

A summary of amendments to University Regulations for 2023/24

(approved by Senate on 28th June 2023 and 24th July 2023)

1. Executive Summary

1.1 This paper lists minor amendments and clarification to the Regulations and Student Procedures for 2023/24. Changes to Regulations were approved by Senate on 28th June 2023 and amendments to Student Procedures were approved by the University Education Committee on 6th June 2023. Technical amendments will be made as required, for example to reflect any changes to role titles/structures/committees or re-wording for clarity. All deletions are shown here in ~~strikethrough~~, **new text** is shown in **bold** (see Appendix 1).

2. Amendments to University Regulations and Procedures for 2023/24

2.1 A minor clarification to *A1 Regulations for taught programmes*, regulation 166 is proposed to clarify the application of this regulation. The current version of this regulation was last revised by Senate in summer 2019 to allow final year students to retake one Semester 1 failed module during Semester 2 in order for them to graduate together with their cohort. The minor amendment is now proposed by Assessment and Awards to clarify that this module can be of any credit size.

2.2 Another minor amendment to A1 regulations is related to regulation 169: it is proposed to extend our current exceptional provision for an alternative reassessment period (each request to be agreed exceptionally by the PVC, Executive Dean of the Faculty on a case-by-case basis) to undergraduate programmes, primarily to specific clinical placement modules in FHMS. These modules are state-funded/PSRB-accredited and lead to qualifications in practice.

2.3 Coursework submission deadlines and late submission penalties: *A1 Regulations for taught programmes, reg. 120 / A0 Regulations for the Foundation Year, reg. 62*

2.3.1 During 2022/23, the University’s Education Leadership Group (ELG) and Academic Registry reviewed academic regulations that limited coursework submission deadlines to three days a week (Monday-Wednesday only). These proposals were supported by the University Education Committee on 6th June 2023:

- Coursework submission deadline days: to use all weekdays for coursework submission (the deadline can be on any weekday from Monday to Friday during semester weeks).
- Late penalties: to introduce a more gradual sliding scale (from a maximum of 2 days to a maximum of 5 days)

2.3.7 The following gradual, 3-stage sliding penalty scale was recommended by the Education Leadership Group and the University Education Committee:

Stage 1	Stage 2	Stage 3
48 hours	2 days to 5 days	Greater than 5 days
Up to 10% reduction until Pass mark reached	Pass Mark	0

2.4 A number of technical amendments are proposed to Student Regulations (part B of the Quality Framework). These include a removal of “gatekeeper” (the role of the Chief Student Officer acting as

a procedural gatekeeper, checking that University regulations and procedures have been followed) across B3-B6 regulations, clarification of findings of the OSCAR Case Manager's investigation (B3 regulations), updated references to the University policies and procedures, a technical update to reflect the current practice regarding the timescale for the decision on late appeals and complaints, etc. An additional "new evidence" definition is added to B2.1, B3, B4 B5, and B6 to synchronise it with the staff disciplinary policy.

2.5 The *C5 Procedure for managing behaviour in respect to Student Regulations and Procedures* is a new document, approved by Senate in June 2023. The new Procedure is included within the Quality Framework because it applies to the existing University Student Regulations and Student Procedures. All elements of the Quality Framework are covered by the University's [Education Strategy](#). The key points of the new Procedure are:

- It applies to everyone who interacts or communicates with the University, including students and their representatives;
- It describes types of actions and behaviour that may have a negative effect and what the University is expected to do in these circumstances;
- It describes the steps the University may take, including any restrictions on someone's contacts with the University;
- The University will try to ensure that any action it takes is the minimum required to protect its staff and to ensure that they can work effectively.

Appendix 1

<u>A0 Regulations for the Foundation Year programme</u>				
Regulation reference	Amendment/addition			Rationale for amendment
62	<p>Where a student has not submitted a coursework unit of assessment by the deadline specified, which is either a Monday, Tuesday, or Wednesday, Thursday or Friday at 4.00pm¹, and there are no confirmed extenuating circumstances, from 4.01pm the mark given for that unit of assessment will be reduced by 10 percentage points for work submitted in each 24 the first 48 the first 48 hour period after the deadline, up to and including the second day after the submission where the actual assessment mark is above or at the Pass mark until the Pass mark is reached. If the assessment is failed, then the actual failed mark will stand without deduction. If the late work is submitted at any point between 48 hours (2 calendar days) and 120 hours (5 calendar days) after the specified submission deadline and there are no confirmed extenuating circumstances, the mark given for that unit of assessment will be the Pass mark (where the actual assessment mark is above or at the Pass mark) or the actual failed mark. Penalties are applied after the assessed work is marked, and marks are deducted until zero is reached; i.e. a student who achieves a mark of 80% but submitted their work 10 minutes past the deadline, as a result, their mark is reduced by 10 percentage points to 70% (not 72%). The mark recorded for assessed work submitted from 4.01pm on the second fifth day after the deadline (48 120 hours), or not submitted at all, is zero and will not be marked. For example:</p>			<p>This change would benefit students as the final penalty (a mark of 0%) would be introduced after 5 calendar days rather than 2 calendar days. This may also lead to an overall reduction of the number of reassessments, including during the Late Summer Assessment period. It will also provide staff with greater flexibility with deadline setting.</p>
Deadline Monday 4pm	Deadline Tuesday 4pm	Deadline Wednesday 4pm	Deadline Thursday 4pm	Deadline Friday 4pm
Monday 4.01pm - 10 percentage points deduction until Pass mark reached, or the actual	Tuesday 4.01pm - 10 percentage points deduction until Pass mark reached, or the actual	Wednesday 4.01pm – 10 percentage points deduction until Pass mark reached, or the actual failed mark stands	Thursday 4.01pm – 10 percentage points deduction until Pass mark reached, or the actual failed mark stands	Friday 4.01pm – 10 percentage points deduction until Pass mark reached, or the actual

¹ All times refer to British time.

failed mark stands	failed mark stands			failed mark stands
Wednesday 4.01pm – zero Pass mark, or the actual failed mark stands	Thursday 4.01pm - zero Pass mark, or the actual failed mark stands	Friday 4.01pm - zero Pass mark, or the actual failed mark stands	Saturday 4.01pm - Pass mark or the actual failed mark stands	Sunday 4.01pm - Pass mark or the actual failed mark stands
Saturday 4.01pm - zero	Sunday 4.01pm - zero	Monday 4.01pm - zero	Tuesday 4.01pm - zero	Wednesday 4.01pm - zero

<u>A1 Regulations for taught programmes</u>		
Regulation reference	Amendment/addition	Rationale for amendment
70	Individuals who wish to attend individual modules in a taught postgraduate programme but who do not wish to register for the award may apply to the Pro-Vice-Chancellor, Executive Dean of Faculty to do so. Such applications will be considered on their merits and may be accepted where this is consistent with any of the overriding needs of the programme and the requirements of the programme specification. Successful applicants must register for the module(s), agree to abide by the University's Statutes, Ordinances, Regulations, policies and procedures and pay the relevant fee when requested. Credits may be awarded by the University for the successful completion of such modules.	To reflect the current practice for CPD modules
120	Where a student has not submitted a coursework unit of assessment by the deadline specified, which is either a Monday, Tuesday, or Wednesday, Thursday or Friday at 4.00pm ² , and there are no confirmed extenuating circumstances, from 4.01pm the mark given for that unit of assessment will be reduced by 10 percentage points for work submitted in each 24 the first 48 the first 48 hour period after the deadline, up to and including the second day after the submission where the actual assessment mark is above or at the Pass mark until the Pass mark is reached. If the assessment is failed, then the actual failed mark will stand without deduction. If the late work is submitted at any point between 48 hours (2 calendar days) and 120 hours (5 calendar days) after the specified submission deadline and there are no confirmed extenuating circumstances, the mark given for that unit of assessment will be the Pass mark (where the actual assessment mark is	This change would benefit students as the final penalty (a mark of 0%) would be introduced after 5 calendar days rather than 2 calendar days. This may also lead to an overall reduction of the number of reassessments, including during the Late Summer Assessment period. It will also provide staff with greater flexibility with deadline setting.

² All times refer to British time.

above or at the Pass mark) or the actual failed mark. Penalties are applied after the assessed work is marked, and marks are deducted until zero is reached; i.e. a student who achieves a mark of 80% but submitted their work 10 minutes past the deadline, as a result, their mark is reduced by 10 percentage points to 70% (not 72%). The mark recorded for assessed work submitted from 4.01pm on the ~~second~~ **fifth** day after the deadline (48 ~~120~~ hours), or not submitted at all, is zero and will not be marked. For example:

Deadline Monday 4pm	Deadline Tuesday 4pm	Deadline Wednesday 4pm	Deadline Thursday 4pm	Deadline Friday 4pm
Monday 4.01pm - 10 percentage points deduction until Pass mark reached, or the actual failed mark stands	Tuesday 4.01pm - 10 percentage points deduction until Pass mark reached, or the actual failed mark stands	Wednesday 4.01pm – 10 percentage points deduction until Pass mark reached, or the actual failed mark stands	Thursday 4.01pm – 10 percentage points deduction until Pass mark reached, or the actual failed mark stands	Friday 4.01pm – 10 percentage points deduction until Pass mark reached, or the actual failed mark stands
Wednesday 4.01pm – zero Pass mark, or the actual failed mark stands	Thursday 4.01pm - zero Pass mark, or the actual failed mark stands	Friday 4.01pm - zero Pass mark, or the actual failed mark stands	Saturday 4.01pm - Pass mark or the actual failed mark stands	Sunday 4.01pm - Pass mark or the actual failed mark stands
Saturday 4.01pm - zero	Sunday 4.01pm - zero	Monday 4.01pm - zero	Tuesday 4.01pm - zero	Wednesday 4.01pm - zero

166	In circumstances where a final year undergraduate student has failed or deferred a module in Semester 1 they may resit the failed or deferred unit(s) of assessment of one module only in Semester 2. This module can be of any credit value.	To clarify the current regulation.
169	For taught postgraduate programmes, Reassessments for failed units of assessment are normally undertaken at the end of the academic year. Exceptionally, reassessments may be undertaken at another time specified by the Pro-Vice-Chancellor, Executive Dean of Faculty, advised by the Programme Leader. For students with exceptional circumstances, and with the approval of the Pro-Vice-Chancellor, Executive Dean of Faculty, this may be up to two years after the first assessment.	To extend our current exceptional provision for alternative reassessment period (as agreed exceptionally by the PVC, Faculty Dean in each individual case) to undergraduate programmes, primarily specific clinical placement modules in FHMS. These are PSRB-accredited modules which lead to qualifications in practice and are state-funded.
184	A student prevented by illness or other circumstance from sitting the whole or part of their assessments in the year in which the programme would normally be completed may be considered for the award of an Aegrotat degree with their consent. Aegrotat degrees are not honours awards and are not classified or graded. Full details of the University's process are set out in the C4 Procedure for awarding aegrotat and posthumous degrees.	The Procedure for awarding posthumous degrees will be updated to include a process for aegrotat degrees.
185	A student who chooses not to accept the award of an Aegrotat degree may complete their assessments on one subsequent occasion in the next University-appointed assessment period or in the following academic year, in accordance with these Regulations. This will normally be in the following academic year. A student who continues to be unable to complete the assessments on a subsequent occasion may then choose to accept the award of an Aegrotat degree.	To provide greater flexibility.
186	In the event of a student's death prior to the completion of their degree, the student's next of kin may contact provide consent to the Pro-Vice-Chancellor, Executive Dean of Faculty Academic Registrar to claim a posthumous qualification. Following this, the University will investigate whether such a qualification may be awarded. The final decision to recommend the	To simplify the process.

	<p>posthumous award to SPACE will be made by the relevant Pro Vice Chancellor, Executive Dean of Faculty and the Pro Vice Chancellor, Academic, supported by the Academic Registrar. Posthumous degrees are not honours awards and are not classified or graded. Full details of the University's process are set out in the C4 Procedure for awarding aegrotat and posthumous degrees Procedure for awarding posthumous degrees.</p>	
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A2 Regulations for research degrees		
Regulation reference	Amendment/addition	Rationale for amendment/ addition
Change references to "Reader": the new job title is now "Associate Professor". However, the University agreed some staff to retain the title Reader, so both titles should be used together. This update affects regulations 40,42, 97 (footnote 11), and 119		
10	<p>A student pursuing a research degree may not simultaneously register for another award of the University, or any other university, except that:</p> <ul style="list-style-type: none"> • if a student has completed a programme of study for another award but the award has not been made, the student may register provisionally for a period not exceeding three months • if a student is studying for a dual award as approved in accordance with the Code of practice for collaborative provision. In such a case, the PhD viva may be conducted at the partner institution with recommendations made in accordance with the partner institution's regulations, which would take precedence over regulations 123-142 of these A2 Regulations for research degrees • if a student is registered to the Postgraduate Certificate in Learning and Teaching or the Postgraduate Certificate in Management in Education 	<p>The new International Partnerships template for dual PhD programmes simplifies the final viva process. Where a student sits the viva at one of the partner institutions, the student is not required to satisfy the regulations of both institutions. The student will be examined by the team of examiners that meets the requirements of both partner institutions.</p>
Footnote 13 Viva voce examination	<p>In accordance with regulation 10 of these Regulations, the viva of a dual PhD student may be conducted at the partner institution with recommendations made in accordance with the partner institution's regulations, which would take precedence over regulations 123-142. In such cases the exam panel will still be appointed in accordance with paragraphs 113-122 of these regulations, as well as those of the partner.</p>	<p>A footnote referencing the above addition to the regulations will be inserted at the start of the viva voce examination section.</p>
48	<p>As a minimum, all research students will have at least one supervisory session per month. The Visa Compliance team monitor the</p>	<p>Technical updates.</p>

	<p>monthly contact activity of research students on a student visa. Withdrawal of sponsorship will take place if regular engagement throughout the registration period and during the examination period has not been logged on the student's online record. Where research is being conducted at a distance, an effective method of regular contact shall be agreed between the student and the principal supervisor (eg telephone, email, Skype videocall).</p>	
63	<p>In cases where the student appears to have withdrawn from the research degree and failed to make meaningful contact with the Faculty (normally for three months or more); (e.g., having missed more than two scheduled supervisory meetings, repeatedly failing to respond to supervisor communications, or failing to return from an approved period of temporary withdrawal), a loss of engagement letter will be issued to the student's university email address. Failure to either re-engage in the research programme, or submit a request for temporary withdrawal, within 10 University working days of the loss of engagement letter being sent, it will be sufficient grounds for a recommendation of termination to be made to the Admission Progression and Examination Sub-committee based on loss of engagement. solely on the basis of evidence showing that reasonable efforts have been made to contact the student at the last email and postal address provided and warning the student of the consequences of not contacting the Faculty within 10 working days.</p>	<p>The amendment makes it clearer what is meant by loss of contact, now called loss of engagement, as well as what is required to avoid termination. This will enable supervisors and staff to better manage cases where a PGR stops engaging with their research programme. It also provides PGRs with examples of loss of engagement and sets out clear expectations for re-engagement.</p>
124	<p>As detailed in regulation 10, where a student is studying for a dual award as approved in accordance with the Code of practice for collaborative provision, in such a case, the PhD viva may be conducted at the partner institution with recommendations made in accordance with the partner institution's regulations, which would take precedence over regulations 1243-142 of these A2 Regulations for research degrees. The examination team will be appointed in accordance with both the University's and the partner institution's regulations.</p>	<p>Footnote included for clarity. See amendment to section 10 above.</p>

[B1 Regulations for extenuating circumstances](#)

Regulation reference	Amendment/addition	Rationale for amendment/ addition
New 4	<p>The University is committed to providing a fair, consistent and accessible service. The University believes that everyone who interacts with it has the right to be heard, understood and respected. The University believes that its staff have the same rights, and the University must provide a safe working environment for its staff. The University must also ensure the efficient and effective operation of its work, so that it can provide a good service to everyone. The <i>Procedure for managing behaviour in respect to Student Regulations and Procedures</i> applies to everyone who interacts or communicates with the University, including students and their representatives and describes types of actions and behaviour that may have a negative effect and what the University is expected to do in these circumstances.</p>	<p>To reflect the introduction of the new <i>Procedure for managing behaviour in respect to Student Regulations and Procedures</i>.</p>
5	<p>Submissions for the recognition of extenuating circumstances are made by the student. Exceptionally, and only where a student is unable to do so on their own behalf, whether through illness or other unforeseen circumstances, an application can be made by a third party on behalf of the student. In such cases, the third party must show why the student is unable to make a request on their own behalf and provide supporting evidence. The student must give their consent before the extenuating circumstances request can be processed. The evidence is submitted to the Academic Registry and a member two members of staff will determine whether the request should be accepted. If the two staff members cannot come to an agreement a third will be consulted and a majority decision will be made. Consultation may take place with other members of staff in complex or unusual cases, and this will be recorded. A decision will normally be made within five University working days of receiving the information.</p>	<p>To streamline decision-making processes</p>
11	<p>Where supporting evidence is provided it will be taken at face value. However, the University reserves the right to make follow-up enquiries to establish the authenticity of the documentation provided. If at any stage of an application the evidence put forward to support the application can be shown to have</p>	<p>To reflect the introduction of the new <i>Procedure for managing behaviour in respect to Student Regulations and Procedures</i>.</p>

	<p>been dishonestly acquired or is itself dishonest and/or can be shown to be an unreasonable demand or an unreasonable persistence (as detailed in the Procedure for managing behaviour in respect to Student Regulations and Procedures) vexatious (that is, the application can be shown to be malicious, or represent a way of harassing the University by consuming the time and resources of its staff or a way of harassing members of staff or other students); the application will be dismissed and the evidence submitted to the University's disciplinary procedures as specified in the Student disciplinary regulations.</p>	
24	<p>Checks are completed by staff in the Academic Registry for all requests for the recognition of extenuating circumstances to determine whether the request, or authorising the request will:</p> <ul style="list-style-type: none"> • lead to the student exceeding their maximum period of registration • affect Visa compliance • raise concerns over the student's fitness to study 	<p>Visa compliance is the sole responsibility of the student.</p>
28	<p>If the extenuating circumstances application is not deemed valid by an Academic Registry member of staff*, this is confirmed by a second member of staff within the Academic Registry. If the two members of staff cannot come to an agreement a third will be consulted and a majority decision will be made. The student will be notified of the outcome and also that:</p> <p>...</p> <p>* Consultation may take place with other members of staff in complex or unusual cases, and this will be recorded.</p>	<p>To streamline decision-making processes.</p>

<u>B2 Regulations for Academic Integrity</u>		
Regulation reference	Amendment/addition	Rationale for amendment/ addition
New 3	<p>The University is committed to providing a fair, consistent and accessible service. The University believes that everyone who interacts with it has the right to be heard, understood and respected. The University believes that its staff have the same rights, and the University must provide a safe working environment for its staff. The University must also ensure the efficient</p>	<p>To reflect the introduction of the new <i>Procedure for managing behaviour in respect to Student Regulations and Procedures</i>.</p>

	and effective operation of its work, so that it can provide a good service to everyone. <i>The Procedure for managing behaviour in respect to Student Regulations and Procedures</i> applies to everyone who interacts or communicates with the University, including students and their representatives and describes types of actions and behaviour that may have a negative effect and what the University is expected to do in these circumstances.	
17	...Academic misconduct can take a number of forms including, but not limited to, those as detailed below.	To reflect existing practice and to aid transparency.
19	Plagiarism can take a number of forms including, but not limited to , the following: ...	To reflect existing practice and to aid transparency.
20	Other forms of academic misconduct include, but are not limited to : ...	To reflect existing practice and to aid transparency.

B2.1 Regulations for Academic Integrity - appeals		
Regulation reference	Amendment/addition	Rationale for amendment/ addition
New 2	The University is committed to providing a fair, consistent and accessible service. The University believes that everyone who interacts with it has the right to be heard, understood and respected. The University believes that its staff have the same rights, and the University must provide a safe working environment for its staff. The University must also ensure the efficient and effective operation of its work, so that it can provide a good service to everyone. <i>The Procedure for managing behaviour in respect to Student Regulations and Procedures</i> applies to everyone who interacts or communicates with the University, including students and their representatives and describes types of actions and behaviour that may have a negative effect and what the University is expected to do in these circumstances.	To reflect the introduction of the new <i>Procedure for managing behaviour in respect to Student Regulations and Procedures</i> .
New 10	Where new evidence is raised, further investigations may need to be carried out which may require the appeal to be delayed pending the outcome of these investigations and to give the student an	To reflect existing practice and to aid transparency.

	opportunity to consider any new information obtained.	
13	If at any stage of an appeal the evidence put forward to support the appeal can be shown to have been dishonestly acquired or is itself dishonest and/or can be shown to be vexatious (that is, the appeal can be shown to be malicious, or represent a way of harassing the University by consuming the time and resources of its staff or a way of harassing members of staff or other students) an unreasonable demand or an unreasonable persistence (as detailed in the <i>Procedure for managing behaviour in respect to Student Regulations and Procedures</i>) the appeal will be dismissed and the evidence submitted to the University's disciplinary procedures as specified in the <i>Student disciplinary regulations</i> .	To reflect the introduction of the new <i>Procedure for managing behaviour in respect to Student Regulations and Procedures</i> .
15	A student wishing to appeal against the findings or outcome of an academic misconduct process, is required to do so within 10 University working days of being notified of the decision. Appeals should be submitted to OSCAR on-line and in accordance with published requirements as to the format, content and length of submission. Further details are available on the OSCAR web pages. If the appeal is received on time, it will be assigned to a Case Manager. If a student is unable to provide all supporting evidence by the appeal submission deadline (for example, if they are awaiting receipt of a medical letter), then they are still required to submit their appeal within the 10 University working day timeframe (including a complete supporting statement and any available evidence) but may request an extension in respect of the submission of any pending evidence. Such requests should explain the reason the extension is required and be made by email to OSCAR at the time of the appeal submission.	To reflect existing practice and to aid transparency.
16	If an appeal is received after the 10 University working days deadline the student will be asked to provide reasons and accompanying independent supporting evidence rationale-reasonable in all of the circumstances (thereafter referred to as "reasons") as to why the appeal is late. The reasons and supporting evidence will be considered by an OSCAR Case Manager to determine whether the reasons are valid. Consultation may take	To reflect existing practice and in response to a recent OIA case. To streamline decision-making processes.

	<p>place with other members of staff in complex or unusual cases, and this will be recorded. A decision on the validity of the reasons will normally be made within five 20 working days of receiving the information. If the reasons are not deemed valid the appeal will not be considered and the student will be offered a Completion of Procedures letter. If there are valid reasons the appeal will be accepted and assigned to a Case Manager.</p>	
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B3 Student disciplinary regulations

Regulation reference	Amendment/addition	Rationale for amendment/ addition
New 6	<p>The University is committed to providing a fair, consistent and accessible service. The University believes that everyone who interacts with it has the right to be heard, understood and respected. The University believes that its staff have the same rights, and the University must provide a safe working environment for its staff. The University must also ensure the efficient and effective operation of its work, so that it can provide a good service to everyone. <i>The Procedure for managing behaviour in respect to Student Regulations and Procedures</i> applies to everyone who interacts or communicates with the University, including students and their representatives and describes types of actions and behaviour that may have a negative effect and what the University is expected to do in these circumstances.</p>	<p>To reflect the introduction of the new <i>Procedure for managing behaviour in respect to Student Regulations and Procedures</i>.</p>
24	<p>breach of a University code, rule or regulation which includes but is not limited to:</p> <ul style="list-style-type: none"> • a Managed Exclusion Order (see Procedure for Managed Exclusion Orders) • <i>Procedure for managing behaviour in respect to Student Regulations and Procedures</i> • Policy for the use of Captured Content • Misuse of Drugs by Students Policy • Student Social Media Policy • Conditions of Residence • IT Acceptable Use Policy 	<p>To update names and aid transparency.</p>

	<ul style="list-style-type: none"> • University Traffic Regulations • University of Surrey Parking Regulations • Sexual Misconduct Procedures • Harassment and Bullying Procedure • Criminal Convictions Policy 	
35	<p>Where an Authorised Person has satisfied themselves that misconduct has taken place, that it constitutes a minor offence and that the offence has been committed by the student, they will consider what penalty to apply by reviewing whether:</p> <p>[...]</p> <p>(iii) the student cooperated and engaged with the Authorised Person's enquiries throughout the disciplinary process</p>	To improve transparency and to ensure that students are engaged with the process.
36	<p>The Authorised Person will inform the student of their decision and apply one or more of the penalties listed below as appropriate:</p> <p>...</p> <p>(iii) a requirement to complete attend an educational activity workshop</p> <p>...</p> <p>(xii) a temporary or permanent ban on bringing a vehicle onto University premises</p>	For transparency.
44	<p>Appeals against a decision and/or a penalty imposed by an Authorised Person must be made within 10 University working days using the relevant form, which can be found on the OSCAR web pages. Appeals against a penalty imposed by an Authorised Person that are received by OSCAR are dealt with by a Case Manager. If a student is unable to provide all supporting evidence by the appeal submission deadline (for example, if they are awaiting receipt of a medical letter), then they are still required to submit their appeal within the 10 University working day timeframe (including a complete supporting statement and any available evidence) but may request an extension in respect of the submission of any pending evidence. Such requests should explain the reason the extension is</p>	For transparency.

	required and be made by email to OSCAR at the time of the appeal submission.	
45	<p>If an appeal is received after the 10 working days deadline, the student will be asked to provide reasons and accompanying evidence rationale reasonable in all of the circumstances ((thereafter referred to as “reasons”)) as to why the appeal is late. The evidence will be considered by two an OSCAR Case Managers who will determine whether the reasons are valid. Consultation may take place with other members of staff in complex or unusual cases, and this will be recorded. If the two Case Manager cannot come to an agreement a third Case Manager will be consulted and a majority decision will be made. A decision on the validity of the reasons will normally be made within five 20 working days of receiving the information. If the reasons are not deemed valid the appeal will not be considered and the student will be offered a Completion of Procedures letter. If there are valid reasons the appeal will be accepted and assigned to an OSCAR Case Manager.</p>	To reflect existing practice and in response to a recent OIA case.
New 47	Where new evidence is raised, further investigations may need to be carried out which may require the appeal to be delayed pending the outcome of these investigations and to give the student an opportunity to consider any new information obtained.	To reflect existing practice and aid transparency.
47	<p>Decision of the Chief Student Officer</p> <p>Where, after making enquiries, the Case Manager is able to show that there are sufficient grounds and evidence for the student's appeal against a penalty imposed by an Authorised Person to be upheld, the Case Manager will consult another Case Manager to agree an outcome. Where an outcome cannot be agreed, a third Case Manager will be consulted to make that recommendation. Where the Case Managers agree that the appeal should be upheld, they write to the student and the Authorised Person, explaining the grounds for upholding the appeal. They will also consider whether there has been any adverse impact upon the student and whether the University should provide a remedy. Consultation may take place with other members of staff in complex or unusual cases, and this will be recorded.</p>	Delete reference to CSO as they have no role in this process.

51	<p>In all cases referred to OSCAR, matters are investigated fairly, and enquiries are made in proportion to the seriousness of the matter. During the investigation, the student will be given an opportunity to provide all information that they wish to be taken into consideration.</p> <p>The investigation by the OSCAR Case Manager will result in one of the following findings:</p> <p>(i) that there is sufficient evidence to indicate that the misconduct may, if proven, reasonably be expected to receive a major offence penalty. In such cases, the matter should be put before a Disciplinary Panel.</p> <p>(ii) that there is insufficient evidence to indicate that that the misconduct may, if proven, reasonably be expected to receive a major offence penalty. In such cases, the matter should be referred back to the Authorised Person for consideration of the issuance of a minor offence penalty.</p> <p>(iii) that insufficient evidence of misconduct has been established. In such cases, no further action should be taken.</p>	<p>Technical change to clarify the outcomes. No change to status quo.</p>
55 - 56	<p>Role of the Chief Student Officer in disciplinary proceedings</p> <p>55. The role of the Chief Student Officer in the University's disciplinary procedures is to act as a procedural gatekeeper on behalf of the University, to receive dossiers and recommendations compiled by OSCAR Case Managers relating to alleged misconduct and/or alleged offences.</p> <p>56. When acting in their role as gatekeeper the Chief Student Officer checks whether the University's <i>Regulations</i> and procedures have been followed, and whether the papers that comprise the dossier and the Case Manager's recommendation are sufficiently complete to enable the matter to be put before a Disciplinary Panel. When the Chief Student Officer is satisfied that these conditions have been met, they certify that the matter be put before a Disciplinary Panel and authorise the Case Manager to make the necessary arrangements. This may include ensuring that the terms of any current Managed Exclusion Order in force enable the student, and any witnesses they have stated that they intend to call, to have access to the place where the hearing is to be held</p>	<p>To remove the role of "gatekeeper". No case in more than 10 years has been declined by the gatekeeper. This unnecessary and bureaucratic step leads to the delay in consideration of cases.</p>

60	<p>Where misconduct has been committed the Panel will then consider what penalty to apply by reviewing whether:</p> <p>...</p> <p>(iii) the student cooperated and engaged with enquiries made by the Authorised Person and/or OSCAR and/or other parties throughout the disciplinary process</p>	To improve transparency and to ensure that students are engaged with the process
68	<p>Students making an appeal against the findings and/or penalty made by a Disciplinary Panel do so by completing the relevant form which can be found on the OSCAR web pages. Appeals must be received by OSCAR within 10 University working days of the Panel conveying its findings to the student in writing. If the appeal is received on time it will be assigned to an OSCAR Case Manager. If a student is unable to provide all supporting evidence by the appeal submission deadline (for example, if they are awaiting receipt of a medical letter), then they are still required to submit their appeal within the 10 University working day timeframe (including a complete supporting statement and any available evidence) but may request an extension in respect of the submission of any pending evidence. Such requests should explain the reason the extension is required and be made by email to OSCAR at the time of the appeal submission.</p>	To reflect existing practice and aid transparency.
69	<p>Where a Disciplinary Panel has decided to exclude a student and the student lodges an appeal against the Panel's findings and its penalty within 10 working days, the Chief Student Officer may seek a Managed Exclusion Order. The duration of the Order will be no longer than is reasonably required for the University to arrange a hearing by a Disciplinary Appeal Panel and the student to prepare for the hearing. The conditions attached to the Managed Exclusion Order will acknowledge the student's need to be able to prepare for and attend the hearing. In these circumstances the student has no right of appeal against the imposition of the Managed Exclusion Order.</p>	This section serves no purpose.

69	<p>If an appeal is received after the 10 University working days deadline the student will be asked to provide reasons and accompanying independent supporting evidence any rationale reasonable in all of the circumstances (“reasons”) as to why the appeal is late. The evidence will be considered by two an OSCAR Case Managers who will determine whether the reasons are valid. Consultation may take place with other members of staff in complex or unusual cases, and this will be recorded. If the two Case Managers cannot come to an agreement a third Case Manager will be consulted and a majority decision will be made. A decision on the validity of the reasons will normally be made within five 20 University working days of receiving the information. If the reasons are not deemed valid the appeal will not be considered and the student will be offered a Completion of Procedures letter. If there are valid reasons the appeal will be accepted and assigned to an OSCAR Case Manager.</p>	To reflect existing practice and in response to a recent OIA case.
New 71	<p>Where new evidence is raised, further investigations may need to be carried out which may require the appeal to be delayed pending the outcome of these investigations and to give the student an opportunity to consider any new information obtained.</p>	To reflect existing practice and aid transparency.
New 76	<p>If at any stage evidence put forward to support the appeal can be shown to have been dishonestly acquired or is itself dishonest, the appeal will be dismissed and the evidence submitted to the University's disciplinary procedures as specified in the Student disciplinary regulations, where applicable.</p>	To reflect existing practice and aid transparency.
84	<p>Where a student’s registration is terminated as a result of a Disciplinary or Disciplinary Appeal Panel hearing, OSCAR the Chief Student Officer ensures that the student receives any intermediate exit award to which they are entitled and a copy of their transcript or its equivalent.</p>	To reflect existing practice.

[B4 Regulations for academic appeals](#)

Regulation reference	Amendment/addition	Rationale for amendment/ addition
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New 4	<p>The University is committed to providing a fair, consistent and accessible service. The University believes that everyone who interacts with it has the right to be heard, understood and respected. The University believes that its staff have the same rights, and the University must provide a safe working environment for its staff. The University must also ensure the efficient and effective operation of its work, so that it can provide a good service to everyone. <i>The Procedure for managing behaviour in respect to Student Regulations and Procedures</i> applies to everyone who interacts or communicates with the University, including students and their representatives and describes types of actions and behaviour that may have a negative effect and what the University is expected to do in these circumstances.</p>	<p>To reflect the introduction of the new <i>Procedure for managing behaviour in respect to Student Regulations and Procedures</i>.</p>
6	<p>Academic appeals and requests to review the decision to dismiss an appeal are made by the student. Exceptionally, and only where a student is unable to do so on their own behalf, whether through illness or other unforeseen circumstances, an application can be made by a third party on behalf of the student. In such cases the third party must show why the student is unable to make the appeal, or request to review the decision to decline an appeal, on their own behalf, and provide supporting evidence. The student must give their consent before the appeal, or request to review the decision to decline an appeal, can be processed. The evidence is submitted to the Office of Student Complaints, Appeals and Regulation (OSCAR) and two an OSCAR Case Managers will determine whether the appeal or request to review the decision to decline an appeal should be accepted. Consultation may take place with other members of staff in complex or unusual cases, and this will be recorded. If the two Case Managers cannot come to an agreement a third Case Manager will be consulted and a majority decision will be made. A decision will normally be made within five working days of receiving the information.</p>	<p>To streamline decision-making processes.</p>
20	<p>If at any stage of an academic appeal the evidence put forward to support the appeal can be shown to have been dishonestly acquired or is itself dishonest and/or can be shown to be vexatious (that is, the appeal can be shown to be malicious, or represent a way of harassing the University by consuming the time and</p>	<p>To reflect the introduction of the new <i>Procedure for managing behaviour in respect to Student Regulations and Procedures</i>.</p>

	<p>resources of its staff or a way of harassing members of staff or other students) an unreasonable demand or an unreasonable persistence (as detailed in the <i>Procedure for managing behaviour in respect to Student Regulations and Procedures</i>) the appeal will be dismissed and the evidence submitted to the University's disciplinary procedures as specified in the <i>Student disciplinary regulations</i>.</p>	
25	<p>A student wishing to appeal against an academic decision as defined in regulation 15 above, is required to do so within 10 University working days of being notified of the decision. Appeals should be submitted to OSCAR on-line and in accordance with published requirements as to the format, content and length of submission. Further details are available on the OSCAR web pages. If the appeal is received on time it will be assigned to an OSCAR Case Manager. If a student is unable to provide all supporting evidence by the appeal submission deadline (for example, if they are awaiting receipt of a medical letter), then they are still required to submit their appeal within the 10 University working day timeframe (including a complete supporting statement and any available evidence) but may request an extension in respect of the submission of any pending evidence. Such requests should explain the reason the extension is required and be made by email to OSCAR at the time of the appeal submission.</p>	To reflect existing practice and aid transparency.
26	<p>If an appeal is received after the 10 working days deadline the student will be asked to provide reasons and accompanying evidence rational reasonable in all of the circumstances (thereafter referred to as “ reasons”) as to why the appeal is late. The evidence will be considered by two an OSCAR Case Managers who will determine whether the reasons are valid. Consultation may take place with other members of staff in complex or unusual cases, and this will be recorded. If the two Case Managers cannot come to an agreement a third Case Manager will be consulted and a majority decision will be made. A decision on the validity of the reasons will normally be made within five 20 University working days of receiving the information. If the reasons are not deemed valid the appeal will not be considered and the student will be</p>	To reflect existing practice and in response to a recent OIA case.

	offered a Completion of Procedures letter. ³ If there are valid reasons the appeal will be accepted and assigned to an OSCAR Case Manager	
31	When the OSCAR Case Manager has compiled the dossier, they consult with another OSCAR Case Manager to review the evidence and come to one of two decisions. Consultation may take place with other members of staff in complex or unusual cases, and this will be recorded. If the two Case Managers cannot come to an agreement a third Case Manager will be consulted and a majority decision will be made. The decision is either: ...	To streamline decision-making processes.
34	Where an academic appeal is dismissed by the OSCAR Case Managers, the student submitting the appeal may submit a request for a review of this decision by a Process Review Appeal Panel (PRAP) within 10 University working days of being notified of it. Requests should be submitted to OSCAR on-line and in accordance with published requirements as to the format, content and length of submission. Further details are available on the OSCAR web pages. If a student is unable to provide all supporting evidence by the submission deadline (for example, if they are awaiting receipt of a medical letter), then they are still required to submit their request within the 10 University working day timeframe (including a complete supporting statement and any available evidence) but may request an extension in respect of the submission of any pending evidence. Such requests should explain the reason the extension is required and be made by email to OSCAR at the time of the appeal submission.	To reflect existing practice and aid transparency.
36	If a request for a review is received after the 10 University working days deadline, the student will be asked to provide reasons and accompanying independent supporting evidence any rationale reasonable in all of the circumstances (referred to as “reasons”) as to why the request is late. The evidence will be considered by two an OSCAR Case Managers who have has not been involved in Stage one of the appeal who will determine whether the reasons are valid. If the two Case Managers	To streamline decision-making processes.

³ A Completion of Procedures letter is a formal written statement issued by the University to a student to confirm that the student has exhausted the University's internal procedures. A Completion of Procedures statement is required before a student can refer a matter to the Office of the Independent Adjudicator.

	cannot come to an agreement a third Case Manager will be consulted and a majority decision will be made. ⁴ A decision on the validity of the reasons will normally be made within five 20 University working days of receiving the information. Consultation may take place with other members of staff in complex or unusual cases, and this will be recorded. If the reasons are not deemed valid the request will not be considered and the student will be offered a Completion of Procedures letter. If there are valid reasons the request will be accepted and assigned to an OSCAR Case Manager who has not been involved in Stage one of the appeal	
New 41	Where new evidence is raised, further investigations may need to be carried out which may require the appeal to be delayed pending the outcome of these investigations and to give the student an opportunity to consider any new information obtained.	To reflect existing practice and aid transparency.

[B5 Regulations for support to study](#)

Regulation reference	Amendment/addition	Rationale for amendment/ addition
New 6	The University is committed to providing a fair, consistent and accessible service. The University believes that everyone who interacts with it has the right to be heard, understood and respected. The University believes that its staff have the same rights, and the University must provide a safe working environment for its staff. The University must also ensure the efficient and effective operation of its work, so that it can provide a good service to everyone. <i>The Procedure for managing behaviour in respect to Student Regulations and Procedures</i> applies to everyone who interacts or communicates with the University, including students and their representatives and describes types of actions and behaviour that may have a negative effect and what the University is expected to do in these circumstances.	To reflect the introduction of the new <i>Procedure for managing behaviour in respect to Student Regulations and Procedures</i> .
25	In response to a trigger event an Authorised Person may request in writing that OSCAR the Chief Student Officer initiates the support to	To reflect existing practice.

⁴ In the event that there are no OSCAR Case Managers available who have not previously been involved, other staff in the Academic Registry will be utilised to make the decision.

	study procedure. Such requests must be accompanied by details of:	
27	The Chief Student Officer OSCAR acts as the University's procedural gatekeeper for fitness to study matters. They check whether a matter is consistent with the University's definition of fitness to study (see paragraph 13 above). They also check whether the University's regulations and procedures have been followed and whether the document they receive in a referral request is sufficiently complete. As part of the checks that they make the Officer will satisfy themselves that the matter is one of fitness to study and should not be regarded as one of either fitness to practise or a disciplinary matter.	To remove the role of "gatekeeper". No case in more than 10 years has been declined by the gatekeeper. This unnecessary and bureaucratic step leads to the delay in consideration of cases. In practice, OSCAR already make these procedural checks.
28	In determining what further action may be necessary, the Chief Student Officer OSCAR always consults with the relevant academic School/Department and with any internal or external bodies as necessary to access expert guidance on what support measures are appropriate.	As above.
29	The Chief Student Officer OSCAR oversees the process for seeking a Managed Exclusion Order whether this is an order that has been requested by an Authorised Person or is an Order that they have sought on their own authority in order to safeguard the student's safety and wellbeing, the safety and wellbeing of others (see Procedure for Managed Exclusion Orders).	As above.
30	Within five University working days of receiving a referral from an Authorised Person, OSCAR the Chief Student Officer will come to one of the following decisions:	As above.
31	Professionals Meetings are chaired by the Chief Student Officer or their nominee . Other meeting attendees will normally include:	As above.
33	The student may provide a written statement to the Professionals Meeting, or they may attend in person or via Microsoft Teams Skype or telephone. If the student is too ill to attend, the meeting can proceed in the absence of the student, in which case the student's friend or USSU representative can attend as a witness. If the student's non-engagement in the process appears to be motivated by a desire to stall proceedings or itself leads to further concerns	As above.

	about the student's fitness to study, OSCAR the Chief Student Officer may determine to proceed to a Support to Study Panel.	
36	The Chief Student Officer has If considered appropriate, an individual nominated at the Professionals Meeting will take responsibility for monitoring whether a support package, and associated Managed Support Plan, is having the required affect upon the student's behaviours or health concern in the timescales agreed. This process may be iterative and will conclude either	To clarify the responsibilities. This is a response to a recent formal complaint.
37	Support to Study Panels are convened by the Chief Student Officer and are organised through by OSCAR. Support to Study Panels conduct their business in accordance with the Procedure for hearings by Panels which detail how Panels work, including, where relevant, the right of a student to attend a hearing and to be accompanied. It is expected that those asked to attend a hearing will acquaint themselves with the Regulations.	To reflect existing practice.
38	The Panel hearing will normally be completed within 20 working days of approval the instruction from the Chief Student Officer . Where it is going to take longer than this, the student will be kept updated as to progress and likely timescales.	As above.
42	The OSCAR Case Manager compiles a dossier of all relevant documentation for the Support to Study Panel. The Case Manager will then write to the student: • setting out the reasons for the convening of the Support to Study Panel, and including the information that accompanied the request from the Authorised Person along with all the documentation considered by the Chief Student Officer during their decision making and all records from any Professionals Meeting • inviting the student to provide a written response to the instruction from the Chief Student Officer • reminding the student that it would be advisable for them to seek advice and support from the Students' Union and that a Union representative or friend will be able to attend the Support to Study Panel hearing to support them should this be the student's wish	As above.
43	Should the student provide a written response to the information sent to them by OSCAR, the Case Manager will provide copies of the	As above.

	response for the Chief Student Officer and the Support to Study Panel.	
47	<p>A Support to Study Panel may come to one of four findings by normally considering the following questions: (i) is the student fit to study now without putting their safety and well-being at risk or that of other students, staff and third parties? • if the answer to the above question is 'yes' the process is ended with no further actions needed • if the answer to the above question is 'no', the Panel considers a second question; (ii) would a new or amended support package enable a student to immediately continue on their programme without putting their safety and well-being at risk or that of third parties? • if the answer to the above question is 'yes', the Panel will either approve a new or amended support package or instruct OSCAR the Chief Student Officer to convene and chair a Professionals Meeting • if the answer to the above question is 'no', the Panel considers a third question; (iii) could the student return to studies after a period of temporary withdrawal/exclusion with a new or amended support package stipulated as a necessity for their return, without putting their safety and well-being at risk or that of third parties? • if the answer to the above question is 'yes' the Panel will: <input type="checkbox"/> specify a period of temporary withdrawal/exclusion and determine the necessary return to study arrangements or instruct OSCAR the Chief Student Officer to convene and chair a Professionals Meeting shortly before the period of temporary withdrawal/exclusion concludes. This Professionals Meeting will determine the necessary return to study arrangements. • if the answer to the above question is 'no' the Panel will: <input type="checkbox"/> terminate the student's registration and <input type="checkbox"/> inform the student that any future applications to the University will only be considered if they are accompanied by compelling evidence that they are fit to study at the time of application.</p>	As above.
51	<p>Students making an appeal against the findings and/or recommendations made by a Support to Study Panel do so by completing the relevant form which can be found on the OSCAR web pages. Appeals must be received by OSCAR within 10 University working days of the Panel conveying its findings to the student in writing. If the appeal is received on time it will be assigned to an</p>	As above.

	<p>OSCAR Case Manager. If a student is unable to provide all supporting evidence by the appeal submission deadline (for example, if they are awaiting receipt of a medical letter), then they are still required to submit their appeal within the 10 University working day timeframe (including a complete supporting statement and any available evidence) but may request an extension in respect of the submission of any pending evidence. Such requests should explain the reason the extension is required and be made by email to OSCAR at the time of the appeal submission.</p>	
52	<p>If an appeal is received after the 10 University working days deadline the student will be asked to provide reasons and accompanying independent supportive evidence rationale- reasonable in all of the circumstances- (thereafter referred to as “reasons”) as to why the appeal is late. The reasons and supporting evidence will be considered by two an OSCAR Case Managers who will determine whether the reasons are valid. If the two Case Managers cannot come to an agreement a third Case Manager will be consulted and a majority decision will be made. Consultation may take place with other members of staff in complex or unusual cases, and this will be recorded. A decision on the validity of the reasons will normally be made within five 20 University working days of receiving the information. If the reasons are not deemed valid the appeal will not be considered and the student will be offered a Completion of Procedures letter. If there are valid reasons the appeal will be accepted and assigned to an OSCAR Case Manager.</p>	<p>To reflect existing practice and in response to a recent OIA case.</p>
New 57	<p>Where new evidence is raised, further investigations may need to be carried out which may require the review to be delayed pending the outcome of these investigations and to give the student an opportunity to consider any new information obtained.</p>	<p>To reflect existing practice and aid transparency.</p>
59	<p>If at any stage evidence put forward to support the appeal can be shown to have been dishonestly acquired or is itself dishonest, the appeal will be dismissed and the evidence submitted to the University's</p>	<p>To reflect the introduction of the new <i>Procedure for managing behaviour in respect to Student Regulations and</i></p>

	disciplinary procedures as specified in the <i>Student disciplinary regulations</i>, where applicable.	<i>Procedures.</i>
65	Where a student's registration is terminated as a result of a Support to Study or Support to Study Appeal Panel hearing, OSCAR the Chief Student Officer ensures that the student receives any intermediate exit award to which they are entitled and a copy of their transcript or its equivalent.	To reflect existing practice.

B6 Regulations for fitness to practise

Regulation reference	Amendment/addition	Rationale for amendment/ addition
New 5	The University is committed to providing a fair, consistent and accessible service. The University believes that everyone who interacts with it has the right to be heard, understood and respected. The University believes that its staff have the same rights, and the University must provide a safe working environment for its staff. The University must also ensure the efficient and effective operation of its work, so that it can provide a good service to everyone. <i>The Procedure for managing behaviour in respect to Student Regulations and Procedures</i> applies to everyone who interacts or communicates with the University, including students and their representatives and describes types of actions and behaviour that may have a negative effect and what the University is expected to do in these circumstances.	To reflect the introduction of the new <i>Procedure for managing behaviour in respect to Student Regulations and Procedures</i> .
34	(iii) that the Chief Student Officer OSCAR is requested to convene a Support to Study Panel under the Regulations for support to study as the matter in question is not one of fitness to practise but is serious enough to warrant panel consideration; (iv) that the Chief Student Officer OSCAR is requested to convene a Fitness to Practise Panel.	To reflect existing practice.
38, 39, 40	In fitness to practise matters the Chief Student Officer acts as the University's procedural gatekeeper. In keeping with this role the Officer checks that the request from the Academic Registry staff member for either a Support to Study or a Fitness to Practise Panel is	To remove the role of "gatekeeper". No case in more than 10 years has been declined by the gatekeeper. This unnecessary and bureaucratic step leads to

	<p>accompanied by relevant documentation and is compliant with the relevant University regulations.</p> <p>The Chief Student Officer may request further information from the Academic Registry staff member and the Registrant adviser but they cannot overrule them. Once any necessary further information has been obtained the Officer requests the Office of Student Complaints and Regulation (OSCAR) to convene the Fitness to Practise or Support to Study Panel.</p> <p>Where a Managed Exclusion Order has previously been made in connection with a matter involving failure by a student to observe the University's requirements for professional behaviour, and the Chief Student Officer considers that it is in the best interests of the student, their safety and wellbeing, or the safety and wellbeing of others to extend the Managed Exclusion Order they may apply to extend the Order (see Procedure for Managed Exclusion Orders).</p>	<p>the delay in consideration of cases.</p>
41	<p>Fitness to Practise Panels are convened by the Chief Student Officer and are organised through OSCAR.</p>	<p>As above.</p>
42	<p>The Panel hearing will normally be completed within 20 working days of the conclusion of the investigation instruction from the Chief Student Officer. Where it is going to take longer than this, the student will be kept updated as to progress and likely timescales.</p>	<p>As above.</p>
50	<p>Students making an appeal against the findings, recommendations and/or penalty made by a Fitness to Practise Panel do so by completing the relevant form which can be found on the OSCAR web pages. Appeals must be received by OSCAR within 10 University working days of the Panel conveying its findings to the student in writing. If the appeal is received on time it will be assigned to an OSCAR Case Manager. If a student is unable to provide all supporting evidence by the appeal submission deadline (for example, if they are awaiting receipt of a medical letter), then they are still required to submit their appeal within the 10 University working day timeframe (including a complete supporting statement and any available evidence) but may request an extension in respect of the submission of any pending evidence. Such requests should explain the reason the extension is required and be made by email to OSCAR at the time of the appeal</p>	<p>To reflect existing practice and aid transparency.</p>

	submission.	
53	<p>If an appeal is received after the 10 working days deadline, the student will be asked to provide reasons and accompanying independent supportive evidence rationale reasonable in all of the circumstances (thereafter referred to as “reasons”) as to why the appeal is late. The evidence will be considered by two an OSCAR Case Managers who will determine whether the reasons are valid. Consultation may take place with other members of staff in complex or unusual cases, and this will be recorded. If the two Case Managers cannot come to an agreement a third Case Manager will be consulted and a majority decision will be made. A decision on the validity of the reasons will normally be made within five 20 University working days of receiving the information. If the reasons are not deemed valid the appeal will not be considered and the student will be offered a Completion of Procedures letter. If there are valid reasons the appeal will be accepted and assigned to an OSCAR Case Manager.</p>	To reflect existing practice and in response to a recent OIA case.
New 56	Where new evidence is raised, further investigations may need to be carried out which may require the appeal to be delayed pending the outcome of these investigations and to give the student an opportunity to consider any new information obtained.	To reflect existing practice and aid transparency.
New 57	If at any stage evidence put forward to support the appeal can be shown to have been dishonestly acquired or is itself dishonest, the appeal will be dismissed and the evidence submitted to the University's disciplinary procedures as specified in the Student disciplinary regulations, where applicable.	To reflect existing practice and aid transparency.
68	Where a student's registration is terminated as a result of a Fitness to Practise or Fitness to Practise Appeal Panel hearing, OSCAR the Chief Student Officer ensures that the student receives any intermediate exit award to which they are entitled and a copy of their transcript or its equivalent.	To reflect existing practice.

<u>C1 Procedure for complaints</u>		
Regulation reference	Amendment/addition	Rationale for amendment/ addition
4	Addition of footnote: For the purposes of this Procedure, the “leaving date” is the date at which students receive their official notification of	To reflect existing practice and aid transparency.

	termination or award. i.e. results day, or the date when their voluntary withdrawal is approved by the University.	
10	<p>Complaints and requests to review a complaint outcome are made by the student.</p> <p>Exceptionally, and only where a student is unable to do so on their own behalf, whether through illness or other unforeseen circumstances, an application can be made by a third party on behalf of the student. In such cases, the third party must show why the student is unable to make a complaint or request a complaint review on their own behalf and provide supporting evidence. The student must give their consent before the complaint or complaint review can be processed. The evidence is submitted to the Office of Student Complaints, Appeals and Regulation (OSCAR) and two an OSCAR Case Managers will determine whether the appeal or request to review the decision to decline an appeal should be accepted. Consultation may take place with other members of staff in complex or unusual cases, and this will be recorded. If the two Case Managers cannot come to an agreement a third Case Manager will be consulted and a majority decision will be made. A decision will normally be made within five working days of receiving the information.</p>	To streamline decision-making processes
New 23	<p>If a Stage 2 complaint is received after the deadline, the student will be asked to provide reasons and accompanying evidence as to why the complaint is late. The evidence will be considered by two an OSCAR Case Managers who will determine whether the reasons are valid. Consultation may take place with other members of staff in complex or unusual cases, and this will be recorded. A decision on the validity of the reasons will normally be made within 20 University working days of receiving the information. If the reasons are not deemed valid, the complaint will not be considered and the student will be offered a Completion of Procedures letter. If there are valid reasons the complaint will be accepted and assigned to Complaint Handler.</p>	To confirm existing practice.
New 24	The University is committed to providing a fair, consistent and accessible service. The University believes that everyone who	To reflect the introduction of the new <i>Procedure for managing behaviour in</i>

	<p>interacts with it has the right to be heard, understood and respected. The University believes that its staff have the same rights, and the University must provide a safe working environment for its staff. The University must also ensure the efficient and effective operation of its work, so that it can provide a good service to everyone. The Procedure for managing behaviour in respect to Student Regulations and Procedures applies to everyone who interacts or communicates with the University, including students and their representatives and describes types of actions and behaviour that may have a negative effect and what the University is expected to do in these circumstances.</p>	<p><i>respect to Student Regulations and Procedures.</i></p>
31	<p>If a student is unable to provide all supporting evidence by the complaint submission deadline (for example, if they are awaiting receipt of a medical letter), then they are still required to submit their complaint within the standard timeframe (including a complete supporting statement and any available evidence) but may request an extension in respect of the submission of any pending evidence. Such requests should explain the reason the extension is required and be made by email to OSCAR at the time of the complaint submission.</p>	<p>To reflect existing practice and aid transparency.</p>
New 48	<p>If at any stage evidence put forward can be shown to have been dishonestly acquired or is itself dishonest, the case will be dismissed and the evidence submitted to the University's disciplinary procedures as specified in the Student disciplinary regulations, where applicable.</p>	<p>To reflect existing practice and aid transparency.</p>
55	<p>If a request to review a complaint outcome is received after the 10 University working days deadline, the student will be asked to provide reasons and accompanying evidence provide rationale reasonable in all of the circumstances (“reasons”) as to why the request is late. The reasons and supporting evidence will be considered by two an OSCAR Case Managers who will determine whether the reasons are valid. If the two Case Managers cannot come to an agreement a third Case Manager will be consulted and a majority decision will be made. Consultation may take place with other members of staf</p>	<p>To reflect existing practice and in response to a recent OIA case.</p>

	in complex or unusual cases, and this will be recorded. A decision on the validity of the reasons will normally be made within five 20 University working days of receiving the information. If the reasons are not deemed valid, the request will not be considered and the student will be offered a Completion of Procedures letter. If there are valid reasons the request will be accepted and assigned to an OSCAR Case Manager.	
New 58	Where new evidence is raised, further investigations may need to be carried out which may require the review to be delayed pending the outcome of these investigations and to give the student an opportunity to consider any new information obtained.	To reflect existing practice and aid transparency.
62	When convening a Complaint Review Panel OSCAR writes to the student, normally within 10 working days of the request, to confirm that the Complaint Review Panel will take place. The student does not attend the Panel, unless requested to under paragraph 61 below. The University will aim to conclude Stage 3 of this Procedure within 20 University working days. Complex cases may take longer and the student will be kept informed of the progression of their request. OSCAR will write to the student with: <ul style="list-style-type: none"> • information about the proposed membership of the Panel that will meet to review their complaint • the date proposed for the meeting • an outline of the procedure the Panel will follow • a copy of the documentation to be considered by the Panel 	In response to an OIA case recommendation.

<u>C2 Procedure for hearings by Panels</u>		
Regulation reference	Amendment/addition	Rationale for amendment/ addition
New 16	The University is committed to providing a fair, consistent and accessible service. The University believes that everyone who interacts with it has the right to be heard, understood and respected. The University believes that its staff have the same rights, and the University must provide a safe working environment for its staff. The University must also ensure the efficient	To reflect the introduction of the new <i>Procedure for managing behaviour in respect to Student Regulations and Procedures</i> .

	<p>and effective operation of its work, so that it can provide a good service to everyone. <i>The Procedure for managing behaviour in respect to Student Regulations and Procedures</i> applies to everyone who interacts or communicates with the University, including students and their representatives and describes types of actions and behaviour that may have a negative effect and what the University is expected to do in these circumstances.</p>	
New 37	<p>If at any stage evidence put forward can be shown to have been dishonestly acquired or is itself dishonest, the case will be dismissed and the evidence submitted to the University's disciplinary procedures as specified in the <i>Student disciplinary regulations</i>, where applicable.</p>	<p>To reflect existing practice and aid transparency.</p>

<u>C3 Procedure for Managed Exclusion Orders</u>		
Regulation reference	Amendment/addition	Rationale for amendment/ addition
New 21	<p>If at any stage evidence put forward can be shown to have been dishonestly acquired or is itself dishonest, the case will be dismissed and the evidence submitted to the University's disciplinary procedures as specified in the <i>Student disciplinary regulations</i>, where applicable.</p>	<p>To reflect existing practice and aid transparency.</p>