above and a minimum of 40 credits at FHEQ Level 6 (which is the level of Year 3 units at the University); and
- your mark for BA3b/BSc3b is between 35% and 39%; and
- your average mark for FHEQ Level 6 (Year 3 units) is at least 40%; and
- you have a final award mark of at least 40%.

We can award unclassified Bachelor degrees in any subjects offered at the University except Architecture.

If you started your undergraduate degree course at the University in Year 3, we could award you an unclassified Bachelor degree if you passed one Year 3 unit (but not the other) and you have enough academic credit.

See below for more about final award marks.

See section E for more about passing and failing units.

6 The credits you need for other types of undergraduate award

6.1 The University doesn't make an award at the end of Year 0, but the units you have studied and your results are recorded on your academic transcript.

See section I for more about academic transcripts.

6.2 To be awarded a Norwich University of the Arts Diploma of Higher Education (a DipHE), you must:

- have achieved at least 240 credits at the University including a minimum of 120 credits at FHEQ Level 5 (which is the level of Year 2 units at NUA).

Please note that if you started your undergraduate degree course at the University in Year 3 but then didn't achieve any academic credit while you were here, we wouldn't award you a DipHE. This is because you would already have achieved the 240 credits needed for a DipHE at an institution other than the University, so it wouldn't be our award to make.

See section E for more about passing and failing units.

6.3 To be awarded a Norwich University of the Arts Certificate of Higher Education (a CertHE), you must:

- have achieved at least 120 credits at the University including a minimum of 120 credits at FHEQ Level 4 (which is the level of Year 1 units at the University).

Please note that if you started your undergraduate degree course at the University in Year 2 but then didn't achieve any academic credit while you were here, we wouldn't award you a CertHE. This is because you would already have achieved the 120 credits needed for a CertHE at an institution other than the University, so it wouldn't be our award to make.

6.4 To be awarded a Norwich University of the Arts Level 5 Diploma, you must:

- have achieved a minimum of 120 credits at FHEQ Level 5 as a Year 2 student on an undergraduate degree course at the University; and
- achieved 120 credits on a Level 5 Diploma at the University.

6.5 If you successfully complete a Norwich University of the Arts short course, you receive 30 credits at either Level 4 or Level 6, depending on the course you complete, but you do not receive a stand-alone award. The unit you have studied and your credits are recorded on your academic transcript.

See section I for more about academic transcripts.

7 The credits you need for a Masters degree

7.1 To be awarded a Norwich University of the Arts Master of Arts, you must:

- have achieved at least 180 credits at FHEQ Level 7 (which is the level of all units on a postgraduate taught course at the University).

See below for more information about the MA in Education.

7.2 To be awarded a Norwich University of the Arts Master of Architecture, you must:

- have achieved at least 240 credits at FHEQ Level 7 (which is the level of all units on a postgraduate taught degree course at the University).

8 The credits you need for other types of postgraduate taught award, including interim awards for the MA in Education

8.1 To be awarded a Norwich University of the Arts Postgraduate Diploma of Higher Education (a PGDip), you must:

- have achieved at least 120 credits at FHEQ Level 7 (which is the level of all units on a postgraduate taught course at the University).

8.2 To be awarded a Norwich University of the Arts Postgraduate Certificate of Higher Education (a PGCert) or the Postgraduate Certificate in Learning and Teaching in Higher Education (a PGCertHE), you must:

- have achieved at least 60 credits at FHEQ Level 7 (which is the level of all units on a postgraduate taught course at the University).

8.3 Postgraduate Certificates and Postgraduate Diplomas of Higher Education are available as interim awards for the Master of Architecture and all Master of Arts courses at the University except the MA in Education, for which we make different interim awards – see below.

8.4 By successfully completing individual years of study for the MA in Education, you qualify for academic awards as follows:

- Year 1 leads to the Postgraduate Certificate in Learning and Teaching in Higher Education: Arts, Design, Architecture and Media (a total of 60 credits at FHEQ Level 7);
- Year 2 leads to the Postgraduate Diploma in Education (a total of 120 credits at FHEQ Level 7); and
- Year 3 leads to the Master of Arts in Education (a total of 180 credits at FHEQ Level 7).

9 How do we calculate your Bachelor degree classification?

9.1 The University determines a student's Bachelor degree classification according to their **final award mark**. This is the mark we award you on the basis of:

- proportions of Year 2 and Year 3 marks; or

- Year 3 marks only.

We will calculate both these marks for you and will use the higher of the two for your **final award mark**.

If you are a direct entrant to Year 3, your award will be calculated using your Year 3 marks only.

- 9.2 If we are using unit marks from both Years 2 and 3, the final award mark is made up of 25% of your Year 2 marks, and 75% of your Year 3 marks. This means that your final award mark is calculated as detailed below for all Bachelor degrees except Architecture.

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

- BA2a or BSc2a unit mark multiplied by two-thirds (as the unit is 80 credits out of the 120 credits for the year); plus
- BA2b or BSc2b unit mark multiplied by one third (as the unit is 40 credits out of the 120 credits for the year).

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

- BA3a or BSc3a unit mark multiplied by one third (as the unit is 40 credits out of the 120 credits for the year); plus
- BA3b or BSc3b unit mark multiplied by two-thirds (as the unit is 80 credits out of the 120 credits for the year).

Your final award mark is your Year 2 mark added to your Year 3 mark.

- 9.3 For students on the BA (Hons) in Architecture only, your final award mark is calculated as detailed below.

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

- ARCH2a unit mark multiplied by one third (as the unit is 40 credits out of the 120 credits for the year); plus
- ARCH2b unit mark multiplied by two-thirds (as the unit is 80 credits out of the 120 credits for the year).*

** if you completed Year 2 in 2019-20 or before, your Year 2 mark will be based on the average of three units each weighted at 40 credits*

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

- ARCH3a unit mark multiplied by one third (as the unit is 40 credits out of the 120 credits for the year); plus
- ARCH3b unit mark multiplied by two-thirds (as the unit is 80 credits out of the 120 credits for the year).

Your final award mark is your Year 2 mark added to your Year 3 mark.

9.4 If we are using your Year 3 marks only, your final award mark is calculated as detailed below:

- BA3a or BSc3a unit mark multiplied by one third (as the unit is 40 credits out of the 120 credits for the year); plus
- BA3b or BSc3b unit mark multiplied by two-thirds (as the unit is 80 credits out of the 120 credits for the year).

Your final award mark is these two Year 3 marks added together.

The University does not allow direct entry onto Year 3 of the BA (Hons) in Architecture, so this regulation would not be used to calculate a degree classification for a student on this course.

9.5 We calculate your final award mark to 2 decimal places and then round it to the nearest whole number if your final award mark is 0.5% or more of a whole number. For example, if you get a final award mark of 63.68%, we'll round up your mark to 64%. Once we have completed any rounding up of your final award mark, we place your final award mark against the scale of marks and classifications on the next page to confirm your degree classification.

Your final award mark	Your degree classification
70-100%	First Class Honours, or "a First"
60-69%	Second Class Honours (Upper), or "a 2.1"
50-59%	Second Class Honours (Lower), or "a 2.2"
40-49%	Third Class Honours, or "a Third"
0-39%	No degree award or classification; exit award only (if appropriate)

See above for more about exit awards.

9.6 The Final Award Board may adjust your degree classification if you have a final award mark which is also a **borderline mark**. A borderline mark is a mark which falls within the following range and accordingly is within the borderline of a higher degree classification:

- 69.00 – 69.99%;
- 59.00 – 59.99%; or

- 49.00 – 49.99%.

We call this the **1% borderline range**. Please note though that the Final Award Board won't use any previous whole number rounding to a final award mark to place it in the 1% borderline range for consideration for a higher degree classification. For example:

- you have a final award mark of 68.50; **which means that**
- because it's a mark within 0.5% of a whole number, the Board would round this up to 69 and agree a classification of a 2.1; **but that**
- the Board would not treat the mark of 69 as a borderline mark and so would not consider upgrading your classification to a First.

9.7 If your final award mark falls within the 1% borderline range, the Final Award Board can decide whether there is the possibility of giving you either an **automatic upgrade** or a **discretionary upgrade** to the higher degree classification.

9.8 The Final Award Board will give you an **automatic upgrade** to the higher classification if your borderline mark is as follows:

A mark in this borderline range.gives you a rounded up final award mark of.and the following degree classification:
69.5%-69.99%	70%	First Class Honours/ First
59.5%-59.99%	60%	Second Class Honours (Upper)/ 2.1
49.5%-49.99%	50%	Second Class Honours (Lower)/ 2.2

If you have a final award mark in the range 39.50%-39.99%, the Final Award Board won't give you an upgrade to a Third Class Honours degree. This is because a final award mark in this range would mean that you have failed at least one Year 3 unit and therefore not qualified for an Honours degree.

9.9 The Final Award Board or Resubmission Board may give you a **discretionary upgrade** to the higher classification if you meet the following conditions:

- your final award mark is in the following borderline range:
 - 69.00-69.49%;
 - 59.00-59.49%; or
 - 49.00-49.49%; **and**
- your mark for the unit BA3b, BSc3b or ARCH3b is in the higher classification.

9.10 The Final Award Board may also give you a discretionary upgrade if:

- you have made a claim for extenuating circumstances in either or both Year 2 or Year 3 of your studies; **and**
- the University has through its extenuating circumstances processes upheld your claim and considers it to be extreme; **and**
- your final award mark falls within the **2% borderline range**.

The 2% borderline range means that you have a final award mark in the following range:

- 68.00-68.99%;
- 58.00-58.99%; or
- 48.00-48.99%.

See section F for more about extenuating circumstances.

9.11 In the case of the 2% borderline, the Final Award Board won't use any previous whole number rounding to a final award mark to place it in this range for consideration for a higher degree classification. For example:

- you have a final award mark of 57.75; **which means that**
- because it's a mark within 0.5% of a whole number, the Board would round this up to 58 and agree a classification of a 2.2; **but that**
- the Board would not treat the mark of 58 as a borderline mark and so would not consider upgrading your classification to a 2.1.

10 How do we confirm your Masters degree award?

10.1 Masters degrees are different to Bachelor degrees because we don't calculate a final award mark for postgraduate taught qualifications. This means that we don't award classifications for Masters degrees in the way we do for Bachelor degrees.

10.2 Master of Arts (MA) and Master of Architecture (MArch) qualifications and results are awarded as follows:

- Distinction (but see note below);
- Merit (but see notes below);
- Pass;
- Marginal Fail [no degree awarded];
- Fail [no degree awarded].

Merit is only available if:

- you started your Masters course in or after September 2017; or

- you returned to your Masters course from intermission during or after academic year 2017-18.

See section E for more about referral and resubmission.

See section F for more about extenuating circumstances.

To qualify for the award of Distinction at MA or MArch:

- you must have achieved grades of Exemplary in at least three Learning Outcomes in the Major Project; and
- have achieved grades of at least Very Good in all the other Learning Outcomes in the Major Project.

To qualify for the award of Merit at MA or MArch:

- you must have achieved grades of Excellent or above in at least three Learning Outcomes in the Major Project or Dissertation (Research Report); and
- have achieved grades of at least Very Good in all the other Learning Outcomes in the Major Project or Dissertation (Research Report).

10.3 There are no borderline ranges for postgraduate taught awards.

11 Aegrotat awards

11.1 An aegrotat award is a type of unclassified Bachelor degree which the Final Award Board can recommend if:

- a Year 3 student has been unable to complete part or the whole of their assessment because of serious illness or for another significant reason for which they can provide evidence; and
- the Final Award Board is satisfied that the student would have qualified for the degree had it not been for that illness or another reason; and
- the student has confirmed that they would like to receive the aegrotat award.

The word 'aegrotat' is used on all University documentation confirming this award, including the award certificate.

See section I for more about award certificates.

11.2 If you have qualified for an aegrotat award but you decide you don't want to accept it, the Final Award Board can as an alternative allow you another attempt at part or all of your Year 3 assessment within two years of the Board making its decision. The University will extend your registration period if necessary to

enable this, and will consider the Year 3 assessment as if you are taking it for the first time.

See section B for more about registration periods.

- 11.3 If you accepted an aegrotat award, you can still resubmit for an Honours degree at a later date. Contact the Academic Registrar by emailing aro@norwichuni.ac.uk if you want to do this. If the Academic Registrar approves your request the Programme Assessment Board will agree the details of your resubmission, including how you might be able to resubmit work if any of the units you failed originally are no longer available – we can't guarantee that any units you took will still be available at the University when you return. You will have to resubmit for the Honours degree within a period of five years starting from when we confirmed the award of the aegrotat degree to you. If you resubmit successfully for an Honours degree, you will need to return your original award certificate to us confirming the aegrotat.

12 Posthumous awards

- 12.1 If a student dies before completing the academic requirements of a taught course at the University, we can make a posthumous award to them. The word 'posthumous' is used on all University documentation confirming this award, including the award certificate. Please note that these regulations don't apply to either of the following:

- a student who qualifies for an award but who dies in the period prior to a graduation ceremony; or
- a student who qualifies for an award but who dies before we have issued an award certificate to them.

- 12.2 If a student dies before completing the academic requirements of a research degree, the University of Arts London is responsible for making posthumous awards in line with its own regulations.

Email research@norwichuni.ac.uk for more information about awards made by the University of the Arts London.

- 12.3 The Chair of the relevant assessment board is responsible for recommending posthumous awards. The Chair will take advice from the Academic Registrar, the course team and the external examiner as necessary, and can then recommend any of the following:

- that the University waives any remaining academic requirements;
- that the University undertakes any additional actions as necessary to enable the posthumous award to be made. For example, to arrange printing a final submission so that it can be assessed;

- that the University confirms an award at a lower level than the deceased student was registered for. For example, awarding a Diploma of Higher Education instead of a Bachelor degree.

- 12.4 The Chair of the relevant assessment board makes their recommendation about the posthumous award to the relevant award board, which is then responsible for confirming the award.
- 12.5 If the student who has died was studying for a Bachelor degree and had completed the majority of their Year 3 work before death to enable the award of a posthumous degree with Honours, the relevant award board can decide on the classification to be awarded.
- 12.6 If the student who has died was studying for a Bachelor degree and had not completed sufficient Year 3 work before death to enable the award of a posthumous degree with Honours, the relevant award board can make the award of an unclassified posthumous degree.
- 12.7 If the student who has died was studying for a Masters degree and the relevant award board is satisfied that the student would have submitted the Major Project, the Comprehensive Design/Design Thesis Project, or the Dissertation (Research Project) at the level either of Merit or Distinction, the board can award a Masters degree with the grade of Merit or Distinction as appropriate.

See above for more about the grades of Distinction and Merit.

- 12.8 In making a posthumous award, award boards can make any award at a lower level as necessary, rather than a degree.
- 12.9 The University will respect the wishes of the family and/or friends of the deceased in respect of the formal presentation of a posthumous award, including any acknowledgement at a graduation ceremony.

See section I for more about award certificates and graduation ceremonies.

SECTION I — ACADEMIC TRANSCRIPTS, AWARD CERTIFICATES AND GRADUATION

This section details the way we formally record for you your academic achievements at the University, and how we give completing students the opportunity to celebrate their achievements at our graduation ceremonies.

The Academic Registry is responsible for academic transcripts and award certificates for awards made by the University, and the Academic Support Office organises the University's graduation ceremonies. If you have qualified for a research degree at the University, the Academic Support Office will contact you about graduation, and the University of the Arts London (UAL) will issue your degree certificate and other supporting information for your award. Email research@norwichuni.ac.uk for more information.

- If you have any **queries about University academic transcripts or award certificates**, please email registry@norwichuni.ac.uk.
- This section explains how we organise our graduation ceremonies. In exceptional circumstances it may not be possible to hold large-scale events and so our graduation ceremonies would need to be postponed or cancelled. If this happens we'll endeavour to write to students eligible to attend as early as possible.
- If you have any **queries about graduation**, [view our intranet page about graduation](#), search the intranet for 'Graduation' or email graduation@norwichuni.ac.uk.

1 Academic transcripts

1.1 An academic transcript is the official document that formally records your academic achievements while studying at the University. The University can issue an academic transcript to any student who has studied here. The transcript contains the following information:

- your name and student details;
- the dates you studied at the University;
- the course or courses you studied on;
- the unit codes and titles of any units you attempted and which we recorded a grade or mark for;
- your marks or grades and if appropriate the academic credit for each of your units;
- your total academic credit and any award we have made to you.

1.2 The Academic Registry issues an academic transcript to you when you successfully complete your course at the University. If you withdraw before you complete your course, the Academic Registry can also issue you with an academic transcript.

2 Award certificates

2.1 After you qualify for an academic award of the University, we issue a certificate for you to mark your achievement. The award certificate is a formal document of the University and records:

- your full name, including any middle names;
- your academic award and if appropriate the classification or grade; and
- the date the award was made.

We issue University award certificates to students in the period after qualification, but not as part of our graduation ceremonies.

2.2 If you lose your University award certificate, we make a charge for printing a new one for you.

[Read more about replacement certificates \(https://norwichuni.ac.uk/after-university/alumni/replacement-certificates/\)](https://norwichuni.ac.uk/after-university/alumni/replacement-certificates/).

2.3 We do not issue award certificates for successful completion of Level 4 or Level 6 short courses.

3 Graduation ceremonies

3.1 We hold graduation ceremonies at the end of each academic year so that students who have completed their studies can celebrate their academic achievements. Graduation is a very popular event and most of our qualifying students come to their ceremony, but it's up to you whether or not you want to attend.

3.2 There is no charge for a student to attend their own graduation ceremony, but we reserve the right to sell tickets for guests to come to graduation. Because you can choose whether or not to come to your graduation ceremony, any costs involved in attending a ceremony are not included as part of your tuition fees.

3.3 Graduation is a formal occasion, so you must dress appropriately and hire the gown, hood and cap appropriate to your award. The Academic Support Office provides information on this and other organisational aspects of graduation in the months leading up to the ceremonies.

3.4 Which students we invite to a particular graduation ceremony depends on when they qualify and which award they have qualified for. The way we organise our ceremonies is set out below.

3.5 **If you are an undergraduate student** who has fulfilled the academic requirements of your course and you have received one of the following awards,

we would invite you to attend a graduation ceremony held at the end of the **current** academic year:

- Bachelor degree with Honours (BA (Hons) or BSc (Hons))
- Bachelor degree (Unclassified) (BA)
- Diploma of Higher Education (DipHE), including with the award of a Level 5 Diploma – but see below.

If the Programme Assessment Board gives you a resubmission opportunity for a Year 3 unit, you can still come to graduation in the current year in recognition of a Bachelor degree (Unclassified) or a DipHE as well as completing the work for your resubmission.

If your resubmission is successful and you gain a higher award as a consequence – for example, a Bachelor degree with Honours – we'll also invite you to graduation the following year. You would be welcome to attend a second ceremony even if you attended your ceremony the year before for the lower award.

See section E for more about resubmission.

3.6 If you are awarded a Diploma of Higher Education we would invite you to attend a graduation ceremony at the end of the current academic year, if during 2023-24:

- you have attempted one or more Year 3 or Level 5 Diploma units; and
- you are or were registered as a 'live' student at the University.

If you are awarded a Diploma of Higher Education in other circumstances, for example if you didn't return to the University after you had been on a period of intermission, we wouldn't invite you to graduation.

See section G for more about intermission.

3.7 If you are awarded a Certificate of Higher Education, or you have completed a Level 4 or Level 6 short course only, we wouldn't invite you to attend a graduation ceremony.

3.8 If you are a postgraduate taught student who has fulfilled the academic requirements of your course and you have received one of the following awards, we would invite you to attend a graduation ceremony held at the end of the **next** academic year:

- Master of Arts (MA)
- Postgraduate Diploma of Higher Education (PGDip)
- Postgraduate Certificate of Higher Education (PGCert)

- Postgraduate Certificate in Learning and Teaching in Higher Education: Arts, Design, Architecture and Media (PGCertHE).

This means that a postgraduate taught student who qualifies for one of these awards in the summer one year is invited to attend a graduation held in the summer the next year. Students who successfully complete the award of Master of Architecture (MArch), however, are invited to attend graduation in the current academic year.

3.9 **If you are a research degree student** who has fulfilled the academic requirements of your course and you have received one of the following awards of the University of the Arts London (UAL), we would invite you to attend a graduation ceremony at the University:

- Doctor of Philosophy (PhD)
- Master of Philosophy (MPhil).

We'll invite you to attend a graduation ceremony as soon as is practicable after UAL have sent you an award letter. The award letter confirms the degree you have been awarded, the date of the award and the title of your thesis.

3.10 If you have any outstanding debts to the University, we may not allow you to attend graduation.

See section A for more about paying your fees and debts.

3.11 If for any reason you can't attend your graduation ceremony in the year we invite you, or you choose not to, we would normally only invite you to a ceremony the following year if you had qualified for a higher award in the meantime.

3.12 If you arrive late for your graduation, we may not admit you to the ceremony and we may not give you a further opportunity to attend – either in the current year or at a ceremony in a future year.

3.13 You can still come to a graduation ceremony if you have made an appeal to us. If you attend graduation before we have written to you with the outcome of your appeal, and you then receive a higher award as a result of your appeal, you can attend a second ceremony the following year if you would like to. For example, your circumstances might be as follows:

- you attend a ceremony in one year because you have qualified for a Bachelor degree (Unclassified);
- you make a successful appeal and receive a Bachelor degree with Honours as a consequence; and
- you then attend another ceremony the following year.

If you are in this or another position where you have received a higher award after making a successful appeal, the Academic Support Office will write to invite you to attend a second ceremony.

See section J for more about the circumstances in which you can make an appeal to us.

- 3.14 If you only receive a higher degree classification as a result of a successful appeal, we wouldn't invite you to attend a second degree ceremony. 3.15 If we have made an award to a student after they have died, we can acknowledge this at a graduation ceremony. In these circumstances, we would only make an acknowledgement of this type following consultation with the family and/or friends of the student.

See section H for more about posthumous awards.

- 3.16 If we had to cancel one or more of our graduation ceremonies, we'd refund the cost of any tickets sold as appropriate, but we wouldn't be liable for any other expenses incurred by students or their guests in relation to attending a graduation ceremony.

SECTION J — MAKING AN APPEAL

This section explains how you can ask the University to formally review a decision it has made about you – a process we call making an appeal. The section also explains how you can take forward your concerns if you are not satisfied with the outcome of your appeal after the University has made its final decision on the matter.

The Academic Support Office in the Academic Registry manages the appeal process for undergraduate and postgraduate taught students and can offer advice if you are thinking of making an appeal: email aso@norwichuni.ac.uk for more information. The Academic Support Office can also offer advice to staff about the appeals process.

If you decide to make an appeal, the Students' Union can support you through the process. Email studentsunion@norwichuni.ac.uk for more information.

The University of the Arts London (UAL) manages the appeal process for our research degree students, as UAL awards these degrees. For more information, contact our Research Office in the first instance: research@norwichuni.ac.uk.

Information about making an appeal continues on the next page.

- **We won't treat you differently or negatively if you make an appeal.** We look at appeals on their merits and University staff are committed to addressing any issues raised in an appeal. You may not receive the outcome you would like from an appeal, but you can be reassured that we will have considered the matter fairly and consistently with any other appeals we receive.
- If you decide to make an appeal, **we will try and deal with it efficiently and within the timescales set out below.** Please remember though that to do this, we also need you to present information to us when we need it or ask for it. So if we ask you for more details or evidence to support your appeal, make sure that you return the information to us as soon as you are able. If we think we need more time to consider an appeal – for example, because you have made the appeal during student vacation time and we need to discuss the appeal with a member of staff who is on leave – then we will keep you up-to-date with progress on your appeal.
- **We don't allow appeals made about matters of academic judgement.** In the context of appeals, we define academic judgement as the decisions made by academic staff on the quality of a piece of work, or the criteria applied to assess the work.
- Please remember too that if you're making an appeal and stating the outcome you are looking for, **you can't progress to the next year of study if you have failed any units.** **Section E** of these regulations explains more about what happens if you fail one or more units.
- The next section of these regulations, **section K**, explains **how you can make a complaint** to the University. We define appeals and complaints differently, and sometimes we receive an appeal that we decide would be better considered as a complaint, or vice versa. We may also receive an appeal that contains elements of a complaint. In all these cases, the member of staff considering the appeal and the Academic Support Office will decide jointly on the most appropriate process to use. The Academic Support Office will write to you to confirm any decision we take.
- The **Office of the Independent Adjudicator for Higher Education (OIA)** runs an independent scheme to review student appeals, and the University is a member of this scheme. If you're unhappy with the outcome of your appeal you may be able to ask the OIA to review your case. [Read more about taking your case to the OIA, what it can and can't look at, and what it can do to put things right](https://www.oiahe.org.uk/students) (<https://www.oiahe.org.uk/students>)

You normally need to have completed our appeal procedures before you can complain to the OIA. We'll send you a letter called a **Completion of Procedures letter** when you have reached the end of our processes and there are no more steps you can take with your appeal within the University. If we don't uphold your appeal, we'll issue you with a Completion of Procedures letter automatically. If we uphold or partially uphold your appeal, you can ask for a Completion of Procedures letter if you'd like one. [Read more about Completion of Procedures letters, and when you can expect to receive one](https://www.oiahe.org.uk/providers/completion-of-procedures-letters/) (<https://www.oiahe.org.uk/providers/completion-of-procedures-letters/>).

You can also find more about Completion of Procedures letters in the regulations that follow.

- In writing these regulations, we have referred to the OIA's *Good Practice Framework* for handling student appeals and complaints.
- For more information about **how we keep original copies of appeal documentation in the long-term**, please see **section N**. Any photocopies of individual appeals we make for the purposes of discussing them formally within the University are destroyed confidentially at the first opportunity.
- We **keep notes and records** of all stages of our appeal processes, and we report annually on the operation of the appeals process at the University – including summarising the outcomes of all appeals – to our **Academic Board**.

1 What is an appeal?

1.1 We define an appeal as a formal request to review a decision the University has made.

1.2 There are two types of appeal at the University:

- **A Stage 1 appeal** is an appeal you can make when you want us to review a decision the University has made about you – for example, an assessment decision on your work.
- **A Stage 2 appeal** is the second and final stage of our appeals process. You can only make a Stage 2 appeal – for example, because you have new evidence which you want us to take into consideration – after you have received our decision on your Stage 1 appeal.

2 Who can make an appeal, and what is the deadline?

2.1 All undergraduate and postgraduate taught students with an active registration at the University can use these regulations to make an appeal, as well as students who have recently qualified for an award at the University and who make an appeal within the published deadline.

2.2 You can also use these regulations to make an appeal:

- if you no longer have an active registration at the University; but
- you qualified for an academic award at the University in the current calendar year; and
- the University has taken disciplinary action against you because of academic misconduct; and

- the University has decided to take away some or all of your academic credit.

If you qualified for an academic award at the University in a previous calendar year and we have taken away some or all of your academic credit because of academic misconduct, you can't use these appeal regulations. Instead, you will need to contact the Academic Registrar about taking the matter to the University's Council. Email aro@norwichuni.ac.uk for more information.

- 2.3 The deadline for making an appeal using these regulations depends on the decision you wish to make an appeal against. These deadlines are covered in more detail below.

If you make an appeal after the relevant deadline has passed, the member of staff asked to consider the appeal will decide whether or not to consider the case. **We are very unlikely to consider an appeal submitted after the deadline unless you can demonstrate exceptional reasons as to why you didn't submit the appeal on time.**

If we decide not to consider your late appeal, the Academic Support Office write to you within two weeks (10 working days) of receiving it with an explanation of our decision, and the original decision you would like to appeal against will stand.

See below for more about who considers Stage 1 appeals.

See section A for more about how we use and calculate working days as part of University deadlines.

- 2.4 We would usually expect an appeal to be made by one student only. If several students make an appeal jointly, they will need to name one student in the group of students appealing as the point of contact for all communications about the matter.

- 2.5 You will need to use a different set of appeal procedures if:

- your tuition fees weren't paid; and
- we terminated your place on the course as a result.

These procedures are operated by the Director of Finance and Planning.

[View the Student Tuition Fees Payment Policies](#) and the appeal process for course termination because of non-payment of tuition fees, or search the intranet for 'Student Tuition Fees Payment Policy'.

3 General information about Stage 1 appeals against assessment decisions and course terminations for academic reasons

3.1 You can make a Stage 1 appeal:

- against a decision made about you by an assessment or award board; or
- because we have terminated your place on the course for academic reasons.

We don't accept appeals against provisional marks.

See section D for more about provisional marks.

3.2 If you make a Stage 1 appeal for either of the reasons listed above, you will need to specify one or more of the three grounds on which we allow these appeals. These grounds are as follows:

- Because you believe there has been a procedural irregularity which has affected you. An example of a procedural irregularity would be if we hadn't followed our own regulations when we took a decision about a unit you had failed.
- Because you believe there has been a significant material error which has affected you. An example of a significant material error would be that you submit all the work for a unit, but we mistakenly only assess some of it.
- Because you want to tell us about extenuating circumstances:
 - which you haven't told us about previously; **or**
 - which you have told us about previously because you have already made a claim for extenuating circumstances, but for which you have new evidence which wasn't available when you made the claim; **and as a result of which**
 - you believe the University would have made a different decision on your assessment or course termination.

Please note that we would only look at your extenuating circumstances as part of an appeal if you can demonstrate to us that you had good reason not to make a claim for them earlier through our usual processes for extenuating circumstances. If you are making an appeal on the basis of new evidence, you will also need to provide good reasons as to why you didn't or couldn't obtain the evidence previously.

You don't need to make a separate claim for extenuating circumstances if you are telling us about extenuating circumstances as part of your appeal.

If you want to make a claim for extenuating circumstances through our usual processes and not as part of an appeal, see section F.

3.3 If you decide to make an appeal because of an assessment decision we have taken or because we have terminated your place on the course for academic reasons, **the first step is to talk to your Course Leader (or equivalent) or the Year 0 Pathways Leader as appropriate.** We expect you to do this because this person can sometimes help explain why the University has taken a particular decision about you, and this may help you decide whether or not you want to make an appeal. If the member of academic staff you need to talk to is not available, please contact the Academic Support Office (aso@norwichuni.ac.uk) for advice about another member of academic staff you could speak to about making an appeal.

3.4 If you decide not to make an appeal after meeting with your Course Leader (or equivalent) or another member of academic staff, the matter will not go any further.

4 General information about Stage 1 appeals concerning the University's Accommodation Licence Agreement and the Student Conduct Committee

4.1 You can make a Stage 1 appeal:

- against a decision we have taken about you at a formal meeting with the Academic Registrar and a member of the University's Senior Management Team because you have breached the University's Accommodation Licence Agreement; or
- against a decision the Student Conduct Committee has taken about you.

4.2 If you make a Stage 1 appeal for one of these reasons, you will need to specify one or more of the three grounds on which we allow these appeals. These grounds are as follows:

- Because you believe there have been procedural irregularities in the way we made our decision about you. An example of a procedural irregularity would be if we hadn't followed our procedures when we took a disciplinary decision about you.
- Because you have new evidence which didn't exist or wasn't available when we took the original decision about you. Please note though that if you make an appeal on these grounds, you will need to tell us why the evidence wasn't available at the time we took our decision.
- Because you believe that the penalty we imposed doesn't reflect the circumstances of the case.

5 How to make a Stage 1 appeal

5.1 We set deadlines as follows for making a Stage 1 appeal:

- you have two weeks (10 working days) – starting from the date of our letter to you confirming the decision or penalty you want to appeal against – to complete and return a Stage 1 appeal form to us; and
- a further two weeks (10 working days) to send us any supporting evidence.

This gives you a total of four weeks (20 working days) to submit a Stage 1 appeal and your supporting evidence. We would only extend this 20-day period if we think there are exceptional reasons to do so.

5.2 To make a Stage 1 appeal:

- complete the online Stage 1 appeal form;
- on the form, tell us the grounds for your appeal, what outcome you are seeking and what evidence you are providing to support your case;
- submit the application and any evidence available online; and
- send us any additional evidence before the deadline.

[Access the online Stage 1 appeal form](#), or search the intranet for 'Making an appeal'.

The type of evidence you may want to submit will depend on why you are making an appeal: if it's because of your health, for example, please provide independent medical evidence from your doctor or other recognised practitioner. If you're not sure what evidence we need to see, ask the Academic Support Office. Only staff dealing with your appeal will see the evidence you send to us.

Please remember:

- it's your responsibility to obtain evidence to support your appeal – staff at the University won't do this for you. This also means that if there's a charge to obtain the evidence, for example for a doctor's note, you will need to pay for it; and
- don't provide 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 on this when you make an appeal.

6 How we process Stage 1 appeals

6.1 When we receive your Stage 1 appeal and any supporting evidence, the Academic Support Office will check that:

- you have completed the form correctly and supplied evidence; and
- you have indicated the grounds on which you are making the Stage 1 appeal.

The Academic Support Office will also contact you at this point if we believe that we need additional information from you to help us assess your Stage 1 appeal.

6.2 Once you have submitted a Stage 1 appeal, both you and other relevant members of University staff must wait for the formal outcome before taking any further action in relation to your studies. For example, if you are making an appeal because your place on a course has been terminated, we won't allow you to return to the course or to use physical resources on campus – even on a temporary basis – unless and until the outcome of your Stage 1 appeal allows you to.

6.3 If you submit a Stage 1 appeal but the Academic Support Office considers that there are **no grounds** for your appeal – for example, because you have made an appeal solely about academic judgement, or because you haven't provided any supporting evidence – they will write to you within four weeks (20 working days) to confirm this decision. The 20-day period for the Academic Support Office to consider your appeal normally begins when we have received your appeal form and your evidence.

If you wish, you can challenge the decision of no grounds by making a Stage 2 appeal.

See below for more about making a Stage 2 appeal.

6.4 If the Academic Support Office considers that your Stage 1 appeal meets the grounds for appeal, they will carry out an initial investigation. This process may include asking for comments from the relevant Course Leader (or equivalent), the Year 0 Pathways Leader, and/or the Director responsible for your course as appropriate. The Academic Support Office will then pass the full details of the case to one of the following members of staff to make a decision on your Stage 1 appeal:

- a Pro Vice-Chancellor; or
- the QME Manager.

To ensure that there's no conflict of interest, the Academic Support Office will pass your Stage 1 appeal to a member of staff who has not had any previous involvement in the circumstances or content of your appeal.

6.5 Where the person considering your appeal believes that the documentation provided by the Academic Support Office is sufficient, they will make a decision on your Stage 1 appeal. This means they will not invite you to attend a meeting of the Appeals Committee in person to discuss the case. Where they can consider your Stage 1 appeal on the basis solely of the documentation, they will write to you with the outcome within four weeks (20 working days). The 20-day period for the member of staff to make a response normally begins when we have received your appeal form and your evidence.

See below for more about the possible outcomes of a Stage 1 appeal.

6.6 If it is clear that you have grounds for a Stage 1 appeal, and the member of staff responsible for making a decision on the case considers that the matter requires

a face-to-face meeting with you, they can request that the appeal is considered at a meeting of the Appeals Committee. We will convene this meeting as soon as it is practical. See below for more about meetings of the Appeals Committee.

7 Arrangements for a meeting of the Appeals Committee to consider a Stage 1 appeal

The *Schedule of University Academic Committees* includes the full terms of reference for the Appeals Committee. Search the intranet for 'Schedule of University Academic Committees'.

7.1 The following members of staff comprise the Appeals Committee when it is needed to consider a Stage 1 appeal:

- the person considering the Stage 1 appeal (Chair); and
- two academic staff members of the University's Academic Board who have not had any previous involvement with the appeal.

A member of the Academic Support Office attends all meetings of the Appeals Committee to provide advice on regulatory and other matters. The Administrator to the Academic Registrar organises the meetings and takes the minutes.

7.2 If the Appeals Committee meets to discuss your Stage 1 appeal, the Administrator to the Academic Registrar will:

- write to you asking you to attend the meeting in person, giving you at least five working days' (one week's) notice of the time and place; and
- tell you who else will be attending the meeting.

It's up to you whether you wish to attend the meeting, but our advice is that it's always in your interests to give the Committee the opportunity to discuss your appeal with you. Please be aware too that the Appeals Committee will take place and make a decision on your Stage 1 appeal whether or not you attend.

If we decide that it would be appropriate for you to attend the meeting by video or conference call, we'll confirm this with you in advance.

7.3 Depending on the decision you are appealing against, the Administrator to the Academic Registrar may also invite the Chair or a representative of the following to the Committee:

- an assessment board;
- an awards board; or
- the Student Conduct Committee.

If the relevant Chair or representative is unable to attend, the Administrator to the Academic Registrar will ask them to make a written statement to the Appeals Committee instead. This means the meeting can take place in their absence if necessary.

7.4 The University may also ask one or more staff witnesses to attend the meeting if appropriate – for example, your Course Leader (or equivalent). If the staff witness or witnesses cannot attend, the Administrator to the Academic Registrar will ask them to make a written statement to the Appeals Committee instead. This means the meeting can take place in their absence if necessary.

7.5 You can bring a friend or supporter to the Appeals Committee if you'd like to. The role of the supporter is to:

- see that the meeting is carried out fairly; and
- if they wish to, to address the Committee or ask questions.

You can also bring one or more witnesses to the meeting to support what you have told us in your appeal, but it's your responsibility to organise their attendance.

If you want to bring a formally trained legal representative to the Appeals Committee – either instead of, or as well as a friend or supporter – you must write to the Chair of the Appeals Committee at least two working days before the meeting. The Chair will decide whether or not to allow the legal representative to attend. The Chair can also postpone the meeting so that the University can make its own legal representations at the meeting when it is rescheduled.

A witness, friend, supporter or legal representative can't act on your behalf at the Appeals Committee if you cannot or choose not to attend. If we decide that it would be appropriate for your witness, friend, supporter or legal representative to attend the meeting by video or conference call, we'll confirm this with you in advance.

7.6 Once you have decided if you are going to attend the Appeals Committee, please email aro@norwichuni.ac.uk at least two working days before the meeting to confirm your decision. In the same email, please also let us know if anyone else will be attending with you and in what capacity they are attending – for example, as a supporter or as a witness.

7.7 After you have told us if you are attending the Appeals Committee, the Administrator to the Academic Registrar will send copies of documentation about the appeal to everyone due to attend the meeting. The Administrator will do this in advance of the meeting and as soon as it is practical, and everyone attending the meeting will receive the same information. This includes you, whether or not you choose to attend the meeting, and anyone else due to attend. Typically, this documentation includes:

- a copy of your Stage 1 appeal and any evidence you have provided to support your case;
- copies of the relevant regulations – for example, a copy of this section of the *Student Regulations and Procedures*; and
- any other relevant information. This might be information from the University's own records about you, and information from your course area.

8 What happens at a meeting of the Appeals Committee?

8.1 The Appeals Committee will consider a Stage 1 appeal as follows:

- the members of Committee meet in private to review and hold an initial discussion about the Stage 1 appeal;
- the Committee invites the student making the appeal into the meeting, together with any witnesses, friends, supporters or legal representatives as appropriate;
- the Committee discusses the appeal with the student and other individuals as appropriate, either separately or together depending on the circumstances;
- the Committee asks the student and any witnesses, friends, supporters or legal representatives present to leave the meeting;
- the Committee meets in private to agree a decision on the appeal.

8.2 Within one week (five working days) of the meeting, the Administrator to the Academic Registrar will write to you with the outcome of your Stage 1 appeal. We may be able to let you know the outcome of your Stage 1 appeal verbally – in other words, after the Appeals Committee meeting and before we confirm the outcome in writing – but we can't guarantee this.

9 The possible outcomes of a Stage 1 appeal

9.1 The person who has considered your Stage 1 appeal will always give you a full written response to the issues you have raised, but there are three principal outcomes:

- to **not uphold** the appeal; or
- to **partially uphold** the appeal; or
- to **uphold** the appeal.

These outcomes are the same whether we have considered the appeal on the basis of the documentation only or at a meeting of the Appeals Committee. What these outcomes mean is detailed below. If you choose to, you can make a Stage 2 appeal against any of these outcomes. See below for more about making a Stage 2 appeal.

9.2 We can decide to **not uphold** your Stage 1 appeal. This means that we have decided not to change the decision we originally took about you. This also means that the decision, whatever it might have been – for example, to terminate your place on the course – will remain in place.

9.3 We can decide to **uphold**, or **partially uphold** your Stage 1 appeal. This means that we have decided to change, or partly change, the decision we originally took about you. What happens next depends on the decision you have appealed against:

- we can ask an assessment or award board to reconsider their original decision;
- we can revise the decision made or penalty imposed by the Academic Registrar and member of Senior Management Team about a breach of the Accommodation Licence, or ask them to reconsider their original decision or penalty;
- we can revise the decision made or penalty imposed by the Student Conduct Committee, or ask them to reconsider their decision or penalty;
- if your place on a course has been terminated, we can reverse this decision and allow you back onto the course.

It may also be the case that in upholding or partially upholding your appeal, we need only ask you or a relevant member of staff to make good the situation before taking further formal action – for example, by asking you to submit work, or by asking a member of staff to assess work which hadn't been assessed before you made a Stage 1 appeal. In upholding or partially upholding a Stage 1 appeal, we can also ask you to meet certain conditions. We will confirm all the details of our decision when we write to you with the outcome.

- 9.4 We report the outcomes of Stage 1 appeals to other staff as necessary – for example, to your Course Leader (or equivalent), or to the Chair of an assessment board.

10 General information about Stage 2 appeals

- 10.1 If you have made a Stage 1 appeal and you wish to challenge the decision we have made about the appeal, you can make a Stage 2 appeal. This applies to all Stage 1 appeals, whatever the decision you were appealing against, and regardless of the outcome of your Stage 1 appeal. The Stage 2 appeal is the University's chance to review the decision it has made on your Stage 1 appeal, and the way in which it made that decision.

- 10.2 If you make a Stage 2 appeal, you'll need to specify one or more of the following five grounds on which we allow these appeals. These are as follows:

- Because we decided that there were no grounds for your Stage 1 appeal. If you want to make a Stage 2 appeal for this reason, you'll have to provide new evidence to us and explain why this evidence wasn't available when you made a Stage 1 appeal.
- Because you believe that we did not give your Stage 1 appeal fair consideration as a result of a procedural irregularity – for example, because you believe we didn't follow our own regulations correctly when we looked at your Stage 1 appeal. If you want to make a Stage 2 appeal for this reason, you'll have to support your case with evidence of the procedural irregularity.
- Because there is new evidence available that wasn't available when we made our decision about your Stage 1 appeal, and which you believe

would have led us to make a different decision if it had been available. If you want to make a Stage 2 appeal for this reason, you'll need to tell us why the information wasn't available for your Stage 1 appeal.

- Because you made a Stage 1 appeal against a decision of the Student Conduct Committee, and you believe that our decision on your Stage 1 appeal is not in proportion to the circumstances of the matter.
- Because we have upheld, or partially upheld, your Stage 1 appeal, but you believe the decision we made about that appeal disadvantages you in some way.

11 How to make a Stage 2 appeal

11.1 We set deadlines as follows for making a Stage 2 appeal:

- you have two weeks (10 working days) – starting from the date of our letter to you confirming the outcome of your Stage 1 appeal – to complete and return a Stage 2 appeal form to us; and
- a further two weeks (10 working days) to send us any supporting evidence.

This gives you a total of four weeks (20 working days) to submit a Stage 2 appeal and your supporting evidence. We would only extend this 20-day period if we think there are exceptional reasons to do so.

11.2 To make a Stage 2 appeal:

- complete the online Stage 2 appeal form;
- on the form, tell us the grounds for your appeal, what outcome you are seeking and what evidence you are providing to support your case;
- submit the application and any evidence online; and
- send us any additional evidence within the deadline.

[Access the online Stage 2 appeal form](#), or search the intranet for 'Making an appeal'.

As with a Stage 1 appeal, the type of evidence you may want to submit will depend on why you are making an appeal: if it's because of your health, for example, please provide independent medical evidence from your doctor or other recognised practitioner. If you're not sure what evidence we need to see, ask the Academic Support Office. Only staff dealing with your appeal will see the evidence you send to us.

Please remember:

- it's your responsibility to obtain evidence to support your appeal – staff at the University won't do this for you. This also means that if there's a charge to obtain the evidence, for example for a doctor's note, you will need to pay for it; and

- don't provide 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 on this when you make an appeal.

12 How we process Stage 2 appeals

12.1 When we receive your Stage 2 appeal and any supporting evidence, the Academic Support Office will check that:

- you have completed the form correctly and supplied evidence; and
- you have indicated the grounds on which you are making the Stage 2 appeal.

The Academic Support Office will also contact you if we believe that we need additional information from you to help assess your Stage 2 appeal.

12.2 Once you have submitted a Stage 2 appeal, the outcome of your Stage 1 appeal remains in place unless or until the outcome of the Stage 2 appeal changes this, and both you and other relevant members of University staff must wait for the Stage 2 outcome before taking any further action relating to your studies. For example, if you are making an appeal because your place on a course has been terminated, we won't allow you to return to the course or to use physical resources on campus – even on a temporary basis – unless or until the outcome of your Stage 2 appeal allows you to.

12.3 Once the Academic Support Office is satisfied that the Stage 2 appeal documentation you have submitted is complete, they will pass the full details of your case to one of the following members of staff to make a decision on your Stage 2 appeal:

- the Vice-Chancellor; or
- a Pro Vice-Chancellor.

To ensure that there's no conflict of interest, the Academic Support Office will pass your Stage 2 appeal to a member of staff who has not had any previous involvement with your appeal at Stage 1.

12.4 If you submit a Stage 2 appeal but the person considering the matter concludes that there are **no grounds** for your appeal, they will write to you within four weeks (20 working days) to confirm this decision. This 20-day period normally begins when we have received your appeal form and your evidence.

This is the second and final stage of the University's appeal process, so if you wish to challenge this decision, you will need to take the matter to the Office of the Independent Adjudicator for Higher Education (OIA). See below for more about the OIA.

12.5 If the person considering your appeal decides that your Stage 2 appeal meets the grounds for appeal, there are two ways in which your appeal may be considered. These are detailed below.

12.6 Where the person considering your appeal believes that the documentation provided by the Academic Support Office is sufficient, they will make a decision on your Stage 2 appeal. This means they will not invite you to attend any meetings in person to discuss the matter further, but will write to you with the outcome of your Stage 2 appeal within four weeks (20 working days). This 20-day period normally begins when we have received your appeal form and your evidence.

See below for more about the possible outcomes of a Stage 2 appeal.

12.7 Where the person considering your appeal believes that you have grounds for a Stage 2 appeal but concludes that it would be helpful to discuss the matter with both you and with other senior staff of the University before making a decision, they can request that the appeal is considered by a sub-group of the University's Academic Board. See below for more about meetings of an Academic Board sub-group where it considers Stage 2 appeals.

13 Arrangements for a sub-group of the Academic Board to consider a Stage 2 appeal

The *Schedule of University Academic Committees* includes the full list of members and terms of reference for the University's Academic Board. Search the intranet for 'Schedule of University Academic Committees'.

13.1 The person considering a Stage 2 appeal is responsible for selecting members of the Academic Board to form a sub-group to consider the matter. The sub-group:

- is chaired by the member of staff considering the Stage 2 appeal; and
- comprises three members of the Academic Board in addition to the Chair.

The Chair of the sub-group will choose Academic Board members to include both academic and professional services members of staff. To avoid any conflict of interest, any member of the Academic Board who has been involved with the appeal at Stage 1 will not be part of this sub-group.

A member of the Academic Support Office attends all meetings of the Academic Board sub-group to provide advice on regulatory and other matters, and to act as convening secretary to the group, including taking the minutes.

13.2 If the Academic Board sub-group is meeting to discuss your Stage 2 appeal, the Academic Support Office will:

- write to you asking you to attend the meeting in person, giving you at least five working days' (one week's) notice of the time and place; and

- tell you who will be attending the meeting.

It's up to you whether you wish to attend the meeting, but our advice is that it's always in your interests to give the Academic Board sub-group the opportunity to discuss your appeal with you. Please be aware too that the sub-group will take place and make a decision on your Stage 2 appeal whether or not you attend.

If we decide that it would be appropriate for you to attend the meeting by video or conference call, we'll confirm this with you in writing

- 13.3 Depending on the decision you are appealing against, the Chair of the sub-group can ask the Academic Support Office to invite other staff as appropriate to contribute to the meeting. If a requested staff member is unable to attend, the Academic Support Office will ask them to make a written statement to the sub-group instead. This means the meeting can take place in their absence if necessary.
- 13.4 You can bring a friend or supporter to the meeting of the Academic Board sub-group. The role of the supporter is to:
- see that the meeting is carried out fairly; and
 - if they wish to, to address the sub-group or ask questions.

You can also bring one or more witnesses to the meeting to support what you have told us in your Stage 2 appeal, but it is your responsibility to organise their attendance.

Please note that if you want to bring a formally trained legal representative to the Academic Board sub-group – either instead of, or as well as a friend or supporter – you must write to the Chair of the sub-group at least two working days before the meeting. The Chair of the sub-group will decide whether or not to allow the legal representative to attend. The Chair of the sub-group may also decide to postpone the meeting of the sub-group so that the University can make its own legal representations at the meeting when it is rescheduled.

A witness, friend, supporter or legal representative can't act on your behalf at the Academic Board sub-group if you cannot or choose not to attend. If we decide that it would be appropriate for your witness, friend, supporter or legal representative to attend the meeting by video or conference call, we'll confirm this with you in advance.

- 13.5 Once you have decided if you are going to attend the Academic Board sub-group, please confirm by email to aso@norwichuni.ac.uk at least two working days before the meeting. In the same email, please also let us know if anyone else will be attending with you and in what capacity they are attending – for example, as a supporter or as a witness.
- 13.6 After you have told us if you are attending the meeting of the Academic Board sub-group, the Academic Support Office will send copies of documentation about the matter to everyone due to attend the meeting. The Academic Support Office

will do this in advance and as soon as it is practical, and everyone attending the meeting will receive the same information. This includes you, whether or not you choose to attend the meeting, and anyone else due to attend. Typically, this documentation will include:

- a copy of your Stage 1 appeal and any supporting evidence you provided, together with our formal written response to you. This is so that the sub-group is aware of the full context of your Stage 2 appeal;
- a copy of your Stage 2 appeal and any evidence you have provided to support your case;
- copies of the relevant regulations – for example, a copy of this section of the *Student Regulations and Procedures*; and
- any other relevant information. This might be information from the University's own records about you, and information from your course area.

14 What happens at a meeting of the Academic Board sub-group?

14.1 The Academic Board sub-group will consider a Stage 2 appeal as follows:

- the members of the sub-group meet in private to review and hold an initial discussion about the Stage 2 appeal;
- the sub-group invites the student making the appeal into the meeting, together with any witnesses, friends, supporters or legal representatives as appropriate;
- the sub-group discusses the appeal with the student and other individuals as appropriate, either separately or together depending on the circumstances;
- the sub-group asks the student and any witnesses, friends, supporters or legal representatives as appropriate to leave the meeting;
- the sub-group meets in private to agree a decision on the appeal.

14.2 In asking you to attend the meeting of the sub-group, the University is seeking only to establish the facts of your appeal, and to give you an opportunity to put your side of the case. We understand that meetings of this type can be stressful for students involved, and if you attend a meeting, the sub-group will do all they can to put you at your ease and allow you to talk about the details of your appeal.

14.3 Within one week (five working days) of this meeting, the Chair of the sub-group will write to you with the outcome of your Stage 2 appeal. We may be able to let you know the outcome of the sub-group verbally – in other words, after the meeting and before confirming the outcome in writing – but we can't guarantee this.

15 The possible outcomes of a Stage 2 appeal

15.1 The person considering your Stage 2 appeal is able to make any decision as appropriate and will give you a full written response to the issues you have raised. But as with Stage 1 appeals, there are three principal outcomes to a Stage 2 appeal:

- to **not uphold** the appeal; or
- to **partially uphold** the appeal; or
- to **uphold** the appeal.

These outcomes are the same whether we have considered the appeal on the basis of the documentation only or at a meeting of the sub-group. What these outcomes mean is detailed below. Stage 2 is the final stage in the University's appeals process.

15.2 We can decide to **not uphold** your Stage 2 appeal. This means that we have decided not to change the outcome of your Stage 1 appeal.

15.3 We can decide to **uphold**, or **partially uphold** your Stage 2 appeal. This means that we have decided to change, or partly change, the decision we took about your Stage 1 appeal. What happens next depends on the decision you have appealed against:

- we can revise the decision made by an assessment or award board, or ask them to reconsider their original decision;
- we can revise the decision made or penalty imposed by the Academic Registrar and member of Senior Management Team about a breach of the Accommodation Licence, or ask them to reconsider their original decision or penalty;
- we can revise the decision made or penalty imposed by the Student Conduct Committee, or ask them to reconsider their decision or penalty.
- if your place on a course has been terminated, we can reverse this decision and allow you back onto the course.

If the person considering your Stage 2 appeal wishes to revise a decision already taken, they may take advice from other sources as appropriate before confirming the decision, including from external examiners.

It may also be the case that in upholding or partially upholding your appeal, we need only ask you or a relevant member of staff to make good the situation before taking further formal action – for example, by asking you to submit work, or by asking a member staff to assess work which hadn't been assessed before you made a Stage 2 appeal. In upholding or partially upholding a Stage 2 appeal, we can also ask you to meet certain conditions. We will confirm all the details of our decision when we write to you with the outcome.

15.4 Our decision on a Stage 2 appeal is final. If you wish to challenge the decision on a Stage 2 appeal, you may be able to take the matter to the Office of the Independent Adjudicator for Higher Education (OIA).

See below for more about taking an appeal to the OIA.

16 Taking your appeal to the Office of the Independent Adjudicator for Higher Education (OIA)

16.1 When we write to you to confirm the outcome of your Stage 2 appeal, we will include information on taking your appeal to the Office of the Independent Adjudicator for Higher Education (OIA). The OIA is the independent organisation which reviews appeals for students in higher education in the UK.

16.2 The OIA will normally only look at appeals which have been processed through all the stages of a university's appeals processes. In our case, this means after you have submitted – and we have responded to – both a Stage 1 and a Stage 2 appeal.

16.3 To take your appeal to the OIA, the Academic Support Office will need to issue you with a **Completion of Procedures letter**. The Completion of Procedures letter, sometimes called a CoP letter, contains the following information:

- a detailed summary of how the University has responded to an appeal; and
- the deadline by which you would need to take your appeal to the OIA for consideration, if you chose to. The deadline is a year from the date of the Completion of Procedures letter.

You will need to send a copy of your Completion of Procedures letter to the OIA if you decide that you want them to review how we have responded to your appeal and the outcome we have given you.

16.4 The Academic Support Office will send you a Completion of Procedures letter automatically in the following cases:

- if we decided that your Stage 2 appeal had no grounds; or
- if we decided to not uphold your Stage 2 appeal.

16.5 In the following case, you will have to ask the Academic Support Office to send you a Completion of Procedures letter:

- if we decided to uphold, or partially uphold your Stage 2 appeal.

Email aso@norwichuni.ac.uk if you need the Academic Support Office to issue a Completion of Procedures letter for you. If you are thinking of taking your appeal to the OIA, we recommend that you contact us promptly for your Completion of Procedures letter once you have received the outcome of your Stage 2 appeal.

16.6 Where the Academic Support Office sends you a Completion of Procedures letter automatically, they will do so within two weeks (10 working days) of the date we wrote to you with the outcome of your Stage 2 appeal.

Where you have requested a Completion of Procedures letter, the Academic Support Office will send it to you within two weeks (10 working days) of receiving your request.

[Find out more about the work of the OIA \(www.oiahe.org.uk\)](http://www.oiahe.org.uk).

17 How we deal with frivolous or vexatious appeals

17.1 The University may decide not to consider an appeal if the content is frivolous or vexatious. Examples of appeals that we might consider as either frivolous or vexatious are as follows:

- appeals which are obsessive, harassing or repetitive in nature;
- appeals where you are asking for an unreasonable or unrealistic outcome; or
- appeals which we think have been made solely to cause trouble or to waste the University's time.

If we decide not to consider your appeal for any of these reasons, the Academic Support Office will write to you to confirm this and to explain the next step in the process.

18 How we deal with unacceptable behaviour in the appeals process

18.1 The OIA publishes a policy about types of behaviour on the part of someone who uses their services which might affect the OIA's staff and how they work. The University acts in the spirit of this policy and may decide not to consider your appeal if we believe that your actions or behaviour towards University staff, or those of someone representing or supporting you, are:

- aggressive, offensive or abusive; and/or
- if you or they are unreasonably demanding or persistent.

If we decide not to consider your appeal because of this, the Academic Support Office will write to you to confirm this.

If you are becoming unreasonably demanding or persistent in your behaviour about an appeal you have made, the Academic Support Office, in conjunction with senior managers at the University, can also decide that we will not respond to further communications from you while considering your appeal. In this case, the Academic Support Office will write to you to confirm this.

[View the OIA's policy on behaviour \(https://www.oiahe.org.uk/about-us/our-organisation/our-service/behaviour-policy\)](https://www.oiahe.org.uk/about-us/our-organisation/our-service/behaviour-policy).

SECTION K — MAKING A COMPLAINT

We make every effort to provide appropriate facilities and services to our students, and to act responsibly where our work might affect the wider community of Norwich. But we also understand that there might be times when students or members of the public may wish to make a complaint to the University. This section explains how you can make a complaint to us, and how students can take forward concerns if they are not satisfied with the outcome of the complaint after the University has made its final decision on the matter.

The Academic Support Office in the Academic Registry manages complaint handling for undergraduate and postgraduate taught students and can offer advice if you are thinking of making a complaint: email aso@norwichuni.ac.uk for more information. The Academic Support Office can also offer advice to staff and members of the public about the complaint handling process – please use the same email address for details. University staff who are considering making a complaint may need to discuss the matter first of all with the University’s Human Resources department: email humanresources@norwichuni.ac.uk for more information.

If you are a research degree student and you are thinking about making a complaint, ask us for advice about whether your concerns would be best dealt with by the University, or – as the University of the Arts (UAL) awards research degrees – by UAL. For more information, contact our Research Office in the first instance: research@norwichuni.ac.uk.

If you are a current student at the University and you decide to make a complaint, the Students’ Union can support you through the process. Email studentsunion@norwichuni.ac.uk for more information.

Information about making a complaint continues on the next page.

- **We won't treat you differently or negatively if you make a complaint.** We look at complaints on their merits and University staff are committed to addressing any issues raised in a complaint. You may not receive the outcome you would like from a complaint, but you can be reassured that we will have considered the matter fairly and consistently with any other complaints we receive.
- If you need to make a complaint to us, **it's always better if you do so as soon as you can** after the problem or issue has arisen. It's better for you because you'll receive an outcome more quickly, and it's better for us because we have the opportunity to investigate the matter in a timely way and to put things right promptly if we need to.
- If you make a complaint, **we will try and deal with it efficiently and within the timescales set out below.** Please remember though that to do this, we also need you to present information to us when we need it or ask for it. So if we ask you for more details or evidence to support your complaint, make sure that you return the information to us as soon as you are able. If we think we need more time to consider a complaint – for example, because you have made the complaint during student vacation time and we need to discuss the issue with a member of staff who is on leave – then we will keep you up-to-date with progress on your complaint.
- **These regulations don't apply to concerns about student conduct.** See sections L and M for more about how we manage conduct issues at the University.
- The previous section of these regulations, **section J**, explains **how you can make an appeal** to the University. We define complaints and appeals differently, and sometimes we receive a complaint that we decide would be better considered as an appeal, or vice versa. We may also receive a complaint that contains elements of an appeal. In all these cases, the member of staff considering the complaint and the Academic Support Office will decide jointly on the most appropriate process to use. The Academic Support Office will write to you to confirm any decision we take about this.
- The **Office of the Independent Adjudicator for Higher Education (OIA)** runs an independent scheme to review student complaints, and the University is a member of this scheme. If you're unhappy with the outcome of your complaint you may be able to ask the OIA to review your case. [Read more about taking your case to the OIA, what it can and can't look at, and what it can do to put things right \(https://www.oiahe.org.uk/students\)](https://www.oiahe.org.uk/students). You normally need to have completed our complaint procedures before you can complain to the OIA. We'll send you a letter called a **Completion of Procedures letter** when you have reached the end of our processes and there are no more steps you can take with your complaint within the University. If we don't uphold your complaint, we'll issue you with a Completion of Procedures letter automatically. If we uphold or partially uphold your complaint, you can ask for a Completion of Procedures letter if you'd like one. [Read more about Completion of Procedures letters, and when you can expect to receive one \(https://www.oiahe.org.uk/providers/completion-of-procedures-letters/\)](https://www.oiahe.org.uk/providers/completion-of-procedures-letters/). You can also find more about Completion of Procedures letters in the regulations that follow.
- For more information about **how we keep original copies of complaint documentation in the long-term**, please see **section N**. Any paper copies of individual complaints we make for the purposes of discussing them formally within the University are destroyed confidentially at the first opportunity.

We **keep notes and records** of all stages of these complaint processes, and we report annually on the operation of the complaint process at the University – including summarising the outcomes of all Stage 1 and Stage 2 complaints – to our **Audit Committee and to Academic Board**.

1 What is a complaint?

- 1.1 We define a complaint as an expression of dissatisfaction about the University's services or actions which requires a response.
- 1.2 We manage complaints in three stages at the University:
- **initial resolution**, which is how we describe any attempts University staff make to resolve a complaint in the first instance. These usually involve the people directly involved in the issue raised;
 - **a Stage 1 complaint**, which is the first stage of our formal complaint resolution process. This is for matters where initial resolution has not been successful, or where we decide the issue is evidently more serious and needs addressing formally; and
 - **a Stage 2 complaint**, which is the second and final stage of our formal complaint resolution process. You can make a Stage 2 complaint – for example, because you have new evidence which you want us to take into consideration – only after you have received our decision on your Stage 1 complaint.

2 Who can make a complaint?

- 2.1 All students with an active registration at the University can use these regulations to make a complaint.
- 2.2 You can also use these regulations to make a complaint if:
- you were a student at the University; and
 - you left no more than six months ago; and
 - you want to complain to us about something in connection with your studies here.
- 2.3 If you are a member of the public and you want to complain to us about something else, you can address your complaint to the Academic Support Office in the first instance (aso@norwichuni.ac.uk). The Academic Support Office will then take advice about who would be most appropriate to consider and respond to your complaint.
- 2.4 If you are not sure who to contact about your concerns – or if you don't feel you can raise your concerns with the person at the University who might otherwise be able to help – email aso@norwichuni.ac.uk and the Academic Support Office will advise you.

2.5 We would usually expect a complaint to be made by one person only. If several people make a complaint jointly, they will need to name one person in the group making the complaint as the point of contact for all communications about the matter. We call this person the **group representative**.

2.6 We would expect the group representative to:

- ensure that all individuals named in the group complaint wish to be a part of that complaint;
- collect and submit information and evidence as appropriate from all the students contributing to the complaint, ensuring that all their views are represented;
- update the students making the complaint about progress with our response;
- attend meetings in relation to the complaint;
- present to the group the response to and outcome of the complaint; and
- if appropriate, accept or reject on behalf of the group any solutions we offer.

Where we receive a group complaint, we'll decide on the best way to address the matter according to the details and circumstances.

2.7 If you make a complaint anonymously, the Academic Registrar will decide whether or not the University can respond to it. We don't encourage anonymous complaints because we believe the person making the complaint will get a more helpful and detailed response if they engage directly with the individuals involved. If the Academic Registrar decides we cannot look at your anonymised complaint, the Academic Support Office will write and tell you this.

3 How we can help with complaints through initial resolution

3.1 A complaint could be about any one – or more than one – aspect of the University and its work. To try and resolve such matters promptly, relevant University staff may try and resolve the issue with you directly and without asking you to start a formal process. We call this **initial resolution**.

3.2 If you have already tried to resolve your complaint directly with the person responsible and haven't succeeded – or if you or they need more help to resolve the matter – the Academic Support Office may be able to help as part of initial resolution. Academic Support Office staff can speak to you, preferably in person, to discuss your concerns. You can bring a friend or supporter to this meeting, but as this is a 'light-touch' process aimed at early resolution, we would ask you not to bring a legal representative to this meeting. If you insist on bringing a legal representative, the Academic Support Office will take forward the matter as a Stage 1 complaint.

See below for more about Stage 1 complaints.

3.3 Once the Academic Support Office understands your concerns, they will investigate the matter and try to help resolve the issue for you within about 20 working days (four weeks).

3.4 We may also decide to consider your concerns as a Stage 1 complaint if:

- the Academic Support Office can't resolve the matter through initial resolution; or
- you are unhappy with the outcome you have received after trying initial resolution; or
- if you or we feel that your concerns are so serious that the University should make a formal response at the first opportunity.

See below for more about Stage 1 complaints.

4 How to make a Stage 1 complaint

4.1 To make a Stage 1 complaint, **you must put your concerns to us in writing** using our online form, or as an email, or in a letter. Submit the complaint online, email it to aso@norwichuni.ac.uk, or post it to the following address:

Academic Support Office (Ref: COM)
Norwich University of the Arts
Francis House
3-7 Redwell Street
NORWICH
NR2 4SN

[Access the online Stage 1 complaint form](#), or search the intranet for 'Resolving a complaint'.

When you contact us, include the following:

- what your concerns are;
- what outcome you are seeking;
- any evidence you have to support your case;
- whether you or we have already tried to resolve the matter through initial resolution; and
- your email and postal address so that we can contact you.

The type of evidence you may want to submit will depend on why you are making a complaint. Only staff dealing with your complaint will see the evidence you send to us.

Please remember:

- it's your responsibility to obtain evidence to support your complaint – staff at the University won't do this for you. This also means that if there's a charge to obtain the evidence, you will need to pay for it; and
- don't provide 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 on this when you make a complaint.

5 How we process Stage 1 complaints

5.1 When we receive your Stage 1 complaint and any supporting evidence, the Academic Support Office will acknowledge receipt of the complaint to you. The Academic Support Office will also contact you at this point if we believe that we need additional information from you to help us assess your Stage 1 complaint.

5.2 The Academic Support Office will then investigate the complaint. Depending on the content of the complaint, this process may include asking for comments from members of University staff as appropriate. The Academic Support Office will then pass the full details of the case to one of the following members of staff to make a decision on your Stage 1 complaint:

- a Pro Vice-Chancellor; or
- the QME Manager.

To ensure that there's no conflict of interest, the Academic Support Office will pass your Stage 1 complaint to a member of staff who has not had any previous involvement in the circumstances or content of your complaint.

5.3 Where the person considering your complaint believes that the documentation provided by the Academic Support Office is sufficient, they will make a decision on your Stage 1 complaint. This means they will not invite you to attend a complaint hearing in person to discuss the case. Where they can consider your Stage 1 complaint on the basis solely of the documentation, they will write to you with the outcome within 20 working days (four weeks). The 20-day period for the member of staff to make a response normally begins when we have received your Stage 1 complaint and your evidence.

See below for more about the possible outcomes of a Stage 1 complaint.

5.4 If the member of staff considers that the matter requires a face-to-face meeting with you, they can request that the complaint is considered at a hearing. We will convene the hearing as soon as it is practical, and will keep you updated as to how the scheduling of the hearing may affect the timescale within which we can respond to your complaint.

See below for more about complaint hearings.

6 Arrangements for a hearing to consider a Stage 1 complaint

6.1 As a complaint may be about a number of different matters at the University, we may invite one or more staff members to a hearing for a Stage 1 complaint to discuss the concerns raised. In all cases, the member of staff responsible for responding to the complaint will chair the hearing and decides who to invite. A member of the Academic Support Office attends all complaint hearings to provide advice on regulatory and other matters. The Administrator to the Academic Registrar organises the hearings and takes the minutes.

6.2 If we organise a hearing to discuss your Stage 1 complaint, the Administrator to the Academic Registrar will:

- write to you asking you to attend the hearing in person, giving you at least five working days' (one week's) notice of the time and place; and
- tell you who else will be attending the hearing.

It's up to you whether you wish to attend the hearing, but our advice is that it's always in your interests to give staff the opportunity to discuss your complaint with you. Please be aware too that, whether you attend or not, the hearing will take place and the member of staff responsible for responding to the complaint will then make a decision on your Stage 1 complaint.

If we decide that it would be appropriate for you to attend the meeting by video or conference call, we'll confirm this with you in advance.

6.3 If we invite one or more members of staff to the hearing but they are unable to attend, the Administrator to the Academic Registrar will ask them to make a written statement for the hearing instead. This means the hearing can take place in their absence if necessary.

6.4 You can bring a friend or supporter to the complaint hearing if you'd like to. The role of the supporter is to:

- see that the meeting is carried out fairly; and
- if they wish to, to address the hearing or ask questions.

You can also bring one or more witnesses to the meeting to support what you have told us in your complaint, but it's your responsibility to organise their attendance.

If you want to bring a formally trained legal representative to the hearing – either instead of, or as well as a friend or supporter – you must write to the Chair of the complaint hearing at least two working days before the meeting. The Chair will decide whether or not to allow the legal representative to attend. The Chair can also postpone the hearing so that the University can make its own legal representations at the hearing when it is rescheduled.

A witness, friend, supporter or legal representative can't act on your behalf at the complaint hearing if you cannot or choose not to attend. If we decide that it would be appropriate for your witness, friend, supporter or legal representative to attend the meeting by video or conference call, we'll confirm this with you in advance.

6.5 Once you have decided if you are going to attend the complaint hearing, please email aro@norwichuni.ac.uk at least two working days before the hearing to confirm your decision. In the same email, please also let us know if anyone else will be attending with you and in what capacity they are attending – for example, as a supporter or as a witness.

6.6 After you have told us if you are attending the hearing, the Administrator to the Academic Registrar will send copies of documentation about the complaint to everyone due to attend. The Administrator will do this in advance of the hearing and as soon as it is practical, and everyone attending the hearing will receive the same information. This includes you, whether or not you choose to attend the hearing, and anyone else due to attend. Typically, this documentation includes:

- a copy of your Stage 1 complaint and any evidence you have provided to support your case;
- copies of the relevant regulations – for example, a copy of this section of the *Student Regulations and Procedures*; and
- any other relevant information. This might be information about any attempts we have made to address your complaint through initial resolution; information from the University's own records about you; and information from your course area.

7 What happens at a complaint hearing?

7.1 The hearing will consider a Stage 1 complaint as follows:

- the Chair of the hearing discusses the Stage 1 complaint in private with the members of staff in attendance;
- the Chair of the hearing invites the individual making the complaint into the meeting, together with any witnesses, friends, supporters or legal representatives as appropriate;
- the Chair of the hearing discusses the complaint with the individual making the complaint and others present as appropriate, either separately or together depending on the circumstances;
- the Chair of the hearing asks the student and any witnesses, friends, supporters or legal representatives present to leave the meeting;
- the Chair of the hearing makes a decision on the complaint.

7.2 Within five working days (one week) of the hearing, the Administrator to the Academic Registrar will write to you with the outcome of your Stage 1 complaint. We may be able to let you know the outcome of your Stage 1 complaint verbally – in other words, after the hearing and before confirming the outcome in writing – but we can't guarantee this.

8 The possible outcomes of a Stage 1 complaint

8.1 The person who has considered your Stage 1 complaint will always give you a full written response to the issues you have raised, but there are three principal outcomes:

- to **not uphold** the complaint; or
- to **partially uphold** the complaint; or
- to **uphold** the complaint.

These outcomes are the same whether we have considered the complaint on the basis of the documentation only or at a hearing. What these outcomes mean is detailed below. If you choose to, you can make a Stage 2 complaint against any of these outcomes.

See below for more about making a Stage 2 complaint.

8.2 We can decide to **not uphold** your Stage 1 complaint. This means that we have investigated your concerns, but we have not found reason to agree with them – for example, because there is no evidence or not enough to support what you have told us.

8.3 We can decide to uphold, or **partially uphold** your Stage 1 complaint. This means that we have investigated your concerns, and agree with some or all of what you have told us. What happens next depends on the content of your complaint and the outcome you are seeking by making it. If we uphold or partially uphold your Stage 1 complaint, we may make an apology to you and we will always explain how, if we are able to, we propose to put things right. We will confirm all the details of our decision when we write to you with the outcome.

9 General information about Stage 2 complaints

9.1 If you have made a Stage 1 complaint and you are unhappy with the outcome, you can make a Stage 2 complaint. This applies to all Stage 1 complaints, whatever the content of your complaint and regardless of the outcome of your Stage 1 complaint. The Stage 2 complaint is the University's chance to review the decision it has made on your Stage 1 complaint, and the way in which it made that decision.

10 How to make a Stage 2 complaint

10.1 You have 20 working days (four weeks) – starting from the date of our letter to you confirming the outcome of your Stage 1 complaint – to make a Stage 2 complaint. We would only extend this 20-day period if we think there are exceptional reasons to do so.

10.2 As with Stage 1 complaints, to make a Stage 2 complaint, **you must put your concerns to us in writing** using our online form, or as an email, or in a letter.

Submit the complaint online, email it to aso@norwichuni.ac.uk, or post it to the address on the next page.

Academic Support Office (Ref: COM)
Norwich University of the Arts
Francis House
3-7 Redwell Street
NORWICH
NR2 4SN

[Access the online Stage 2 complaint form](#), or search the intranet for 'Resolving a complaint'.

When you contact us, include the following:

- why you are unhappy with part or all of the outcome of your Stage 1 complaint;
- what outcome you are seeking;
- any new evidence you have to support your case which was not part of your Stage 1 complaint; and
- your email and postal address so that we can contact you.

As with a Stage 1 complaint, the type of evidence you may want to submit will depend on why you are making a complaint. Only staff dealing with your complaint will see the evidence you send to us.

Please remember:

- it's your responsibility to obtain evidence to support your complaint – staff at the University won't do this for you. This also means that if there's a charge to obtain the evidence, you will need to pay for it; and
- don't provide 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 on this when you make a complaint.

11 How we process Stage 2 complaints

11.1 When we receive your Stage 2 complaint and any supporting evidence, the Academic Support Office will contact you if we believe that we need additional evidence from you to help assess your Stage 2 complaint.

11.2 The Academic Support Office will then investigate the complaint. Depending on the content of the complaint, this process may include asking for comments from members of University staff as appropriate. The Academic Support Office will then pass the full details of the case to one of the following members of staff to make a decision on your Stage 1 complaint:

- the Vice-Chancellor; or
- a Pro Vice-Chancellor.

To ensure that there's no conflict of interest, the Academic Support Office will pass your Stage 2 complaint to a member of staff who has not had any previous involvement with your complaint at Stage 1.

- 11.3 The person considering your complaint will write to you with the outcome of your Stage 2 complaint within 20 working days (four weeks). The 20-day period for the member of staff to make a response normally begins when we have received your Stage 2 complaint and your evidence.

12 The possible outcomes of a Stage 2 complaint

- 12.1 The person considering your appeal is able to make any decision as appropriate on your Stage 2 complaint and will give you a full written response to the issues you have raised. But as with Stage 1 complaints, there are three principal outcomes to a Stage 2 complaint:

- to **not uphold** the complaint; or
- to **partially uphold** the complaint; or
- to **uphold** the complaint.

Stage 2 is the final stage in the University's complaints process.

- 12.2 We can decide to not uphold your Stage 2 complaint. This means that we have decided not to change the outcome of your Stage 1 complaint.
- 12.3 We can decide to **uphold**, or **partially uphold** your Stage 2 complaint. This means that we have decided to change, or partly change, the decision we took about your Stage 1 complaint. This may include making an apology to you.
- 12.4 The decision on a Stage 2 complaint is final. If you wish to challenge our decision on a Stage 2 complaint and you are or were a student at the University, you may be able to take the matter to the Office of the Independent Adjudicator for Higher Education (OIA).

See below for more about taking your complaint to the OIA.

13 Taking your complaint to the Office of the Independent Adjudicator for Higher Education (OIA)

- 13.1 When we write to you to confirm the outcome of your Stage 2 complaint, we will include information if appropriate on taking your complaint to the Office of the Independent Adjudicator for Higher Education (OIA). The OIA is the independent organisation which reviews complaints for students in higher education in the UK.
- 13.2 The OIA will normally only look at complaints which have been processed through all the stages of a university's complaints processes. In our case, this means after you have submitted – and we have responded to – both a Stage 1 and a Stage 2 complaint.

13.3 To take your complaint to the OIA, the Academic Support Office will need to issue you with a **Completion of Procedures letter**. The Completion of Procedures letter, sometimes called a CoP letter, contains the following information:

- a summary of how the University has responded to your complaint; and
- the deadline by which you would need to take your complaint to the OIA for consideration, should you choose to. The deadline is a year from the date of the Completion of Procedures letter.

You will need to send a copy of your Completion of Procedures letter to the OIA if you decide that you want them to review how we have responded to your complaint and the outcome we have given you.

13.4 The Academic Support Office will send you a Completion of Procedures letter automatically in the following case:

- if we decided to not uphold your Stage 2 complaint.

13.5 In the following case, you will have to ask the Academic Support Office to send you a Completion of Procedures letter:

- if we decided to uphold, or partially uphold your Stage 2 complaint.

Email aso@norwichuni.ac.uk if you need the Academic Support Office to issue a Completion of Procedures letter for you. If you are thinking of taking your complaint to the OIA, we recommend that you contact us promptly for your Completion of Procedures letter once you have received the outcome of your Stage 2 complaint.

13.6 Where the Academic Support Office sends you a Completion of Procedures letter automatically, they will do so within 10 working days (two weeks) of the date we wrote to you with the outcome of your Stage 2 complaint.

Where you have requested a Completion of Procedures letter, the Academic Support Office will send it to you within 10 working days (two weeks) of receiving your request.

Go to www.oiahe.org.uk for more about the work of the OIA.

14 How we deal with frivolous or vexatious complaints

14.1 The University may decide not to consider a complaint if the content is frivolous or vexatious. Examples of complaints that we might consider as either frivolous or vexatious are:

- complaints which are obsessive, harassing or repetitive in nature;

- complaints where the outcome you are seeking is unreasonable or unrealistic; or
- complaints which we think have been made solely to cause trouble or to waste the University's time.

If we decide not to consider your complaint for any of these reasons, the Academic Support Office will write to you to confirm this and to explain the next step in the process.

15 How we deal with unacceptable behaviour in the complaints process

15.1 The OIA publishes a policy about types of behaviour on the part of someone who uses their services which might affect the OIA's staff and how they work. The University acts in the spirit of this policy and may decide not to consider your complaint if we believe that your actions or behaviour towards university staff, or those of someone representing or supporting you, are:

- aggressive, offensive or abusive; and/or
- if you or they are unreasonably demanding or persistent.

If we decide not to consider your complaint because of this, the Academic Support Office will write to you to confirm this.

If you are becoming unreasonably demanding or persistent in your behaviour about a complaint you have made, the Academic Support Office, in conjunction with senior managers at the University, can also decide that we will not respond to further communications from you while considering your complaint. In this case, the Academic Support Office will write to you to confirm this.

[Read the OIA's policy on behaviour \(https://www.oiahe.org.uk/about-us/our-organisation/our-service/behaviour-policy/\)](https://www.oiahe.org.uk/about-us/our-organisation/our-service/behaviour-policy/).

SECTION L — DEFINING AND DEALING WITH UNACCEPTABLE BEHAVIOURS

This section tells you how we define different types of unacceptable behaviour, and the possible actions we may take as a consequence through our disciplinary procedures. You can expect the University to take these matters very seriously and to act accordingly.

Section M explains how we operate our disciplinary procedures, including for academic misconduct, and explains the role of the Student Conduct Committee in disciplinary matters. Section M also explains how we deal with matters that may be considered criminal acts.

- Remember that **the list of behaviours that follows is not exhaustive** – other incidents may take place that we consider to be examples of unacceptable behaviour.
- **We look at these matters on a case-by-case basis.** This means that, depending on the circumstances, the University could decide to take more serious or less serious action than the possible outcomes given below.

1 Misconduct against other people

Physical misconduct

Examples of misconduct	The action or actions we may take
<ul style="list-style-type: none">• Pushing• Shoving	<ul style="list-style-type: none">• A warning• A final written warning• Asking you to make a written apology
<ul style="list-style-type: none">• Causing significant damage to property through misuse or negligence, or by reckless or malicious behaviour	<ul style="list-style-type: none">• Asking you to make a written apology• Suspending you from your course and/or our accommodation• Evicting you from our accommodation• Terminating your place on your course

Abusive behaviour

Examples of misconduct	The action or actions we may take
<ul style="list-style-type: none"> • Sending or posting inappropriate messages by electronic or any other means, including on public or private social media • Repeatedly contacting another person by any means, against the wishes of the other person • Using language which is violent, aggressive, abusive, threatening or offensive • Making abusive comments towards another person based on their sex, sexual orientation, gender reassignment, religion or belief, race, pregnancy or maternity, marriage or civil partnership, disability or age • Inappropriate behaviour towards an assistance dog or their owner • Harassing, intimidating, bullying or threatening another person • Disregard for government or University advice on Covid-19 • Forcing another person to take part in any type of demeaning activity in relation to an initiation ceremony (such as those associated with membership of a group, club or society) 	<ul style="list-style-type: none"> • A warning • A final written warning • Asking you to make a written apology • Compulsory attendance at a workshop/coaching session • Suspending you from your course and/or our accommodation • Evicting you from our accommodation • Terminating your place on your course

Sexual misconduct

Examples of misconduct	The action or actions we may take
<ul style="list-style-type: none"> • Making unwanted comments of a sexual nature • Bullying behaviour based on a person’s sexuality or gender • Repeatedly following another person without good reason • Sharing sexualised images with another person in an inappropriate context by electronic or any other means, including on public or private social media • Sharing sexualised images of another person without their consent • Showing sexual organs to another person in an inappropriate context • Intimate contact, such as kissing or touching, without consent • Attempting to engage in sexual intercourse or engaging in a sexual act without consent • Sexual intercourse or engaging in a sexual act without consent 	<ul style="list-style-type: none"> • A warning • A final written warning • Asking you to make a written apology • Compulsory attendance at a workshop/coaching session • Suspending you from your course and/or our accommodation • Evicting you from our accommodation • Terminating your place on your course

2 Misconduct against the community

Antisocial behaviour on campus

Examples of misconduct	The action or actions we may take
<ul style="list-style-type: none"> • Smoking or vaping • Consuming alcohol • Taking drugs or acting under the influence of drugs • Disregard for government or University advice on Covid-19 	<ul style="list-style-type: none"> • A warning • A final written warning • Asking you to make a written apology • Terminating your place on your course

Antisocial behaviour in University accommodation

Examples of misconduct	The action or actions we may take
<ul style="list-style-type: none"> • Smoking or vaping • Persistent inconsiderate behaviour towards others • Creating noise nuisance • Disruptive or other offensive behaviour • Taking drugs or acting under the influence of drugs • Disregard for government or University advice on Covid-19 	<ul style="list-style-type: none"> • A final written warning • Asking you to make a written apology • Suspending you from our accommodation • Issuing you with a fine • Evicting you from our accommodation • Terminating your place on your course

3 Misconduct against property

Damage to property

Examples of misconduct	The action or actions we may take
<ul style="list-style-type: none"> • Causing minor damage to property through misuse or negligence, or by reckless or malicious behaviour 	<ul style="list-style-type: none"> • A warning • A final written warning • Asking you to make a written apology • Suspending you from your course
<ul style="list-style-type: none"> • Causing significant damage to property through misuse or negligence, or by reckless or malicious behaviour 	<ul style="list-style-type: none"> • A final written warning • Asking you to make a written apology • Suspending you from your course and/or our accommodation • Evicting you from our accommodation • Terminating your place on your course

Unauthorised taking or use of property

Examples of misconduct	The action or actions we may take
<ul style="list-style-type: none"> • Using University equipment or property without permission • Causing damage to or losing University equipment • Taking University equipment or property without permission 	<ul style="list-style-type: none"> • A final written warning • Asking you to make a written apology • Repayment of costs arising from the loss of or damage to the property • Terminating your place on your course

Causing a health or safety concern

Examples of misconduct	The action or actions we may take
<ul style="list-style-type: none"> • Actions or failures to act which could have caused a health and safety concern on campus – for example, smoking, misuse or negligent use of chemicals in course areas or the workshops, failure to manage an assistance dog 	<ul style="list-style-type: none"> • A warning • A final written warning • Asking you to make a written apology
<ul style="list-style-type: none"> • Actions or failures to act which could have caused serious harm – for example, possessing or supplying controlled drugs, covering smoke alarms • Using banned items in University accommodation – for example candles • Disregard for government or University advice on Covid-19 	<ul style="list-style-type: none"> • A final written warning • Suspending you from your course and/or our accommodation • Evicting you from our accommodation • Terminating your place on your course

4 Misconduct against the University

Obstructing the work of the University

Examples of misconduct	The action or actions we may take
<ul style="list-style-type: none"> • Actions or failures to act or statements intended to deceive the University – for example, withholding significant information • Disrupting the work of other students or staff • Behaviour which breaches our published guidance on Data Protection; Ethics; Equality, Diversity and Inclusion; Health and Safety; or IT Acceptable Use • Behaviour directed towards the University, its staff or students by which you intend to cause distress or frustration, or to waste the University’s time 	<ul style="list-style-type: none"> • A warning • A final written warning • Asking you to make a written apology • Suspending you from your course • Terminating your place on your course

Damaging the University’s reputation

Examples of misconduct	The action or actions we may take
<ul style="list-style-type: none"> • Behaviour which could have damaged the University’s reputation 	<ul style="list-style-type: none"> • A warning • A final written warning • Asking you to make a written apology • Suspending you from your course
<ul style="list-style-type: none"> • Behaviour which has damaged the University’s reputation 	<ul style="list-style-type: none"> • A final written warning • Asking you to make a written apology • Suspending you from your course • Terminating your place on your course

Deceitful behaviour

Examples of misconduct	The action or actions we may take
<ul style="list-style-type: none"> • Any form of plagiarism, by which we mean presenting someone else’s work as your own without acknowledging it • Collusion, which means working with one or more people to gain an unfair advantage • Falsification, which means changing or making up evidence or other information to gain an unfair advantage • Using technological aids and Artificial Intelligence (AI) including text generating software, translation software, and tools to generate graphics or artwork without authorisation to do so or without acknowledging that you have done so • Any other form of deceit or cheating in relation to your academic work • Breaches of the <i>Code of Ethics for Undergraduate and Postgraduate Taught Students</i> 	<ul style="list-style-type: none"> • Compulsory attendance at one or more Study Skills sessions at the University • A written warning • A final written warning <p>The relevant assessment board will decide on any academic penalty to impose as follows:</p> <ul style="list-style-type: none"> • Changing the terms of your submission of a unit or units • Taking away academic credit from you • Terminating your place on your course • Giving you a lower degree classification or grade at final award • Taking away an academic award from you
<ul style="list-style-type: none"> • Any attempt to deceive the University, its staff or students • Making an allegation against the University, its staff or students which you know to be untrue • Using or issuing documentation which you know is not accurate or verifiable • Unauthorised distribution of digital content created by the University, including re-editing of any such content 	<ul style="list-style-type: none"> • A written warning • A final written warning • Suspending you from your course • Terminating your place on your course

SECTION M — DISCIPLINARY PROCEDURES, INCLUDING FOR ACADEMIC MISCONDUCT

This section tells you how we look into issues that we consider to be disciplinary matters, and what action we will take as a result. Section L provides more detail about the types of behaviour which would lead to disciplinary action.

- The first stage of all our disciplinary procedures is normally an **initial investigation**. We will always attempt to resolve the issue at this stage unless we think the matter is so serious that we need to move straight to our **formal disciplinary procedures**. If you are involved in a disciplinary matter, we will keep you informed about the process at each stage.
- If we ask you to attend a meeting to discuss a disciplinary matter, **it's always in your interests to attend – even if the meeting has to take place during a student vacation**. To enable us to investigate matters promptly, we'll ask you to attend an initial investigation meeting as soon as it can be arranged, but for all other formal meetings we'll give you at least five working days' (one week's) notice. Please be aware too that a formal meeting about a disciplinary matter will take place whether or not you choose to attend.
- Our *Bullying, Harassment and Sexual Misconduct Policy* sets out how we respond to allegations and incidents of this nature. Search the intranet for 'Bullying, Harassment and Sexual Misconduct Policy' for more information. If you need to report an incident like this to us, you can use the University's online reporting system. [Read more about Student Support, including the link to report an incident](#), or email support@norwichuni.ac.uk.
- These procedures also include how we deal with **academic misconduct**, which is the term we give to any act which could give you or someone you know an undeserved academic advantage – but note that **we don't accept extenuating circumstances as a reason for committing academic misconduct**. See section F for more information about other occasions when we might accept extenuating circumstances, and section L for more about academic misconduct.
- For more information about **how we keep original copies of documentation relating to disciplinary matters in the long-term**, please see **section N**. Any paper copies of documentation we make for the purposes of discussing disciplinary matters within the University are destroyed confidentially at the first opportunity.
- We keep notes and records of all stages of our disciplinary processes, and **we report to our Academic Board all disciplinary matters which we consider beyond the initial investigation stage**.

Disciplinary action and criminal offences

The relationship between a disciplinary and a criminal matter can be a complicated one, and where cases like this are presented to us, we may need to refer them to the Academic Registrar and Student Support staff for guidance. In these cases, the University would however act in line with the following general principles.

- If a disciplinary matter is also the subject of a criminal investigation, we'll delay taking action using these procedures until the criminal investigation and any subsequent legal and judicial processes have been completed.

- We may take precautionary action while a criminal investigation is taking place, such as suspending a student from their course and/or our accommodation if we have reason to believe that there is a risk to staff or other students. If we suspended a student in these circumstances, it would be to give us the opportunity to investigate the matter fully, and/or to protect anyone involved in the matter.

Please note that any precautionary actions we take:

- are not penalties we impose because someone has been accused of a crime; and
 - they don't mean we are assuming someone who has been accused of a crime is guilty.
- We could take disciplinary action at the same time as the criminal process if the disciplinary case is based on different facts and matters to the criminal case.
 - If you are convicted of a criminal offence while you are a student, we may take formal action if we believe that your conviction will have an impact on your suitability for, or your ability to continue with, your course.

In these circumstances, the Academic Registrar will review the details of your conviction and, where appropriate, seek the advice of other senior managers at the University. If we decide we need to take further action, we will contact you to confirm that we will deal with your case using the relevant section of our disciplinary procedures as set out in this section of the *Student Regulations and Procedures*. We may also take action to suspend you from your course or from University accommodation while we carry out the disciplinary proceedings.

- If a criminal offence is committed against the University, we could decide to consider the matter through our disciplinary procedures, rather than report the matter to the police.
- A student who is the victim of a crime has several options. They could:
 - report the matter to the police; or
 - not report the matter to the police and ask us to consider the matter using these disciplinary procedures; or
 - take no further action.

Criminal investigations and our disciplinary procedures operate in different ways and have potentially very different outcomes, so it would be up to the student to decide what they wanted to do. We would try and support any student in these circumstances, without putting pressure on them to take a particular course of action.

There may also be circumstances where we can't consider a matter using our disciplinary procedures because the incident reported to us is so serious that it could be reported to the police. We will explain if this is the case.

- In exceptional circumstances, we may need to report a matter to the police that the alleged victim has chosen not to report, taking into account the need to protect the alleged victim and the wider public.

If you need advice on a disciplinary matter that may also be a criminal offence, contact the Academic Support Office in the first instance by emailing aso@norwichuni.ac.uk.

1 Initial investigation

- 1.1 To look into a disciplinary matter, we will normally carry out an initial investigation first of all. In the case of allegations of bullying, harassment or sexual misconduct, we will always carry out an initial investigation.

Search the intranet for 'Bullying, Harassment and Sexual Misconduct Policy' for more information about how we respond to incidents of this nature.

On the advice of the Academic Support Office, and depending on the nature of the incident, the following member of staff will normally organise the initial investigation:

- **your Course Leader (or equivalent) or the Year 0 Pathways Leader** if the incident concerns your course or a breach of one of our policies or regulations, including academic misconduct;
- **a member of staff nominated by the Pro Vice-Chancellor (Academic)** if the matter relates to any aspect of research activity at the University;
- **the Teaching Resources Manager** if it's connected to one of our workshops;
- **the Library Manager** if it concerns the Library; or
- **the Accommodation Officer** if it concerns an incident in student accommodation – either University-managed or privately owned – or incidents in the local community.

For matters not directly connected with these areas of the University, and where one student presents significant concerns about the behaviour of another, **the Mental Health and Safeguarding Manager** or nominee will organise the initial investigation.

- 1.2 As part of the initial investigation, the member of staff will arrange a meeting to discuss the incident with you. In making the arrangements for this meeting, the relevant member of staff will:

- organise the meeting as soon as is practical after being notified of the incident;
- tell you in advance what the meeting is about; and
- at the meeting itself, give you any details we have about the incident.

Where a Course Leader (or equivalent) is investigating an allegation of academic misconduct, they will also do the following at the initial investigation meeting:

- explain in full the allegation against you;
- explore the allegations with you with direct reference to your work; and
- give you an opportunity to explain those areas of your work which we believe are subject to academic misconduct.

We would also use an initial investigation meeting to discuss your work with you where there were allegations of unauthorised or unacknowledged use of AI or related technological aids.

- 1.3 The outcome of the initial investigation determines the next steps the University will take. The member of staff responsible for the initial investigation will send a brief report of the meeting to the Academic Registrar, who will decide on one of two possible outcomes below. In the case of an investigation into academic misconduct, the Course Leader (or equivalent) will include in their report to the Academic Registrar a percentage estimate of the amount of work affected by the academic misconduct for the unit or units in question.
- 1.4 If you don't attend an initial investigation meeting, the member of staff responsible for organising the meeting can decide – depending on the circumstances – whether to reschedule the meeting, or whether to report the available details of the disciplinary matter directly to the Academic Registrar.
- 1.5 **If we believe that the incident was a one-off with no significant harm done to others or to the reputation of the University**, the member of staff who has organised the meeting will write to confirm that we are not taking formal action against you. We may though still give you advice about your future behaviour, and will warn you that if you are involved in a similar incident again, we will use our formal disciplinary procedures to investigate the matter with you.

This also applies to cases of suspected academic misconduct which we decide, having considered the evidence, are better described as cases of poor academic practice – for example, if you haven't referenced external sources correctly in your work. This decision would also mean that your course team would assess your work as it stands, provide you with feedback, and award a provisional mark.

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

- 1.6 **If we believe the matter is more serious or if it hasn't been resolved during the initial investigation meeting**, we may move to the next stage of our disciplinary procedures set out below, depending on the nature of the incident. Breaches of our Accommodation Licence Agreement and cases of unacceptable behaviour in private rented accommodation (including private halls of residence) are usually referred to a meeting with the Academic Registrar in the first instance; all other cases are considered under our formal disciplinary procedures

by being referred to a meeting of the Student Conduct Committee. Information about both these processes appears in the sections that follow.

1.7 In cases of academic misconduct:

- If you accept at the initial investigation meeting that you have carried out academic misconduct, the Academic Registrar will decide whether or not the case should also be referred to a meeting of the Student Conduct Committee.
- If you don't accept at the initial investigation meeting that you have carried out academic misconduct – or if the matter is unresolved at the meeting – the Academic Registrar will refer the matter to a meeting of the Student Conduct Committee.

1.8 Where a student admits to academic misconduct at the initial investigation meeting, the course team:

- will assess and provide feedback on the unit affected by academic misconduct; but
- won't award a provisional mark.

The relevant assessment board will then make the decision on the penalty to be applied.

Where a student doesn't admit to academic misconduct at the initial investigation meeting, or the matter is unresolved, the course team will take no further action assessing the work or providing feedback until the Student Conduct Committee has considered the case.

See section L for more about the penalties an assessment board can impose in cases of academic misconduct.

1.9 We'll always write to you after an initial investigation meeting to tell you the outcome and will let you know if we need to take any further action.

2 Breaches of the University's Accommodation Licence Agreement

2.1 Our Accommodation Licence Agreement is the document you sign when you move into University-managed accommodation. If you are in breach of any of the terms or conditions of the Licence Agreement, we can use this formal procedure to consider the matter. If you are living at All Saints Green, any breaches of your Assured Shorthold Tenancy will be dealt with by the management company in charge of the property. You can still be investigated by our Student Conduct Committee if your behaviour at All Saints Green is also considered to be a disciplinary matter under these procedures.

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- 2.2 If a breach of the Accommodation Licence Agreement hasn't been resolved during the initial investigation, the Accommodation Officer will provide a report on the incident to the Academic Registrar. At this point, the Academic Registrar may decide not to pursue the matter formally, in which case the Accommodation Officer will write to let you know this. If the Academic Registrar decides to take the matter forward using this formal procedure, they will investigate the matter with a University senior manager.
- 2.3 During this period, the Academic Registrar may choose to suspend you from your accommodation. If this happens, you will be suspended until the investigation has been concluded, after which the Academic Registrar will refer the matter to the Vice-Chancellor for review if appropriate.
- 2.4 The Accommodation Officer will write to provide you with full details of the issue and to invite you to a meeting to discuss the case. The meeting will be with the Academic Registrar and a University senior manager. If you want to bring a friend or other supporter, or any witnesses, to this meeting, you are welcome to but you will need to organise their attendance yourself. You must tell us in advance if you are bringing anyone with you to this meeting by emailing aro@nua.ac.uk.
- 2.5 At the meeting, the Academic Registrar and the senior manager will talk to you and your witness or witnesses (if present) and will consider the evidence. At the end of the meeting they will ask you to leave and will make their decision on the matter. The Academic Registrar will write to let you know the decision as soon as possible and within five working days (one week) of this meeting.
- 2.6 If there is no evidence, or not enough, the Academic Registrar will write to let you know that the case has been dismissed.
- 2.7 If the case against you is upheld, the Academic Registrar may take one or more of the following actions listed below.
- 2.8 We can issue you with a warning, for example if the matter is a first or minor offence.
- 2.9 We can issue you with a final warning, for example if you have repeated an offence or if your behaviour has been very serious. If you breach the Accommodation Licence Agreement again after we give you a final warning, we will end the Agreement with you which means you will be permanently excluded from the University's accommodation. This means that we will evict you and you will have to find somewhere else to live.
- 2.10 We can issue you with a fine of up to but not more than £500.
- 2.11 We can exclude you from University accommodation for a fixed period.

- 2.12 We can exclude you from University accommodation permanently by ending our Accommodation Licence Agreement with you. This means that we will evict you and you will have to find somewhere else to live.
- 2.13 We can put in place another appropriate penalty, such as writing a formal letter of apology to other individuals involved in the matter. The Academic Registrar will be responsible for deciding on any penalty of this nature.
- 2.14 We can refer the case to a meeting of the Student Conduct Committee if the matter isn't resolved at the meeting with the Academic Registrar and the senior manager.
- 2.15 If you choose to, you can make an appeal against the outcome of this formal meeting.

See section J for more about making an appeal.

3 Unacceptable behaviour in private rented accommodation, including private halls of residence

- 3.1 If we receive a report that your behaviour in privately rented accommodation is poor, inappropriate, or in any other way unacceptable, the Academic Registrar will review the information we receive about your behaviour and we will consider the matter in the same way that we consider a breach of the University Accommodation Agreement as set out above.

See section L for more about how we define unacceptable behaviour.

- 3.2 If we uphold the case against you we can issue you with a warning, a final warning, or another outcome which the Academic Registrar considers appropriate to the circumstances of the case. If you continue with unacceptable behaviour, you may be referred to the full Student Conduct Committee as set out below.

4 Formal disciplinary procedures: Student Conduct Committee

- 4.1 The University will hold a meeting of the Student Conduct Committee for formal consideration of any of the following disciplinary matters:
- cases which we haven't been able to resolve at the initial investigation stage;
 - cases where a student has breached our Accommodation Licence Agreement but the matter has not been resolved at the meeting with the Academic Registrar and the University senior manager described in the section above;

- cases where a student has continued with unacceptable behaviour in private rented accommodation after we have given them a warning or a final warning as detailed in the section above;
- issues which the Academic Registrar believes are serious enough to need a meeting of the Student Conduct Committee without an initial investigation taking place; and
- allegations of historic academic misconduct made against one of our students who has already graduated and is no longer studying at the University.

4.2 If the disciplinary matter we are considering would be an offence under criminal law if proved in a court of law, the University may choose to delay a meeting of the Student Conduct Committee while any police investigation or prosecution is taking place.

4.3 As part of our **duty of care** towards you and other members of the University community, the Vice-Chancellor or a senior member of staff acting on the Vice-Chancellor's behalf may choose to suspend you from the University while we are carrying out our formal disciplinary procedures. By duty of care, we mean the University's obligation to ensure the safety and wellbeing of everyone at the University. The period of suspension would run up to the point at which the Student Conduct Committee takes place, unless we have chosen to delay our disciplinary procedures until a police investigation or prosecution has been completed. In this event, we may suspend you for the full period of the police's actions. We can also extend any period of suspension we have put in place, if we believe the circumstances of the matter make this appropriate. If we do this, we will write to you with the full details of why we have made this decision, and at what point we would review your suspension.

4.4 The Academic Registrar makes the final decision on whether or at what point a Student Conduct Committee should consider a case.

5 Arrangements for a meeting of the Student Conduct Committee

5.1 The members of the Student Conduct Committee are:

- a Pro Vice-Chancellor (Chair);
- a Director not connected with the course or study area of any student involved in the case; and
- a member of academic staff not connected with the course or study area of any student involved in the case.

If the Academic Support Office identifies any conflict of interest arising from any of these members of staff considering the matter, they will raise the issue with the Academic Registrar for advice with a view to finding another senior member of staff to take part in the meeting.

A member of the Academic Support Office attends meetings of the Student Conduct Committee to provide advice on regulatory and other matters. The Administrator to the Academic Registrar organises the meetings and takes the minutes.

5.2 If the Student Conduct Committee meets to discuss a disciplinary matter involving you, the Administrator to the Academic Registrar will:

- write to you asking you to attend the meeting in person, giving you notice of at least five working days (one week) of the time and place;
- tell you who will be attending the meeting; and
- give you the chance to write to us with your own account of what has happened and why. This is to help Committee members understand the case in advance of the meeting.

It's up to you whether you wish to attend the meeting, but our advice is that it's always in your interests to give the Committee the opportunity to discuss your case with you. Please be aware too that the Student Conduct Committee will take place and make a decision on your case whether or not you attend.

If we decide that it would be appropriate for you to attend the meeting by video or conference call, we'll confirm this with you in advance.

5.3 The University may also ask one or more staff witnesses to attend the meeting if appropriate – for example, your Course Leader (or equivalent). If the staff witness or witnesses cannot attend, the Administrator to the Academic Registrar will ask them to make a written statement to the Student Conduct Committee instead. This means the meeting can take place in their absence if necessary.

5.4 You can bring a friend or supporter to the Student Conduct Committee. The role of the supporter is to:

- see that the meeting is carried out fairly; and
- if they wish to, to address the Committee or ask questions.

You can also bring one or more witnesses to the meeting to support what you have told us about the case, but it's your responsibility to organise their attendance.

If you want to bring a formally trained legal representative to the Student Conduct Committee – either instead of, or as well as a friend or supporter – you must write to the Chair of the Student Conduct Committee at least two working days before the meeting. The Chair will decide whether or not to allow the legal representative to attend. The Chair can also postpone the meeting so that the University can make its own legal representations at the meeting when it is rescheduled.

A witness, friend, supporter or legal representative can't act on your behalf at the Student Conduct Committee if you cannot or choose not to attend. If we decide

that it would be appropriate for your witness, friend, supporter or legal representative to attend the meeting by video or conference call, we'll confirm this with you in advance.

5.5 Once you have decided if you are going to attend the Student Conduct Committee, please email aro@norwichuni.ac.uk at least two working days before the meeting to confirm your decision. In the same email, please also let us know if anyone else will be attending with you and in what capacity they are attending – for example, as a supporter or as a witness.

5.6 After you have told us if you are attending the meeting, the Administrator to the Academic Registrar will send copies of documentation about the case to everyone due to attend the meeting of the Student Conduct Committee. The Administrator will do this in advance and as soon as it is practical, and everyone attending the meeting will receive the same information. This includes you, whether or not you choose to attend the meeting, and your friend or supporter. Typically, this documentation will include:

- a copy of all relevant documentation on the case to date;
- a copy of your account of the matter, if you have sent one to us;
- copies of the relevant regulations – for example, a copy of this section of the *Student Regulations and Procedures*; and
- any other relevant information. This might be information from the University's own records about you, and information from your course area.

6 What happens at a meeting of the Student Conduct Committee?

6.1 The Student Conduct Committee will consider a disciplinary matter as follows:

- the members of the Committee meet in private to review and hold an initial discussion about the case;
- the Committee invites the student or students the case is about into the meeting, together with any witnesses, friends, supporters or legal representatives as appropriate. Where one student has made allegations about one or more students, the student who has reported the matter will be asked into the meeting first of all, before – and separately to – the responding student or students are invited in;
- the Committee discusses the case with the student or students and other individuals as appropriate, depending on the circumstances of the case;
- the Committee asks the student or students and any witnesses, friends, supporters or legal representatives as appropriate to leave the meeting;
- the Committee meets in private to agree a decision on the case.

6.2 In asking you to attend a meeting of Student Conduct Committee, the University is seeking only to establish the facts of a matter, and to give you an opportunity to put your side of the case. We understand that meetings of this type can be

stressful for students involved, and if you attend a meeting, the Committee will do all they can to put you at your ease and allow you to talk about the details of the case they are considering.

- 6.3 Within five working days (one week) of the meeting, we will write to you with the outcome of the case. We may be able to let you know the outcome of the Student Conduct Committee verbally before confirming the outcome in writing, but we can't guarantee this.

7 The possible outcomes of a meeting of the Student Conduct Committee

- 7.1 **If the Committee decides there is no evidence in the case, or not enough**, we will write to let you know that the case has been dismissed. If the Committee was looking at a case of academic misconduct, this decision would also mean that your course team would assess your work as it stands, provide feedback, and award a provisional mark.

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

- 7.2 **If the Committee upholds the case against you**, they may take one or more of the actions listed below.
- 7.3 We can issue you with a warning, for example if the matter is a first or minor offence.
- 7.4 We can issue you with a final warning, for example if you have repeated an offence or if the incident and your part in it has been very serious.
- 7.5 We can terminate your place on the course if the incident is serious enough for us to consider that this is appropriate.
- 7.6 We can put in place another appropriate penalty which the Committee would decide, such as writing a formal letter of apology to other individuals involved in the matter.
- 7.7 We can agree any other course of action if the Committee believes you have presented reasonable evidence to explain your actions. This may give the Committee the opportunity to act more sympathetically in a case where they have upheld the matter against you but accept that you have a compelling case in your defence. Please note that this does not apply to cases of academic misconduct.
- 7.8 If the Committee has considered a case of academic misconduct, their role is to decide whether or not there is enough evidence to confirm the allegation. Regardless of their final decision on the allegations, the Committee is also able

to ask a student to attend one or more Study Skills sessions at the University. We will report the Committee's final decision on the allegations of academic misconduct to the appropriate assessment or award board – see below for more information on the actions an individual board may take.

If the Committee confirms the allegation, and the case under consideration was not one of historic academic misconduct, the course team:

- will assess and provide feedback on the unit affected by academic misconduct; but
- won't award a provisional mark.

The relevant assessment board will make the decision on the penalty to be applied. We will also provide the relevant external examiner with information about confirmed cases of academic misconduct before the relevant board meets.

7.9 If you choose to, you can make an appeal against any decision the Student Conduct Committee has made about you.

See section J for more about making an appeal.

8 The actions an assessment or award board can take if you have committed academic misconduct

8.1 The relevant assessment or award board will consider the following when deciding what action to take on proven cases of academic misconduct:

- how much work is the result of the academic misconduct;
- the student's level of study; and
- whether the student has any previous history of academic misconduct.

8.2 If you are a student currently registered at the University and the Student Conduct Committee has decided that you have committed academic misconduct, the relevant assessment or award board can take one of the actions listed below.

8.3 We give you a Fail mark (0%) for the unit but we allow you to resubmit the unit. The relevant assessment or award board will decide the terms of your resubmission.

8.4 We reassess the unit as if it were a resubmission. This means that if you pass, you could only receive a maximum mark of 40% for a taught undergraduate unit or a Pass for a Year 0 or postgraduate taught unit. If you fail, we may terminate your place on the course.

8.5 We ask you to repeat the unit with attendance. The relevant assessment or award board will decide the terms of your repeat unit.

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- 8.6 We ask you to repeat the year of study with attendance. The relevant assessment or award board will decide the terms of your repeat year of study.
- 8.7 We give you a lower degree classification or grade at final award.
- 8.8 We terminate your place on the course and award credit in the relevant year of study but not for the unit affected by academic misconduct.
- 8.9 We terminate your place on the course and do not award credit for any units in the year of study.
- 8.10 If the board terminates your place on the course, or if you are no longer a student registered at the University, the University can review any credit or any academic award we have previously made to you and could offer you a lower qualification. For example, we could take back your Bachelor degree with Honours and award you a Bachelor degree (Unclassified).
- 8.11 If the board wishes to take back an award we have previously made to you, the Chair of the relevant board will make a recommendation in writing to the Vice-Chancellor. The Vice-Chancellor then takes the final decision on the matter as Chair of the Academic Board.
- 8.12 If you choose to, you can appeal as follows against any decision we have made about you in relation to academic misconduct:
- If we have taken away academic credit or an award from you, you can appeal to the University's Council, which meets three times a year. If you are in this position, the Academic Registrar will tell you at the first opportunity how to make your appeal and will estimate the timescale in which the Council would consider your appeal. Contact aro@norwichuni.ac.uk for more information about this.
 - For all other decisions relating to academic misconduct, you can use the appeals procedures in these regulations.

See section J for more about making an appeal.

SECTION N — HOW WE USE AND KEEP INFORMATION ABOUT YOU

Our purpose for processing information about you

When you enrolled on your course at the University, we shared our *Applicant and Student Privacy Notice* with you. The *Applicant and Student Privacy Notice* explains:

- why we collect, hold and process your personal information;
- how we use that information, and the circumstances in which we might share it with other people; and
- how we use anonymised data for the purposes of statistical reporting and monitoring or research.

Using your data in this way is essential for us to facilitate your education, and to deliver and improve services and facilities. [View the Applicant and Student Privacy Notice](#).

For more information about how we hold and process data about you, contact the Data Protection Officer by emailing dataprotection@norwichuni.ac.uk.

- We collect, hold and use information about our students on paper and electronically in line with the **Data Protection Act (DPA)** and the **UK General Data Protection Regulation (GDPR)**. The **Information Commissioner's Officer (ICO)** registration number for the University is Z7289627.
- We use this information to support our work with you for:
 - admissions;
 - enrolment;
 - attendance and engagement;
 - assessment;
 - careers advice;
 - graduation; and
 - our alumni services.
- This information also helps in our work with you in all aspects of our **student services**, including disability support and support for international students.
- For more about telling us that any of your personal details have changed, see section A.
- **If you need to give us your permission to release information we hold about you to someone else**, you need to complete a form. [Access the form](#), or search the intranet for 'Student request to release information form'.
- If you want to ask for a copy of the information we hold about you, contact the Data Protection Officer by emailing dataprotection@norwichuni.ac.uk.

The categories of information we collect

The data we collect about you includes:

- details of your education and qualifications before you enrolled at the University;
- information relating to your time as a student at the University (including your attendance, your assessment and feedback, and qualifications awarded); and
- information about what you do when you leave University.

Information about your gender, ethnic origin, disability, sexual orientation, gender reassignment, and religion or belief is classed as personal 'sensitive personal data' under the DPA, and 'special categories of data' under the UK GDPR. This information is necessary for monitoring equality of opportunity and preventing unlawful discrimination as required under the Equality Act 2010.

If you are an overseas student, we also collect information about your passport and visa.

1 How we keep and share student information within the University

1.1 We keep files for students in individual areas of the University as needed. For example, Course Administration keep a general file on your studies at the University, and Student Support keep files about individual student medical conditions and disabilities. These files also contain copies of correspondence between us and you.

1.2 We keep different types of student information for specific periods of time as follows:

- We keep your general student file (and your Student Support file, if you have one) for six years after the end of your relationship with the University, and then destroy the files confidentially.
- We keep separate student files on the following for a period of eight years after an individual case has been concluded before destroying them confidentially:
 - student appeals and complaints;
 - extenuating circumstances claims; and
 - Student Conduct Committee cases, including academic misconduct.
- We keep documents relating to our sponsorship of a student studying at the University under the terms of a Student visa for the longer period of either:
 - one year from the date we ended our sponsorship of the student; or
 - where we no longer sponsor the student, the point at which a UKVI compliance officer has examined and approved the student.
- We keep a permanent record of your enrolment, your course and your academic progression. Keeping this information is the responsibility of the Academic Registrar. Contact aro@norwichuni.ac.uk for more information.
- We keep digital files relating to the administration of our graduation ceremonies for six years, but we keep as a permanent record paper

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copies of any ceremonial booklets or programmes produced for graduation. Contact graduation@norwichuni.ac.uk for more information.

- We keep information on our Alumni database about you. Contact alumni@norwichuni.ac.uk for more information.

1.3 We only share student information between areas of the University where there is good reason to do so. For example, if you have told us that you have a serious medical condition, Student Support would share information about that condition with Course Administration to make sure that you are supported appropriately.