



GR1 Your responsibilities as a student

1.1 Royal Holloway, University of London ("the College") expects you to act responsibly and to be accountable for your actions, both academic and non-academic. During on-line signup you agree to be bound by the College Statutes, Regulations and policies of the College as amended from time to time. These are listed below each relevant General Regulation for your information. All applicable College regulations are enforced under the Student Disciplinary Regulations, which may lead to termination of College registration or withdrawal of facilities.

1.2 You are reminded that this responsibility extends to participation in College related activities off site, such as field trips, placements or years abroad. Likewise, behaviour in the local community that brings the College into disrepute by causing annoyance, offence or leads to statutory action may also result in College action under the disciplinary regulations.

1.3 Where a student is unwilling or unable to take reasonable steps to manage their behaviour College reserves the right to take appropriate action. Management of behaviour includes, but is not limited to, physical and mental health issues. If you encounter difficulties you are encouraged to seek support from the College's support services.

1.4 You must take responsibility for your own finances and budgeting, seeking help from the relevant College and / or external funding support services as needed. This includes a responsibility to ensure your tuition fees, accommodation fees and other contractual payments are paid to the College on or before the invoice due date. Non-payment of fees may result in termination of registration or eviction from College halls. The Student Fee Regulations state the terms and conditions relating to fee payment.

1.5 The Student Charter provides a summary of our aspirations for both students and staff which is designed to benefit and support the student experience. It is not intended to be a legally binding contract of terms and conditions. It is important that all prospective and current students familiarise themselves with the current published documents that relate in any way to their being a student.

1.6 The following regulations and policies are included:

Student disciplinary regulations

Outlines the procedures which will be followed where there are allegations of major or minor misconduct. Attention is particularly drawn to appendix 1 which outlines the types of behaviour which may be considered misconduct. This is not an exhaustive list.

Student fee regulations

UPDATED FOR 2016-17

Governs the payment and remission of tuition and residence fees. Includes action the College will take where there is non-payment.

Car parking policy

The General Traffic Regulations and Car Parking terms applicable to anyone bringing a vehicle onto campus. This includes the requirement to obtain and display a parking permit and penalty charge notices for non-compliance. Campus roads are considered public highways and UK traffic law applies.

General regulations 2016 – 2017 (continued)

Disclosing criminal convictions policy		<i>All applicants for admission to, or enrolled at, the College are required to disclose unspent criminal convictions. Students enrolled on programmes which lead to the award of a professional qualification in one of the regulated health or social care professions are also required to declare unspent convictions.</i>
Code of practice on drug, alcohol and substance abuse		<i>The College does not tolerate the abuse of alcohol, drugs or other substances. This code outlines the action College will take where there are suspected or known instances of abuse or misuse.</i>
Code of practice on personal harassment for students		<i>Harassment – including by social media - will be regarded seriously and could be grounds for disciplinary action, which may include termination of registration as a student.</i>
Freedom of speech code of practice		<i>The College is committed to freedom of speech. You must not engage in behaviour that prevents, obstructs or disrupts the holding or orderly conduct of any meeting or other lawful assembly in the College.</i>
External Speakers on campus policy	UPDATED FOR 2016-17	<i>To be approved June 2016</i>
Intellectual property policy		<i>May apply in limited circumstances, particularly postgraduate research projects, where students create certain works in the course of their research.</i>
Code of practice for exploitation of inventions		<i>Post graduate students who produce, or belong to a research group which has produced a patentable invention will be treated as a member of staff for the purposes of patenting and commercial exploitation of the invention.</i>

GR2 Attendance at College and Academic Regulations

2.1 Enrolment gives you the right to attend the classes and receive tuition or supervision for the courses for which you have registered. If you are not registered for a course you may not attend classes, submit work or access facilities for that course. Enrolment also grants access to relevant College facilities, subject to any particular arrangements as approved for visiting students and to other provisions outlined in these Regulations.

2.2 Enrolment must be completed within 21 days of the start of your programme and failure to do so, without prior approval and in the absence of medical or other good reason, will result in the termination of your registration. If, in exceptional circumstances re-admission is subsequently granted, a re-instatement fee of £300 will be payable. Exceptions will only be considered where Student Administration has been informed in advance in writing of any circumstances that prevent enrolment by the specified time. You will not be permitted to commence your studies and/or enrol after this 21 day period. If you do not enrol with the College you will not be entitled to use any College facilities, including the Computer Centre, College libraries, Campus Account facilities, the Students' Union, or attend lectures and seminars.

2.3 It is a requirement of enrolment with the College that you should attend (as far as reasonably possible) all scheduled classes, lectures and field trips. Non-attendance may result in disciplinary action from your department(s), culminating in termination of registration. The formal warning and termination process is outlined in the Academic Regulations (listed below). All enrolled full time undergraduate students are expected to be easily contactable and able to attend campus during term time. Full time taught postgraduate students are enrolled for a full calendar year from September to September and are expected to be easily contactable and able to attend campus throughout that calendar year.

2.4 In the case of absence through illness you must inform your department(s). If the illness lasts for more than three days, you must complete a self-certification form that is available from your department(s) or the Health Centre. If your illness results in an absence of more than seven calendar days then you must consult your doctor or the Health Centre and obtain a medical certificate. If an absence from College is required on other grounds, i.e. bereavement, you should speak to your personal adviser as soon as possible to clarify the reasons for non-attendance. You should note that self-certification will not be deemed admissible as evidence to support academic appeals and requests for special consideration by examination boards.

2.5 If you are in receipt of a Tier 4 visa you should be aware that non-attendance could result in your visa being withdrawn. It is a legal requirement for the College to report a student enrolled on a Tier 4 visa who does not appear to be in attendance to UK Visas and Immigration (UKVI). Upon notification, UKVI will curtail their visa. Termination of registration due to a breach in Visa requirements is conducted independently of the College's formal warning process and is not open to appeal.

2.6 The College recognises that many students undertake paid work to support their studies. However, full time students should not undertake more than 20 hours of paid work per week during term time. You should not undertake any paid work which may conflict with your responsibilities as a student of the

General regulations 2016 – 2017 (continued)

College. The College will not accept claims that your study was adversely affected by a period of paid or unpaid work.

2.7 Students in receipt of a Tier 4 visa should be aware that if the College suspects you are breaking the conditions of your permission to stay by working more hours than you are allowed to, then the College is obliged to inform the UKVI. This could result in your current immigration permissions being curtailed or future applications being refused.

2.8 The following Regulations are included;

Undergraduate regulations	UPDATED FOR 2016-17	<i>Regulations governing undergraduate programmes (i.e. BA, BSc), includes admission, assessment, progression requirements, consideration for awards and termination of registration. Further information is available here.</i>
Postgraduate taught programme regulations	UPDATED FOR 2016-17	<i>Regulations governing taught postgraduate programmes (i.e. MA, MSc), includes admission, assessment, progression requirements, consideration for awards and termination of registration. Further information is available here.</i>
Research degree regulations	UPDATED FOR 2016-17	<i>Regulations governing postgraduate research programmes (i.e. Masters by Research, MPhil / PhD and Professional Doctorates), includes admission, assessment, progression requirements, consideration for awards and termination of registration. Further information is available here.</i>
Code of practice for Research Degree Students and Supervisors	UPDATED June 2016	<i>Outlines the responsibilities of research students, their supervisory team and their academic departments, generic skill requirements, leave and work opportunities.</i>
Regulations on access arrangements for assessment		<i>Explains how students requiring special examination arrangements submit requests and evidence to support their request and how this will be considered.</i>
Regulations on the conduct of assessment	UPDATED FOR 2016-17	<i>Applies to the assessment of all awards made by the College, except MPhil, PhD, and MA/MSc by Research and examination of the thesis for the specialist doctorates which are governed by the Research Degree Regulations.</i>
Regulations on assessment offences		<i>Explains what an assessment offence is and how they will be investigated. Serious or repeat offences may lead to termination of registration.</i>
Regulations on the ratification and revocation of awards		<i>Outlines whether awards are made by University of London or Royal Holloway and Bedford New College.</i>

General regulations 2016 – 2017 (continued)

Fitness to practice procedures	To be updated JUNE 2016	<i>Applies to students registered on programmes which lead to the award of a professional qualification in one of the regulated health or social care professions.</i>
Approval and suspension of College Regulations		<i>Outlines how academic regulations are approved and suspended.</i>

GR3 Use of College facilities and property

3.1 You are encouraged to use College facilities particularly in support of your academic studies. In doing so you are expected to treat the facilities and property with respect. Use of facilities may be subject to published terms and conditions of use and failure to abide by these terms and conditions may result in the withdrawal of the right to use the facilities. You are required to pay for damage you have caused to College property.

The following Regulations and policies are included;

Use of IT facilities

Use of library
facilities

GR4 Maintenance of your personal information and College Communication

4.1 You are responsible for ensuring your personal details are accurate and up to date on Campus Connect. This includes permanent and temporary changes of address. Any change of name must be reported to the Student Service Centre, supported by appropriate certification.

4.2 All personal data will be handled in accordance with the Data Protection Act 1998. Information on how to access copies of your personal information held by the College is available on the Information compliance web pages.

4.3 Tier 4 (PBS) sponsored students only. It is your responsibility to make sure you understand and meet the UKVI immigration requirements. To protect and maintain your Tier 4 status you must also keep the UKVI informed of any changes to your name and/ or other personal circumstances. The College is bound by UKVI requirements and is obliged to keep a copy of your passport, Biometric Residence Permit (BRP) or UK immigration status document and personal contact details. We, as a Tier 4 sponsor, must provide information to the UKVI about you in certain circumstances and this may include your personal contact details. It is therefore vital that you ensure that they keep your UK address, personal email address and mobile telephone number up to date for UKVI compliance purposes.

4.4 College provides an email address free of charge, which is accessible both off and on campus. This address will be used routinely for communication with you, and you are required to check this email account at least once every day. Failure to check your College email accounts will not be accepted as reasons for non-compliance with College instruction.

4.5 You are responsible for keeping yourself informed of any requirements that are posted on official College noticeboards, and for collecting your mail regularly from notified collection points.

4.6 Individual communications sent from the College should be regarded as applying to that student only.

4.7 You will be provided with a College card which serves as proof of student status whilst on College property.

4.8 The following Regulations and policies are included;

College card terms and conditions	UPDATED FOR 2016-17	<i>Explains the condition of use of the College Card, including the Campus Account service. It also outlines how lost or stolen cards can be replaced.</i>
Data protection policy	UPDATED FOR 2016-17	<i>Outlines how College meets the requirements of the Data Protection legislation.</i>
Change of name policy	NEW FOR 2016-17	<i>Explains how students may change the name they have registered with the College</i>

GR5 Students Union opting out

5.1 As a registered full-time or part-time student you are automatically a member of the Students' Union (SURHUL) unless you choose to opt out. If you decide not to be a member of SURHUL you cannot stand for elective or appointed offices or vote in any election or meeting connected with SURHUL. However, you may enjoy all the other rights and privileges associated with full membership as follows:

- a) Attend and speak at General Meetings,
- b) Make use of any services and facilities of SURHUL
- c) Hold ordinary membership of clubs and societies recognised by SURHUL, in accordance with their own constitutions
- d) Attend all SURHUL committees as an observer where permitted by the Constitution and Regulations.

To opt out of the democratic process of SURHUL you must either inform the President in writing or use the opt-out option during College online sign-up at the beginning of each academic year. The opt out procedure is publicised in the SURHUL constitution and the Students' Union Code of Practice.

5.2 The following Regulations and policies are included;

Students' Union
Code of Practice

Required by law, the code explains how Council and SURHUL will ensure that the students' union operates in a fair and democratic manner and is accountable for its finances.

GR6 Student health and safety

6.1 While involved in College activities on or off campus it is the responsibility of students;

- To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions
- To comply with College policies and procedures and with arrangements the College has in place to control health and safety risks, including any information, instruction or training provided to them
- To co-operate and comply with College policies and procedures, so far as is necessary, to enable any duty or requirement imposed upon the College by relevant statutory provisions to be performed or complied with
- To not, without the consent of the member of staff in charge of the area or activity, introduce any equipment for use on College premises, alter any fixed installations, alter or remove health and safety notices or equipment, or otherwise take any action which may create hazards for employees of the College or for persons using the premises
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions
- To use any protective equipment provided and work in accordance with any safety procedures provided by the College in connection with any of its activities; and
- To report any incidents, accidents, unsafe conditions or work-related ill health which they become aware of to the person responsible for the area or activity.

6.2 In addition to the above the following restrictions apply;

- Barbeques - students are not permitted to have barbeques on College premises. Barbeques are only permitted as part of an official College sponsored or run event in agreement with the College fire safety officer
- Fireworks – students are not allowed to let off any form of fireworks on College premises
- Firearms and offensive weapons - the possession or use of rifles, air pistols or other types of firearm or offensive weapon is strictly forbidden anywhere on College property
- College electrical equipment - all College electrical wiring and equipment is tested and checked at regular intervals. Any repairs or modifications must only be made by College electrical staff. Students should not undertake any modifications or repairs themselves as this may constitute a serious electrocution or fire risk. All faulty equipment should be reported immediately to the person responsible for the area or activity
- Personal electrical equipment - students are responsible for the electrical safety of any equipment you bring to the College and for any harm which may occur to anyone as a result of these items. Any equipment must be safe and comply with current European electrical safety standards. The College retains the right of inspection and confiscation of equipment found to be unsafe or specifically prohibited under College rules
- Laser pointers and pens - must only be used as a pointing device for presentation purposes. Misuse, or use with malicious intent, has the potential for serious injury.

General regulations 2016 – 2017 (continued)

- Smoking - the College smoking policy has specific prohibitions in respect of smoking in and around its buildings which must be complied with at all times

6.3 The following Regulations and Policies are included:

Health and safety policy statement	<i>Confirms College commitment to provide a safe and healthy environment and sets out how this will be achieved.</i>
Smoking policy	<i>Explains that smoking is prohibited in and within 5 metre of any College building or in any vehicle used on College business, including e-cigarettes.</i>
Laser Safety local rules - laser pointers and pens	<i>Sets out the College's management arrangements for the use of lasers. It requires that the potential for harm to staff, students and other persons from work with laser equipment is either prevented, or where that is not reasonably practicable, is adequately controlled.</i>

6.4 Failure to comply with the above requirements may be regarded as a breach of English law and / or College Regulations and may result in disciplinary action.

GR7 Exceptional changes to academic provision and facilities

7.1 The College undertakes all reasonable steps to provide the academic programmes and related services as set out in its prospectuses, course finder and other publications produced for the general guidance of prospective students. These publications were accurate at the time of publication and do not form part of any contract with you, your advisers or third parties. Should details of programmes or services change following publication, the College will use all reasonable endeavours to draw this to your attention at the earliest possible opportunity.

7.2 Occasionally it may be necessary for the College to vary the content and delivery of programmes or the teaching location, to discontinue, merge or combine programmes, and to introduce new programmes. Such changes may be necessary for the following reasons (which are not exhaustive): changes in the requirements of commissioning or accredited bodies, legislative changes, changes to relevant theory or significant developments in practice, unavailability of suitably qualified staff, loss of funding, serious financial issues affecting the College or insufficient student numbers. The College endeavours to keep such changes and disruption to a minimum, but there is a possibility that changes may occur before or after admission. You will be informed as soon as possible of any substantial change which may affect your programme, and will be advised as to the impact and possible options for you to progress your study which may include transfer to another programme of study, withdrawal or transfer to another higher education provider where possible.

7.3 Except where otherwise expressly stated in writing, the College cannot accept liability or pay any compensation where its obligations to provide programmes or facilities is prevented or affected by events it could not foresee and / or avoid. Examples include adverse weather or natural disaster, pandemic flu or other contagious disease, fire, interruption in power supplies or substantial systems breakdown. In any such event College will keep all affected students informed, and wherever possible will make alternative arrangements in order to provide the programmes or facilities, for example, in alternative locations.

GR8 Student complaints

8.1 The College hopes and expects that you will be satisfied with your experience at the College, and is always pleased to hear about particularly good aspects of your experiences. However, it is also recognised that there may be circumstances when you may not be satisfied. College publishes procedures which outline how you can lodge formal complaints about the College's provision of services or facilities and how these complaints will be investigated.

Student
Complaints
Procedure

Explains how students can submit complaints about College facilities or services which have not been informally resolved.

Approved by:	Council
Date:	May 2016



Student Disciplinary Regulations

Approved by: Council
Date; 2 July 2014, effective from 1 September 2014
Review by: July 2017

Contents

Introduction	3
Glossary	3
Scope of these Regulations	4
General Principles	5
Authorised Officers	6
Minor Misconduct	6
Major Misconduct	7
Student Disciplinary Appeal Committee	8
Adjudication of College Decisions	10
Records of Disciplinary Activity	10
Book of Precedents	11
Associated policies	11
Appendix 1: Types of Misconduct	12
Appendix 2: Police Investigations and Temporary Suspension and Restriction	14
Appendix 3: Serious Emotional or Psychiatric Condition	16
Appendix 4: Formal Interdepartmental Meeting	17
Appendix 5: Discipline in Hall	19
Appendix 6: Discipline in the Local Community	21
Appendix 7: Hearing / Meeting Procedure	23

Introduction

1. Students are members of the College community and as such are expected to behave responsibly, to respect people and property, and to comply with the College rules and regulations, whether on College premises or elsewhere. The behaviour of students should not interfere with the proper functioning or activities of the College, with those who work or study in the College, or otherwise damage the College.
2. Where there is reason to believe that a student has broken the College rules or regulations, or their behaviour does not meet the required standards, the College will take action as outlined in these regulations.
3. The College Council is responsible for the maintenance of discipline in the College, as specified in Statute 20(3)(a). These regulations outline where authority has been delegated to authorised disciplinary officers.

Glossary

4. The table below explains the key terms used in these Disciplinary Regulations.

Authorised Officer	Members of staff authorised by Council and / or the Secretary and Registrar to deal with actual or allegations of misconduct, and to impose penalties.
Appeal	A request for the decision to be changed. This will only be considered where the student can prove that the specified reasons, called grounds, are satisfied.
Campus Restriction Order (CRO)	Places conditions or restrictions on students that they must meet to continue attendance at the College or residence in College accommodation. Often access to named 'venues' or activities are prohibited, for example, no access to licensed premises. CRO's may be effective for the remainder of a student's registration at the College or for a shorter period. They may only be placed or revoked by the Student Disciplinary Officer (or nominee). If a student breaches the conditions of a CRO they will be subject to further disciplinary action.
Completion of Procedures letter	A letter which confirms that the College's procedures have been completed. It summarises the decisions and the reasons for it, and confirms the submission deadline for reviews by the Office of the Independent Adjudicator (OIA).
Hearing	A formal meeting where the disciplinary matter is discussed. Normally a member of College staff will present, or explain, the recommendation to a panel or individual, and the student will be given an opportunity to respond. This response may include an explanation for the behaviour and / or demonstrate regret or understanding of the impact of any misconduct. See Appendix 7 for hearing procedures
Misconduct	These regulations divide offences into minor and major misconduct.

Student Disciplinary Regulations (continued)

	<p>The Student Disciplinary Officer (or nominee) will decide which one is which. Examples of the types of behaviour which would constitute misconduct are listed in Appendix 1.</p> <p>Minor - behaviour which is unacceptable and breaks College Regulations, but isn't judged to be so severe by the appropriate Authorised Officer as to require a review of the student's registration at the College.</p> <p>Major - either minor misconduct which is repeated, despite warnings or minor offence procedures, or misconduct judged to be so severe by the Student Disciplinary Officer to require a review of the student's registration at the College.</p>
Nominee	Where the College Officer named in these Regulations is unavailable and likely to remain so, they may nominate another Officer to act in their absence. Alternatively the Principal may nominate another officer.
Panel	A group of senior College staff who consider major misconduct cases during a hearing and agree whether a penalty is appropriate and what it should be. The panel is led by a Chair. The composition of the Student Disciplinary Appeal Committee is explained in the Terms of Reference document included in the Committees Handbook.
Represent	A term used to identify who will explain a specified person's case to the panel at a hearing, i.e. the student will represent themselves = the student will explain his own case.
Required interruption of studies	Require the student to interrupt their studies at the College for a period of up to 1 academic year.
Student Disciplinary Officer	The Head of Student Support and Advisory Services is the designated College Student Disciplinary Officer who leads student misconduct investigations and processes.
Student Fees	Tuition and accommodation fees. Non-payment of these and other payments as set out in the Student Fee Regulations will result in disciplinary action in accordance with these regulations.
SURHUL	Students' Union Royal Holloway University of London
Suspended Termination	Set specific conditions for the student to meet in order to continue studying at the College. If the conditions are broken the student will be required to leave College immediately.
Termination of Registration	Require the student to leave the College.

Scope of these Regulations

5. These regulations apply to all students registered at Royal Holloway, University of London (the College).
6. These regulations do not apply to:
 - a. offences committed on SURHUL premises, although serious offences may be referred to these Regulations at the discretion of the Head of Support and Advisory Services.

Student Disciplinary Regulations (continued)

- b. offences included in the Academic Regulations and associated documents.
 - c. non-payment of student fees, which are included in the Student Fee Regulations. However, appeals against the decision of the Fees Sub-Group will be considered by the Student Disciplinary Committee.
7. Academic departments, the computer centre and the libraries may have their own disciplinary procedures and regulations, although serious misconduct or repeated behaviour will be referred to these Regulations at the discretion of the Head of Support and Advisory Services.
 8. The College may also take such action under these Regulations, against Royal Holloway students who contravene the rules, regulations or equivalent of other Universities and Colleges while on their premises, or who commit an offence that would be a breach of our regulations were it committed on Royal Holloway premises.
 9. When misconduct also constitutes a criminal offence, or vice versa, the College will liaise with the Police and / or appropriate authorities. See [\(a\)](#).

General Principles

10. Any hearing held under the scope of these Regulations is an internal procedure, and is not a legal proceeding. Hearings will be handled in accordance with the Procedures in [\(a\)](#).
11. It will be adequate for action under these Regulations for it to be established that on the balance of probability misconduct did occur. The principles of natural justice¹ will be applied at all times.
12. College will endeavour to act as swiftly as possible at all times, whilst ensuring that students have time to respond to claims made against them. Where other regulations and / or processes are ongoing which interfere with these Regulations the College will ensure that the reason for any delays in the process are communicated to the student.
13. Communication with students who are subject to action in accordance with these Regulations will be via College email or as agreed with the student.
14. Students are expected to be aware of these and other College regulations. Claims that students were not aware of College regulations to which they have agreed during the enrolment process will not be considered valid reasons for lenient penalties or appeal.
15. Where appropriate other departments will be informed of action taken under these Regulations. If it is

¹ This means that all students subject to these Regulations will be treated without bias; will be presumed innocent of misconduct until the case is proven; will be given an opportunity to respond to any complaints against them as laid out in these Regulations and will have access to an appeal procedure.

Student Disciplinary Regulations (continued)

noted that a student has significant difficulties in a number of areas of their College life they may be addressed together, see [Appendix 4](#).

Authorised Officers

16. The Council has authorised the following staff to investigate and apply penalties for minor misconduct (see [section 7](#)):

Misconduct...	Authorised Officer
Related to the use of cars and parking	Head of Security (or nominee)
Related to behaviour in academic departments and associated buildings	Head of Department (or nominee)
Related to the use of the libraries	Director of Library Services (or nominee)
Related to the use of computing facilities	Director of Academic Services and CIO (or nominee)
Related to behaviour in halls of residence (see Appendix 5)	Student Life Support Manager (or nominee)
Related to behaviour in the local community (see Appendix 6)	Senior Student Wellbeing Officer (or nominee)
All misconduct	Head of Support and Advisory Services (or nominee)

17. At any point the Authorised Officers may refer the case to the Head of Support and Advisory Services, who is the College Student Disciplinary Officer.

Minor Misconduct

18. Where it is believed that minor misconduct has occurred the appropriate Authorised Officer will be informed.

19. The Authorised Officer will carry out a fair and reasonable enquiry. The student will be given the opportunity to hear details of the complaint or allegations made against them and to speak or write in their own defence. Where there are specific Regulations for the misconduct the Authorised Officer will act within those Regulations, including the award of an appropriate penalty.

Student Disciplinary Regulations (continued)

20. If the student admits the misconduct, the Authorised Officer may impose the appropriate penalty without conducting an enquiry.
21. The Authorised Officer is free at any point during the enquiry to refer the matter to Student Disciplinary Officer who will decide how to proceed within these Regulations. The Student Disciplinary Officer may decide that the misconduct merits greater penalties and refer the matter to a Vice-Principal.
22. The Student Disciplinary Officer may impose one or more of the following penalties, which will be considered to be proportionate and relevant to the misconduct. The student's previous disciplinary records can be considered in this context.
 - a. a reprimand;
 - b. a fine not exceeding £1000;
 - c. an order to pay compensation for damage to property or equipment
 - d. a condition that further attendance at the College or residence in College accommodation depends upon certain conditions or certain restrictions being met by the student;
 - e. a requirement to leave Halls of Residence or other College managed residence and / or denial of permission to reside in such residence for the remainder of a student's course of study;
 - f. an alternative reasonable sanction agreeable to both parties.
23. Students will be informed of the outcome in writing.
24. A student who has received one of the above penalties may appeal to a Vice-Principal to have the decision reviewed. To exercise the right to appeal the student will complete a Disciplinary Appeal form [Disciplinary Appeal Form](#) and will submit it to the Student Disciplinary Officer within seven days of the date of the letter notifying the penalties.
25. The Vice-Principal (or nominee) will review the papers, but will not interview the student or any other party. The Vice-Principal may take the following action:
 - a. uphold the original decision
 - b. reduce the penalty
 - c. remove the penalty
26. Unless informed otherwise the student will be notified of the decision within fifteen working days of the receipt of the letter requesting the right to appeal. The Vice-Principal's decision is final.

Major Misconduct

Student Disciplinary Regulations (continued)

27. If the Student Disciplinary Officer feels that an offence is of such severity as to merit review of the student's registration at the College they will refer the case to the Deputy Principal (or nominee).
28. The Deputy Principal may take the following action:
 - a. refer the matter back for local determination
 - b. agree with the recommendation and proceed with a hearing.
29. If agreement is given to proceed with a Major Misconduct hearing the student will be notified in writing that a hearing is to take place and that it could result in the termination of their registration.
30. The hearing will be organised by the College Secretary's Office and a secretary to the panel will be appointed.
31. A Vice-Principal (or their nominee) and another senior academic or non-academic member of College staff. An elected member of the SURHUL executive will be invited to join the panel, which only requires two members to proceed. The hearing will proceed in accordance with [\(a\)](#).
32. The Vice-Principal's panel will hear the matter and will take one or more of the following actions:
 - a. Terminate the student's registration.
 - b. Impose a suspended termination; delegating the authority to terminate the student to a specified member of staff should the student break conditions set.
 - c. Require the student to interrupt their studies and leave the College for a fixed period.
 - d. Impose another lesser penalty as described for use by the Student Disciplinary Officer (see section 22).
 - e. Dismiss the case with no penalty.
33. The decision will be communicated to the student in writing, including the reasons for the decision and a reminder of their right of appeal to the Student Disciplinary Appeal Committee.

Student Disciplinary Appeal Committee

34. To exercise the right to appeal the student will complete a [Disciplinary Appeal form](#) and will submit it to the College Secretary's Office within seven days of the date of the letter notifying the penalties. The form requires students to clearly explain the reasons for appeal which may only be on one or more of the following grounds:
 - a that the finding was against the weight of the evidence. The student should indicate clearly the

Student Disciplinary Regulations (continued)

areas in which they feel this to be the case

b. that the penalty is too severe or otherwise inappropriate. The student should indicate why they believe this to be the case

c. that the process was not in accordance with the principles and procedures set out in these regulations, or were contrary to natural justice. The student should indicate clearly the areas in which they feel this to be the case

d. that fresh evidence can be presented, which was not available, or could not reasonably have been made available, to the Vice-Principal. A summary of the fresh evidence should be provided to the College Secretary and it should be indicated why the student could not present this at the original hearing and how s they feel this would have influenced the decision.

35. If a Disciplinary Appeal Form is not received within seven days the penalty will be considered to have been accepted.

a. Where the decision was that the student's registration should be terminated or a suspended termination was imposed a report summarising the relevant grounds and conclusion of the panel will be provided to the Principal and then to the Chair of the Student Disciplinary Committee (Appeals) for confirmation of the decision. The penalty will be confirmed to the student in writing with immediate effect.

b. All other outcomes will take immediate effect.

36. If a Disciplinary Appeal Form is received within the deadline the Chair of Council will decide if an appeal is allowable, and if so will instruct the Secretary of the Student Disciplinary Appeal Committee to convene a Panel comprising College staff and a student representative.² If an appeal is not allowed the Completion of Procedures letter will be issued as required by section 34 above.

37. The Chair's decision will be communicated to the student in writing.

38. The Secretary to the Appeal Committee will supply the panel and the student making an appeal with a copy of the following documents at least seven days before the hearing:

(a) a copy of all documents available to both sides at the Vice Principal's hearing

(b) notes recording the proceedings of the Vice-Principal's hearing (not in transcript form) produced by the Secretary to the panel

(c) the written notice of appeal together with any other fresh supporting documents submitted by or on behalf of the student.

² Membership of the Student Discipline Appeal Committee is set out in the Committee Handbook.

Student Disciplinary Regulations (continued)

- (d) any fresh written responses from the College.
39. The College representative (normally the Vice Principal or the Student Disciplinary Officer) will present the College's case and the student, or their representative, will have a right of reply.
40. The Panel will try to reach a decision on the day of the hearing. The decision of the Panel will be on a simple majority, with a second and casting vote to the Chair in the event of a tie. There will not be any record of, or disclosure of information, regarding the way in which any member has voted or on whether the decision was arrived at unanimously or by a majority vote.
41. The Panel may take the following action:
- (a) confirm the penalty imposed by the Vice-Principal
 - (b) amend the penalty imposed by the Vice-Principal, e.g. to suspend termination of registration where termination was awarded, or to increase suspended termination to immediate termination of registration
 - (c) award an alternative penalty. The Panel may need to seek confirmation from Professional Services before an alternative penalty can be confirmed.
42. The decision and the reasons will be communicated to the student in writing.
43. The decision of the Student Disciplinary Appeal Committee Panel represents the final part of the College procedure and is final, subject to the provision of paragraph 48 below. The decision will be reported to the College Council at the subsequent meeting.

Adjudication of College Decisions

44. When a student has exhausted College procedures they are entitled to apply to the Office of the Independent Adjudicator for Higher Education to request a review of the College's decision. Students will require a Completion of Procedures letter which can be provided by the College Secretary's office on request. Further information on the process involved can be obtained by referring to the Office's website at www.oiahe.org.uk.

Records of Disciplinary Activity

45. Records of incidents of minor misconduct will be maintained in the Support and Advisory Service Office. The Student Disciplinary Officer (or nominee) may inform other departments or services about the incident and subsequent penalties if they believe it to be appropriate.
46. Records of incidents of major misconduct will be maintained by the College Secretary. Outcome letters will be circulated to relevant departments, including student records, to be kept on the student file.

Student Disciplinary Regulations (continued)

47. Notes will be taken at major misconduct disciplinary hearings and will be retained for College use. The notes will not be verbatim or agreed with the student(s).
48. All disciplinary records will be stored securely and retained in accordance with the College Records Retention Policy.

Book of Precedents

49. The College Secretary's Office will maintain a book of precedents of outcomes of major misconduct hearings. Entries will be anonymised. The book will be used as a reference resource to ensure consistency in decision making when faced with similar facts and cases.

Associated policies

Code of Practice on Personal Harassment

Student Fee Regulations

Computer centre regulations

Library Service regulations

General College regulations

Appendix 1

Types of Misconduct

The following list is indicative (but not exhaustive) of the type of offences which would constitute misconduct:

- (a) disruption of, or improper interference with, the academic, administrative, sporting, social, or other activities of the College, whether on College property or elsewhere;
- (b) obstruction of, or improper interference with, the functions, duties or activities of any Student, member of staff of the College or any authorised visitor to the College;
- (c) violent, indecent, disorderly, threatening, aggressive or offensive behaviour or language, however expressed, whilst on College property or engaged in any College activity;³
- (d) behaviour, action or inaction which, even if self directed, could reasonably be seen to cause distress to other students or members of staff or could reasonably be seen to cause other students or members of staff to fear for their safety or wellbeing;
- (e) behaviour, action or inaction that requires staff repeatedly to act beyond their normal roles and duties or interferes significantly with the normal operation of the College or with members of staff in the normal execution of their duties.
- (f) distributing or publishing a poster, notice, sign, posting or any publication, in any format, either on College premises or networks elsewhere, which is offensive, intimidating, threatening, indecent or illegal, or is likely to make others fearful, anxious or apprehensive or which could reasonably be expected to significantly and unfairly harm the standing or reputation or welfare of any student, member of staff or associate of the College;
- (g) any breach of the provisions of the College Code of Practice on Freedom of Speech;
- (h) fraud, deceit, deception or dishonesty in relation to the College or its staff, or in connection with the holding of any office in the College, in relation to being a student of the College or against any member of College. This includes the submission of false documents in order to gain an academic or non-academic advantage;
- (i) misuse or unauthorised use of College premises or items of property, including computer misuse; damage to, or defacement of, College property or the property of other students or staff, caused intentionally or recklessly, or the misappropriation of any such property;

³ Includes behaviour noted as unacceptable in the code on personal harassment, or which is unlawfully discriminatory or could be deemed as harassing or bullying particular groups or individuals in the College;

Student Disciplinary Regulations (continued)

- (j) any action likely to cause injury or impair safety on College premises or to College members in other locations;
- (k) behaviour or actions which bring the College into disrepute or otherwise prejudice the legitimate academic and business aims of the College;
- (l) conduct which constitutes a criminal offence when that conduct took place on College premises, or in the course of College activities or against any member of the College; conviction of a criminal offence, irrespective of where committed, where the consequences of the offence could impact on College staff, students or property;
- (m) failure to properly enrol as required by the appropriate Regulations;
- (n) failure to pay fees or other debts to the College as set out in the Fees Regulations;
- (o) any breach of the Code of Practice on Misconduct in relation to Academic, Research and Scientific Activities;
- (p) failure to comply with a previously imposed penalty under these rules;
- (q) failure to disclose name and other personal details to an officer or employee of the College in circumstances when it is reasonable to require that such information be given;
- (r) obstructing or failing to help College officers investigating a breach of College procedures;
- (s) interfering with or intimidating witnesses in Disciplinary proceedings;
- (t) possessing or using firearms (including imitation), offensive weapon, lasers and similar equipment on College property;
- (u) obstructing or impeding the flow of traffic on College roads
- (v) conduct in the local community that might cause nuisance, annoyance, give offence or lead to statutory action
- (w) breach of the College Code of Practice on Drug, Alcohol & Substance abuse
- (x) any other breach of College regulations, including College General Regulations, or Regulations, Codes of Conduct, Instructions and suchlike governing particular activities or defining behaviour in specific parts of College.

Any of the above types of offence could be considered to be minor or major misconduct, depending on the severity, extent and whether the offence is an isolated incident or repeated misconduct. The Student Disciplinary Officer will decide if an offence would be considered to be major or minor misconduct.

Appendix 2

Police Investigations and Temporary Suspension and Restriction

- (a) Where the College considers that a criminal offence has been committed, it may refer the case to the Police. Normally College will wait for the outcome of the Police investigation and consider the Police findings in its own procedures. However, when considered appropriate by the Student Disciplinary Officer the College may proceed immediately with these Regulations.
- (b) On occasions the Police or other authority may legitimately inform the College that an offence has been committed. The Student Disciplinary Officer will decide whether to proceed with these Regulations.
- (c) When criminal conduct is alleged and College also proceeds with these regulations the alleged victim and perpetrator will be clearly advised that the College is conducting internal proceedings in relation to the related offences only, and is not seeking to make a decision about whether a criminal offence was committed.
- (d) As a general principle, College is not bound by the outcome of any Police investigation or trial in deciding whether an offence has been committed under these Regulations, and it is possible that a student may be in breach of these Regulations even if there is no criminal conviction. A conviction shall constitute conclusive evidence that the student was guilty of the criminal offence identified.
- (e) Where a student is a victim of crime or a complainant about a crime but is not willing to make a report to the Police, the College will only invoke these Regulations at the discretion of the Student Disciplinary Officer.

Temporary Suspension and Restriction

- (f) On occasions it may be appropriate to temporarily suspend a student's registration or place restrictions on a student's use of College facilities which may last until enquiries and / or Police and / or court proceedings are concluded. Temporary suspension or restriction may also be applied at the discretion of the Principal, a Vice-Principal, or the Student Disciplinary Officer where a student's behaviour is so uncontrolled that they pose a significant risk to themselves or to others or is significantly impeding the normal functioning of the College. In exercising the power to temporarily suspend or restrict, particular attention will be paid not only to the welfare and interests of the individual student, but also to the interests of fellow students and of the College itself. The impact on the academic progress and other circumstances of the student will be considered; however College accepts no liability for disadvantage arising from a suspension or restriction reasonably applied whether or not the student is subsequently found to be at fault.

Student Disciplinary Regulations (continued)

- (g) If police and / or court action occurs in respect of the alleged offence, the temporary suspension or restriction may last until the completion or abandonment of the police and / or court proceedings. It is the responsibility of the student to keep College aware of the progress and the outcome of the proceedings and to furnish the College with any reports, recommendations and judgements that have been made. The student may remain temporarily suspended or restricted until a disciplinary hearing under the College rules has been held.
- (h) If a temporary suspension or restriction lasts over fourteen days or is extended beyond fourteen days, the student may appeal against the decision. If the decision was taken by the Student Disciplinary Officer, it will be reviewed at appeal by a Vice-Principal; if taken by a Vice-Principal, the Principal will review it and, if taken by the Principal the Chair of Council. If a temporary suspension or restriction is renewed or extended, or otherwise continued so it remains in force for more than a year after an appeal a further right of appeal will be granted. All decisions of such appeals will be final, although the student may appeal to the Office of the Independent Adjudicator.

Related policies

Disclosing Criminal Convictions Policy

Appendix 3

Serious Emotional or Psychiatric Condition

A student whose behaviour is in serious breach of the College Regulations may be subject to these Regulations even if it can be shown that the breach is due to reasons of incapacity such as a serious emotional or psychiatric condition. In such cases the College will be mindful of its duty to make reasonable adjustments in order to mitigate the effects of any impairment. Where such a student's behaviour is causing significant distress or disruption to others students or members of staff or preventing the normal functioning of the College, the Student Disciplinary Officer may direct that the disciplinary proceedings be modified in the following way:

- (a) A formal written warning letter will be issued by the Student Disciplinary Officer and substituted for a sanction applied by an Authorised Officer or the Student Disciplinary Officer. This letter will outline the behaviour that must be avoided, the improvement required and the supportive resources available to help the student achieve this. This may be followed by a second warning letter from the Student Disciplinary Officer, if required. A copy of all warning letters will be sent to the College Secretary's Office. Students may appeal against this letter in the same way as they can appeal a minor misconduct sanction.
- (b) If no improvement in behaviour is achieved, or if an incident is of such severity as to merit consideration of the interruption or termination of the student's registration, the case will be referred to a Vice-Principal's Hearing in the normal way, following the procedure for major misconduct.
- (c) Where a student's registration is terminated or interrupted, it may be referred to as "an administrative withdrawal" to indicate that the student has been deemed unable to continue but has not been held culpable of a deliberate breach of the College regulations. The College may offer to lessen the formality of the proceedings where possible to reduce any adverse psychological impact on the student and modify the terminology used to indicate that the student's behaviour is not deliberately in breach of Regulations.
- (d) No step taken under this clause shall disadvantage the student or lessen the rights that they would have had under the normal disciplinary proceedings. A student may make a request *before the hearing* that their behaviour be dealt with under this modified procedure and that the Vice-Principal may decide to adopt this procedure if evidence of incapacity arises, but a student may not request that this procedure be applied retrospectively once culpability has been decided.

Appendix 4

Formal Interdepartmental Meeting

- (a) If it is noted that a student has significant difficulties in a number of areas of their College life the Student Disciplinary Officer may agree that the problems need to be addressed holistically rather than in separate areas alone. Problems include:
- Recurrent welfare problems
 - Recurrent College non-academic discipline problems
 - Discipline issues within the SU
 - Problems with reported criminal or other illegal behaviour on campus or in local area
 - Failure to agree a support package for special needs or failure to use the agreed package
 - Failure to complete adequate coursework or attend adequately to give a good chance of progression (whether formal warnings have been issued or not)
 - Recurrent financial problems
 - Consistent failure to engage with or respond to College contacts
- (b) When at least two of the above difficulties are present to a serious extent and the difficulties affect more than one of the following four discrete areas:
- i) academic performance
 - ii) behaviour on or around campus
 - iii) welfare of students
 - iv) fees management,

College may convene a Formal Interdepartmental Meeting.

- (c) The Support and Advisory Services will call the meeting, either due to being aware of the student's situation themselves or having been made aware by other College Department(s). The meeting will be chaired by the Student Disciplinary Officer, and will include other Departmental staff as appropriate.
- (d) The student will be made aware of the meeting and the causes for concern one week in advance and will be invited to attend. They may be accompanied by a student or staff member of the College. If the student wishes to be accompanied by an individual who is not a member of the College they should notify the Student Disciplinary Officer as soon as possible (whose decision on this matter will be final).
- (e) If the student does not attend, the meeting may proceed in their absence at the discretion of the Student Disciplinary Officer, unless the student is able to provide a reasonable explanation, in which case the meeting may be reconvened.
- (f) The meeting will not be empowered to take any independent or additional disciplinary action, or to issue a formal warning or equivalent, but will take an overview of the student's situation and will advise the

Student Disciplinary Regulations (continued)

student of the options available for support, the improvements needed and the likely outcome of a failure to address the issues promptly with the different College Departments, including a summary of the likely formal processes and possible sanction that will follow.

- (g) The recommendations of the meeting will be confirmed in writing and copied to the Departments involved.

Appendix 5

Discipline in Hall

Discipline in hall refers to misconduct where College regulations or the rules of the hall have been broken in an incident occurring in a College Hall of Residence. These regulations may also apply to students who are not residents of hall.

- (a) When the Student Life & Support Manager (or nominee) is aware that the rules of the hall have been broken they may take the following action, regardless of whether the student is a resident in that Hall
 - a. reprimand the student
 - b. fine the student up to £100, or in the specific instance of tampering with or misusing fire-safety equipment the fine may be increased to £500
 - c. require the student to pay compensation for damage to College property.
 - d. require a resident student to cease living in Hall
 - e. recommend that the student does not return to living in any College Halls during their course of study.
 - f. may nominate a panel chaired by a relevant member of staff with a Support and Advisory Services Officer and a student representative to consider which actions(s) should apply,
- (b) In the case of serious misbehaviour in the Hall, the issue may be referred immediately to the Student Disciplinary Officer to be treated as misconduct in accordance with these Regulations.
- (c) A student disciplined by the Student Life & Support Manager (or nominee) has a right of appeal. An appeal against the sanctions applied above must be submitted on the appropriate form to the Student Disciplinary Officer within seven days of the imposition of the disciplinary measure. College may nominate an alternative officer if appropriate. The appeal may only be on one or more of the following grounds:
 - a. that the finding was against the weight of the evidence. The student should indicate clearly the areas in which they feel this to be the case
 - b. that the penalty is too severe or is otherwise inappropriate; The student should indicate why they believe this to be the case
 - c. that the process was not in accordance with the principles and procedures set out in college regulations, or was contrary to natural justice; The student should indicate clearly the areas in which they feel this to be the case
 - d. that fresh evidence can be presented, which was not available and could not reasonably have been made available to the Student Life & Support Manager. A summary of the fresh evidence should

Student Disciplinary Regulations (continued)

be provided and it should be indicated why the student could not present this at the original hearing and how they feel this would have influenced the decision.

- (d) The Student Disciplinary Officer will decide if an appeal is allowable. The student Disciplinary officer may initially require the student to meet the Student Life & Support Manager (or nominee) to discuss the issue again in order to see if agreement can be reached.
- (e) An appeal will normally be heard by the Student Disciplinary Officer alone. The Student Life & Support Manager may, at the discretion of the Student Disciplinary Officer, present fresh evidence and call witnesses to attend the appeal. Such evidence will be made available to the student or his/ her representative at least three days before the appeal.
- (f) The Student Disciplinary Officer may take the following action(s):
 - a. confirm the original decision
 - b. reverse the original decision
 - c. place an alternative sanction
- (g) All decisions of the Student Disciplinary Officer in relation to such an appeal will be final. The student may have a right of appeal to the Office of the Independent Adjudicator.

Appendix 6

Discipline in the Local Community

Discipline in the local community refers to misconduct where College regulations⁴ have been broken in an incident occurring off College premises, in accordance with section 1 of these Regulations.

- (a) When misconduct is identified in the community the Senior Student Wellbeing Officer (or an alternative officer nominated by the College) may take the following action(s):
 - a. reprimand the student
 - b. fine the student, whether resident in the local area or not, up to £100
 - c. require the student to pay compensation to local residents, assuming the total sums in fine and compensation together does not exceed £100.
 - d. refer the matter immediately to the Student Disciplinary Officer to be dealt with as major misconduct.

- (b) A student disciplined by the Senior Student Wellbeing Officer has the right of appeal. An appeal against the sanctions applied above must be submitted on the appropriate form to the Student Disciplinary Officer within seven days of the imposition of the disciplinary measure. College may nominate an alternative officer if appropriate. The appeal may only be on one or more of the following grounds:
 - a. that the finding was against the weight of the evidence. The student should indicate clearly the areas in which they feel this to be the case
 - b. that the penalty is too severe or is otherwise inappropriate; The student should indicate why they believe this to be the case
 - c. that the process was not in accordance with the principles and procedures set out in college regulations, or was contrary to natural justice; The student should indicate clearly the areas in which they feel this to be the case
 - d. that fresh evidence can be presented, which was not available and could not reasonably have been made available to the Senior Student Wellbeing Officer . A summary of the fresh evidence should be provided and it should be indicated why the student could not present this at the original hearing and how they feel this would have influenced the decision.

- (c) The Student Disciplinary Officer will decide if an appeal is allowable. The student Disciplinary officer

⁴ Particularly, but not limited to, General Regulation 1.2 (Student Responsibility off campus) and Student Disciplinary Regulations Appendix 1 (k) (bring College into disrepute).

Student Disciplinary Regulations (continued)

may initially require the student to meet the Senior Student Wellbeing Officer to discuss the issue again in order to see if agreement can be reached.

- (d) An appeal will normally be heard by the Student Disciplinary Officer alone. The Senior Student Wellbeing Officer may, at the discretion of the Student Disciplinary Officer present fresh evidence and call witnesses to attend the appeal. Such evidence will be made available to the student or their representative at least three days before the appeal.
- (e) The Student Disciplinary Officer may take the following action(s):
 - a. confirm the original decision
 - b. reverse the original decision
 - c. place an alternative sanction
- (f) All decisions of the Student Disciplinary Officer in relation to such an appeal will be final. The student may have a right of appeal to the Office of the Independent Adjudicator.

Appendix 7

Hearing / Meeting Procedure

- (a) Students who are required to attend a hearing will be notified in writing. Where possible a date will be agreed with the student.

Minor misconduct

- (b) For minor misconduct hearings or meetings at least three days written notice will be given in term-time, or one week outside term dates. The notice will include a brief description of the misconduct.
- (c) If a student fails to attend a hearing or meeting with no notice the Authorised Officer may apply a sanction, which will be notified to the student in writing. Where the student is reasonably unable to attend, the hearing or meeting may be adjourned and another date set. If the Authorised Officer considers that the student is being deliberately uncooperative about their attendance a date will be set and in the absence of the student the Authorised Officer may proceed with the hearing or meeting and apply a sanction, which will be notified to the student in writing.
- (d) Students are expected to represent themselves at hearings. Another College member or Students' Union officer may accompany the student. The accompanying member should not be significantly involved in the case or subject to misconduct proceedings.
- (e) If the matter involves other students or staff who are required to be at the hearing or meeting, they may be accompanied by another College member or Students' Union officer. The accompanying friend should not be subject to misconduct proceedings.
- (f) The Authorised Officer may ask a friend to leave a meeting or hearing if they feel that they are not suitable or are preventing a fair hearing of the case.

Major misconduct

- (g) Students who are subject to a major misconduct disciplinary hearing are expected to represent themselves, although they may be accompanied by someone who is not involved in the case or subject to College misconduct proceedings. In hearings before a panel of the Student Disciplinary Appeal Committee students may choose to be accompanied or represented by non-College members. The student or their friend will notify the College Secretary's Office when outside representation is to be used, giving the name and contact details of the friend at least one week in advance for College to engage and brief similar representation if they so wish. Please note this is an internal process and it is

Student Disciplinary Regulations (continued)

unusual for students to appoint a legal professional to represent them. Previous cases have shown that there is no advantage gained when legal representation has been sought.

- (h) Reasonable steps will be taken to hold the hearing on a date which the student or their friend is able to attend. Exceptionally, if this proves impossible or if the Vice-Principal or Chair considers that the student is being deliberately uncooperative about their attendance a date may be decided and if the student does not appear, the hearing may proceed in their absence.
- (i) Where a student is not able to attend a hearing at the College, particularly international students, they should notify the Secretary and alternative arrangements may be made. These arrangements may include attendance via telephone or Skype. It is not allowable for the friend to dial into a meeting if the student is attending in person.
- (j) The student will be given written notice of the date of the hearing at least one week in advance.
- (k) Where a student fails to appear for a meeting or hearing notified as above the hearing may proceed as planned. Where the student is reasonably unable to attend, the meeting or hearing may be adjourned and another date set.
- (l) The student, their friend (if the student chooses to be represented or accompanied before a panel of the Student Disciplinary Appeal Committee) and the College representative(s) will be entitled to be present throughout the whole of the proceedings except where the Panel wishes to retire for private discussions. In every case the student will be given a proper opportunity to be heard fully in their own defence.
- (m) The Vice-Principal or Chair may ask a friend to leave a meeting or hearing if they feel that they are not suitable or are harming the case. The presence of any other individuals is at the discretion of the Vice-Principal or Chair, who may ask them to withdraw at any time.
- (n) The panel is not required to conduct an independent investigation into the complaints presented but will exercise care to ensure that the facts upon which its decision is based are accurate.
- (o) The student, Panel or College may request an adjournment if more time is reasonably required.
- (p) At their discretion and such terms as they think fit, those chairing hearings will allow either side reasonable time for private consultation or reflection during hearings if they so request.
- (q) If a student exercises their right to appeal to the Student Disciplinary Appeal Committee, the College representative may, at the discretion of the Chair present fresh evidence and call witnesses to attend the meeting. Such evidence or a summary of it will be forwarded to the Secretary of the Committee

Student Disciplinary Regulations (continued)

not less than seven days before the hearing of the Committee and will be made available to the student or their representative within the same period.

Student Fees Regulations

Student Fees Regulations

Contents (Click on the title to go to the section)

[Introduction](#)

[Definitions](#)

[Scope of these Regulations](#)

[General Principles](#)

[Tuition Fees](#)

[Postgraduate Research students](#)

[Tuition Fee Payment Policies](#)

[Withdrawal, Interruption of Study and Termination of Registration](#)

[Failure to Pay - Tuition and Tuition Related Fees](#)

[Accommodation and Additional Fees](#)

[Failure to Pay - Accommodation and Other Fees](#)

[Refund of Fees](#)

[Royal Holloway Alumni Bursary](#)

[Royal Holloway Staff Fee Waivers](#)

Student Fees Regulations (continued)

Introduction

1. The General Regulations for Students form part of the contract between students and Royal Holloway, University of London (the College). General Regulation 1.4 requires students to be responsible for their own finances, including the responsibility to seek help from College and or external funding services as required.
2. These regulations are required by General Regulation 1 in relation to student fees and debt management and specifically cover the collection of fees and charges payable for tuition, accommodation, and miscellaneous charges and fees.
3. Where the College has good reason to believe that a student is not intending to pay, or is not able to pay, the College will take action as outlined in these regulations.

Definitions

4. The table below outlines the key terms used in these Regulations:

Academic Debt	Tuition fees or any tuition related debt
Accommodation	Contracted charges for rent within Royal Holloway halls of residence.
Additional Fees	Late payment charges, disciplinary fines, short term loans etc.
Tuition	The fee payable for the teaching, facilities, provision of services, standard materials relating to a programme of study
Additional Costs Related to Programme of Study	Any fees payable that relate to the programme of study and not covered under "tuition" above. E.g. additional fieldwork costs, specialist equipment, project costs, course specific costs

Scope of these Regulations

5. These regulations apply to all students registered at the College.
6. These Regulations do not refer to:
 - a. Debt owed to Student's Union, Royal Holloway
 - b. Library costs, fees or charges

General Principles

7. By enrolling on a programme of study with the College you agree to comply with the terms of these regulations.

Student Fees Regulations (continued)

8. It is recognised that on occasions students may encounter financial difficulties. Students are expected to take responsibility for their own finances, and as such are required to contact the Student Fees Office should they wish to request advice or support. College will be as supportive as possible where students have encountered difficulties, but must remain within the limits of these Regulations.

9. Academic related fees, including tuition fees, will be subject to appropriate sanctions for non-payment, which may include termination of registration as outlined in sections 41 to 48 of these regulations.

Non-academic related fees, including accommodation fees, will be subject to sanctions appropriate to the invoice type as outlined in sections 55 to 59 of these regulations

Tuition Fees

10. Royal Holloway charges annual tuition fees for standard undergraduate and postgraduate programmes. These fees are reviewed annually and subject to increase. Fees will not increase by more than 5% annually for continuing students.

11. Tuition fees will be invoiced annually, usually by the start of the academic year, and a copy accessed via the Finance tab within the Campus Connect student portal. An email notification will be sent to the student's Royal Holloway email address only. Students with a personal fee liability are responsible for sending this invoice for payment to the payer e.g. parents, guardians, for settlement in accordance with these regulations.

12. Students are personally liable for tuition fees for the duration of their studies. This includes students who have a sponsorship or tuition fee loan via Student Finance (Student Loans Company, SLC). If the sponsor or SLC fail to settle the fees, or the payment is withdrawn, the student will be invoiced immediately for payment.

13. Student fee status is assessed during application and determined as either 'UK/EU' or 'International' based on information provided. Students may query fee status before completing enrolment by completion of the [fee status assessment questionnaire](#) and submit to the Admissions Office with the appropriate documentation. Decisions of the Admissions Office are final.

Student Fees Regulations (continued)

14. Enrolment is not permitted unless;
- the full year personal tuition fee liability is paid in advance of the start of the programme, or
 - 50% of the full year personal tuition fee liability is paid in advance of the start of the programme, or
 - confirmation of an approved sponsor is held by Royal Holloway, or
 - you are receiving an approved external or Royal Holloway scholarship to cover the full fee, or
 - you hold an approved tuition fee loan from Student Finance relating to the correct university, academic year, course and course year.
15. Students with tuition fees or sponsorship/tuition loan confirmation outstanding 21 days after the start of the programme may have their registration terminated in accordance with the ['Failure to Enrol'](#) policy.
16. **Undergraduate UK/EU Tuition Fees** may be funded via a tuition fee loan paid directly to Royal Holloway by the Student Loans Company (SLC). Applications for tuition loans should be made directly to Student Finance England for residents of England and EU countries. Residents of Wales, Northern Ireland and Scotland should apply through Student Finance Wales, Student Finance Northern Ireland and the Student Awards Agency for Scotland.
17. The SLC will fund a first undergraduate degree for the number of year's duration of the registered course plus 1 year only. Students will be required to 'self-fund' additional years of study.
18. Undergraduate resit fees must be paid prior to the examination(s) or prior to enrolment, whichever is the earlier. Students are not eligible for a tuition fee loan to cover resit fees. The charge is £85 per half unit or £170 per whole unit to a maximum of £400.
19. Some additional costs, such as field trips and course specific costs may not be covered by the tuition fee and will not be eligible for a tuition fee loan. Payment of these additional fees must be made in advance as per the conditions of the department.
20. Fees for a year abroad are charged in accordance with HEFCE guidelines and are published annually
<https://www.royalholloway.ac.uk/studyhere/undergraduate/feesandfunding/tuitionfees/home.aspx>

Postgraduate Research students;

- Writing up fee for students previously in full-time mode of study is £380. The fee for students previously in part-time study is £190 in 2016-17. Submissions within the writing up year are eligible for a pro-rata refund.
- Extension fee (extension agreed to writing up year) is charged at £380 for a 6 month period – more than 6 months is pro-rated at £65 per additional month.
- Students required to resubmit their thesis will be charged an 18 month resubmission fee - £290 for PhD students and £230 for MPhil students

Student Fees Regulations (continued)

21. Some departments may charge a bench fee to research students for additional materials, travel and fieldwork or equipment costs. Students will be notified of these additional fees via the department and the fee added to the student fees account. Separately invoiced bench fees must be settled in full at, or before, enrolment and are not eligible for deferred/instalment payment arrangements.

22. No tuition fee liability will normally be incurred for the main programme of study under the following circumstances:

- a) if Royal Holloway cancels the programme;
- b) if an applicant declines a place on the programme prior to the start of the academic year;
- c) if a student withdraws within three weeks of the start of a full-year programme (defined as the first day of the new academic session for undergraduate students), an administrative charge of £50 will be made.

Tuition Fee Payment Policies

23. All self-funding undergraduate and postgraduate Students have the following payment options;

- In full before, or at, enrolment
- 50% before, or at, enrolment with the remaining 50% payable by 13th January 2017.

The Student Fees Office may, in exceptional circumstances, agree an extended instalment arrangement for tuition fee payment. Evidence of approved funding support or income may be requested.

All accepted payment methods are detailed online. We encourage online payment where possible. <https://www.royalholloway.ac.uk/ecampus/finance/feepayments/home.aspx>

24. Students with personal tuition fee liabilities enrolling on full year, standard degree-level programmes starting in September are eligible to receive an early payment discount of **2%** on their personal tuition fee liability (greater than £500) if the College receives payment of the full year's fees AND if online sign up has been completed on or before 1st September 2016.

Payments received and /or online sign up completed after that date will not be eligible. The discount does not apply to;

- Bench Fees
- Students enrolled on modular/block modes of study
- Pre-sessional courses
- Students enrolled on the International Foundation Year
- Other non-degree level programmes, including those of less than 1 year duration
- Students receiving a tuition loan via Student Finance, US Federal loan or a PCDL bank loan
- Students who fail to complete a full year of study

Student Fees Regulations (continued)

Students enrolling outside of the standard academic year cycle may be considered for a tuition fee discount providing online sign up has been completed, and fee payment received, no later than 21 days before their commencement date (as defined by the student record).

25. **UK and EU students** funding their study via a Student Finance tuition fee loan must ensure an approved loan is in place prior to enrolment in the form of a Final Financial Notification Letter. Students may be asked to provide this notification during enrolment if Royal Holloway has not received electronic data in advance. Tuition fee loan payments are made directly from the SLC to Royal Holloway.

Undergraduate students wishing to borrow less than the maximum tuition fee loan available will be required to pay their liability at enrolment, or a minimum payment of 50%.

If a tuition loan has not been approved, or the Student Fees Office believe that the student is not eligible for a loan for the forthcoming academic year, enrolment will be denied without full payment (or a payment arrangement) to cover the full £9,000 tuition fee for 2016-17.

26. **Postgraduate students holding an approved Career and Professional Development Loan (PCDL)** at enrolment are required to make full payment of their personal fee liability (if applicable). The registration number for Royal Holloway is **5517**.

27. **Postgraduate students holding an approved Postgraduate Loan from Student Finance England at enrolment** will be required to pay their liability, or a minimum payment of at least 20% based on the amount of approved loan and at the discretion of the Head of Student Fees. Students opting to pay the minimum will be required to make subsequent payments to Royal Holloway in line with payments to the student from the Student Loan Company.

28. **Pre-sessional students** are required to make payment of the tuition fee specific to their pre-sessional programme prior to the start of their course.

29. **American Student Federal Loans/Federal Aid.** International students from the United States of America may opt to make payment of their tuition fees via a Federal Loan. This may be arranged via the International Funding Coordinator. Disbursements are made across three terms and tuition and accommodation fees are deducted before any balance paid (to a UK bank account). Should the loan value fail to cover fees costs, the student is liable for the balance on a termly basis. E.g. due to currency fluctuations or loan approval limit.

30. **Sponsored students** funded by an overseas government, UK government agency, employer, official scholarship body or other approved organisation must present a letter of sponsorship prior to enrolment. The letter must detail the name and address of the organisation, a named contact and contact details, the amount of the sponsorship and the academic year(s) to be funded.

Sponsors are required to adhere to the due date of their invoice and make payment in full.

Student Fees Regulations (continued)

Note: students whose fees paid by parents, guardians, family members or friends are considered self-funded

31. **Postgraduate Research students** self-funding all, or part, of their tuition fees are required to make payment either at the start of the academic year for September/October commencements, or on the anniversary of their start date. For the latter, an invoice will be issued in advance of the anniversary with a due date to be observed.

Postgraduate research fees for students not commencing at the start of the academic year will be charged the rates prevailing at the start of their study year.

32. Students are responsible for ensuring payment is made to Royal Holloway for any shortfall of payment relating to bank charges/deductions.

Should a cheque or banker's draft be returned unpaid, a £20 administrative charge is raised to the student account and is immediately payable.

Withdrawal, Interruption of Study and Termination of Registration

33. Students who withdraw will normally be liable for tuition fees as follows:

- a) withdrawals after the end of the third week of the first term and before the end of the 1st week of the 2nd term (i.e. for standard term programmes between 8th October 2016 and 13th January 2017): the student is liable for 33% of the tuition fee
- b) withdrawals before the end of the 2nd term (i.e. between 14th January 2017 and 24th March 2017 for standard term programmes): the student is liable for 66% of the tuition fee
- c) withdrawals after the end of the 2nd term (i.e. from 25th March 2017 onwards for standard term programmes): the student is liable for 100% of the tuition fee

Note: Separate liabilities and dates apply to the following:

- Pre-sessional programmes
- Modular taught programmes
- Postgraduate Research programmes

Contact Student-Administration@royalholloway.ac.uk for 2016-17 liabilities.

34. UK/EU undergraduate students holding an approved tuition loan for fees at the time of withdrawal will be subject to the following liabilities within the dates specified below;

- a) 25% liability 8th October 2016 to 13th January 2017
- b) 50% liability 14th January 2017 to 24th March 2017
- c) 100% liability 25th March 2017 onwards

For these students, repayment is to be made directly to the Student Loans Company.

35. Instalment arrangements agreed will be invalidated on withdrawal of study.

Student Fees Regulations (continued)

36. When a student is suspended or asked to leave the College under any Disciplinary Regulations, 100% of the tuition fee remains due irrespective of the date of suspension or termination.

37. Where tuition fees have been paid via American Student Federal Aid, Royal Holloway may have to make a payment to the US Department of Education in line with refund rules in respect of Title IV funds for Foreign Schools.

<https://www.royalholloway.ac.uk/studyhere/documents/pdf/federalloansrefundpolicyupdatedmay2015.pdf>

Where a deficit remains on the student's Fees Account with the College as a result of the application of these regulations, the student will be expected to reimburse the College in full within 28 days of being advised of the funding shortfall, or the date of the refund to the US Department of Education, whichever is later.

38 Students interrupting study will have a pro-rata fee calculation according to their level of study (undergraduate/postgraduate) and in accordance with the [interruption form guidelines](#). Any overpayment of tuition fee at the point of interruption is held on account and offset on resumption of study. If the invoice has been underpaid at the point of interruption, students will be required to settle these fees immediately and may not be settled on return.

Note: the rate of tuition fee will be charged at the rate set for the academic year on return to study and not that of the year of interruption.

39. Students who do not return from a period of interruption and subsequently withdraw will incur a withdrawal liability from the date of their original interruption of study. This will be subject to withdrawal liabilities as detailed above.

40. Where a student transfers to or from another institution within an academic year they may incur a personal tuition fee liability should the balance of a fee loan fail to cover the tuition fee invoiced (where a partial payment has been made to another institution).

Student Fees Regulations (continued)

Failure to Pay - Tuition and Tuition Related Fees

41. Students who fail to pay fees in accordance with this policy will be reminded by the Student Fees Office once the tuition fee invoice, or agreement date, falls overdue. Initial contact is always made by email to the '@royalholloway.ac.uk' address.

42. A late payment charge will be applied to all invoices overdue **14 days** following the agreed due date.

43. A further attempt will be made by the Student Fees Office to contact students. This contact may be made via email, telephone or letter (or a combination of these). Students will be given a further **7 days** to settle the invoice or arrange an acceptable, short term, repayment arrangement.

44. Students with tuition/tuition related fees remaining outstanding after this second communication will be subject to disciplinary action as below;

- a. Those students failing to make contact, or agree a suitable short term payment plan, with the Student Fees Office will be advised by the Head of Student Fees (or the nominated representative) that their academic department is to be notified that the student has failed to comply with the College regulations and faces disciplinary action. The department may be asked to provide an academic progress report.
- b. The Head of Student Fees (or the nominated representative) will submit a list of students to the Registrar (or the nominated representative) who will be asked to terminate the registration of the student with immediate effect. Lists may be submitted during week 8 or 9 of the Spring Term or during the last week in July (postgraduate students only).
- c. Readmission following termination is not normally considered. In exceptional circumstances, readmission will be at the absolute discretion of the Principal or Registrar and will only take effect the following academic year.

45. Appeals against the termination of registration may only be made on the following grounds;

- a) That the termination was not in accordance with procedures set out in these regulations, or were contrary to natural justice.
- b) That fresh evidence can be presented, which was not available, or could not reasonably have been made available.

Students are expected to be aware of these and other College regulations. Claims that students were not aware of College regulations to which they have agreed during the enrolment process will not be considered valid reasons for appeal.

Appeals should be made, in writing, via the office of the College Secretary
(Secretariat@royalholloway.ac.uk)

Student Fees Regulations (continued)

Any appeals will be heard by a panel in accordance with sections 36 to 43 of the Student Disciplinary Regulations. The decision of this panel is final and will be notified to the student in writing.

Students with tuition fee/tuition related debt will not be permitted to re-enrol/progress into another academic year until the debt is cleared in full.

46. Students with a tuition/tuition related debt will not receive degree certificates or official references from the university. Finalist students will be prevented from attending the graduation ceremonies with tuition or tuition related fee debt.

47. Royal Holloway will pass debtor accounts to a legal recovery agent, instructing them to commence formal recovery action - including court proceedings - if appropriate. This may result in additional costs being charged to the debtor and may have an adverse impact on their ability to obtain certain financial products.

48. Where a student has significant difficulties in a number of areas of their College life, debts may be taken into consideration and addressed as a whole.

Accommodation and Additional Fees

49. Accommodation fees for Royal Holloway halls of residence are invoiced annually in advance and payable termly in advance, usually in the first week or billing period to which they relate. In 2016-17 these dates are;

30th September 2016

9th January 2017

24th April 2017

19th June 2017

Visiting students and students taking programmes of study less than one full academic year may have different dates for payments and need to refer to the instructions provided to them.

50. Students must make a £300 payment to accept their accommodation contract. This payment is deducted from the first accommodation invoice due and is non-refundable.

51. Students who have previously defaulted on accommodation fee payments may be refused a further allocation to College accommodation.

Student Fees Regulations (continued)

52. Consideration will only be given to the refund of residence fees in the following situation:-
- Where a student wants to vacate a room in Hall and the circumstances are agreed by the relevant College staff, the student may do so, subject to the terms and conditions of the accommodation contract i.e. the student being responsible for the rent until that room can be re-let to another eligible person, and payment in advance of an administration charge of £100.
 - Students in residence who wish to change rooms will be charged an administration fee of £50. Students who change rooms on a second or subsequent occasion will be charged an administrative fee of £100 per exchange. Fees in respect of the original room, together with the administration fee, must have been paid in full before any change can be processed. An adjustment to the fees to be paid, or refunded if appropriate, will then be made by the Student Fees Office.
 - Withdrawing students may not have their liability for payment of Hall fees waived. Students who suspend or discontinue their studies will remain liable for the payment of Hall fees up to the date they have notified to the Student Accommodation in writing and/or the date their keys have been signed back into the appropriate Hall Reception Office, whichever is the later.

53. Monthly accommodation fee arrangements are not normally permitted. Exceptions may be made for scholars receiving a monthly stipend. This should be highlighted with the Student Fees Office prior to acceptance of the contract.

54. Other Fees

The Student Fees Office may raise invoices to student accounts that originate in another department. An email notification will be sent and the charge can be viewed and paid via the Finance area of Campus Connect. The due date must be observed.

Failure to Pay - Accommodation and Other Fees

55. Students who fail pay fees in accordance with this policy will be reminded by the Student Fees Office once the invoice, or agreement date, falls overdue. Initial contact is always made by email to the '@royalholloway.ac.uk' address.

56. A late payment charge will be applied to all invoices overdue **14 days** following the agreed due date.

At this time, a further attempt will be made by the Student Fees Office to contact students. This contact may be made via email, telephone or letter (or a combination of these).

57. Royal Holloway will take firm action against students failing to settle accommodation invoices. Failure to pay, without prior arrangement with the Student Fees Office, within **30 days** of the invoice due date will result in eviction from the room. A 'notice to quit' letter will be issued to the occupant giving 14 days to vacate. This does not remove previous liability for the accommodation fees.

Student Fees Regulations (continued)

If invoices remain overdue more than 30 days after the due date or once the 'notice to quit' has expired, Royal Holloway will immediately pass accommodation/additional fee debts to a legal recovery agent, instructing them to commence formal recovery action - including court proceedings - if appropriate. This may result in additional costs being charged to the debtor and may have an adverse impact on their ability to obtain certain financial products.

58. Students with accommodation or additional fee debts after the end of the academic year must accept responsibility to clear all outstanding debt prior to the start of the new academic year or face delays completing enrolment until repayment made in full or a payment plan agreed with the Student Fees Office. A financial assessment may be carried out by the Finance and Funding Office.

59. Where a student has significant difficulties in a number of areas of their College life, debts may be taken into consideration and addressed as a whole.

Refund of Fees

60. Applicant tuition deposits will only be refunded in line with the College's Admissions policy and procedures

<https://www.royalholloway.ac.uk/studyhere/undergraduate/applying/admissionspolicy.aspx>

(Undergraduate policy)

<https://www.royalholloway.ac.uk/studyhere/postgraduate/applying/admissionspolicy.aspx>

(Postgraduate policy)

61. Fee refunds occurring following withdrawal or interruption of study will only be actioned once the appropriate form has been completed by the student and department and processed into the student records system by Student Administration.

62. Refunds will only be made to the original payer and via the original method of payment. Refunds will not be issued in cash or by cheque. Any payments originating from these methods will be refunded by direct bank transfer.

63. Overpayments of fees will, in all cases, be offset against future due invoices held on the student's fee account before any refund will be considered.

64. Students may be asked for documentary evidence or confirmation of bank/payment card details to support a refund request. All refund requests should be made via the online refund request form <https://www.royalholloway.ac.uk/ecampus/finance/feepayments/home.aspx>
The Student Fees Office aim to process all refund requests between 5- 15 working days.

65. If tuition fees paid initially by the student are subsequently paid in full (as cleared funds) by another person or body, the refund will normally be made to the student

Student Fees Regulations (continued)

66. Overpayment arising as a result of a Professional and Career Development Loan will be refunded to the original payer and not to the loan provider, unless the loan provider makes a direct request for settlement. It is recommended students consider using this refund towards repayment of this loan.

67. Any refund arising from a US federal loan will be administered in accordance within the US Department of Education or loan provider guidelines.
<https://www.royalholloway.ac.uk/studyhere/documents/pdf/federalloansrefundpolicy2014.pdf>

68. At certain times, the Student Fees Office may initiate refunds on accounts where no further invoices fall due. Email notification will be sent to the '@royalholloway.ac.uk' address following the refund.

69. Royal Holloway reserves the right to offset overpayments on the student account against invoices due in the subsequent academic year.

Royal Holloway Alumni Bursary

70. Alumni of Royal Holloway (who have previously studied an undergraduate degree programme) will automatically become eligible for an alumni tuition discount for the **first year** of their subsequent postgraduate taught programme. This is a 10% discount applied at enrolment. Alumni are eligible only once during their Royal Holloway career
<https://www.royalholloway.ac.uk/studyhere/postgraduate/feesandfunding/scholarships/alumni bursaries.aspx>

Royal Holloway Staff Fee Waivers

71. Fee waivers may be considered for permanent employees, or their children, whose primary relationship with the College is as a staff member. The maximum possible contribution towards postgraduate staff fee waivers in 2015-16 is £5,400 (band A).

The staff fee waiver policy refers
<https://www.royalholloway.ac.uk/iquad/documents/pdf/humanresourcespdf/stafftuitionfeewai verpolicyjanuary2015.pdf>

Approved by	PRC
Date	



Royal Holloway University of London

Traffic and Car Parking Policy

NB. This policy is available on the Royal Holloway website and it should be noted that any printed copies are uncontrolled and cannot be guaranteed to constitute the current version of the policy.

POLICY SCHEDULE	
Policy title	Traffic and Car Parking Policy
Policy owner	Jonathan Main - Head of Premises
Policy lead contact	Simon Davis - Security Manager
Approving body	Planning and Resources Committee
Date of approval	7 th July 2014
Date of implementation	1 st August 2014
Version no.	3
Related Guidelines, Procedures, Codes of Practice etc.	Royal Holloway University of London Travel Plan
Review interval	Annual
Last Updated	Supersedes v 2 updated March 2016

Traffic and Car Parking Policy (continued)

1. Introduction

Royal Holloway, University of London (the College) owns and operates a number of sites in and around the main Egham campus. The following traffic and car parking policy applies to all College sites. Any motor vehicle, including motorcycles and scooters, are subject to this Policy.

This policy is designed to manage traffic movements and parking in a responsible manner that enhances the campus estate from a health, safety and environmental perspective and has been developed to support the College's development ambitions as outlined in the Masterplan. It reflects the British Parking Association's Code of Practice for Control and Enforcement of parking on private land under their Approved Operator Scheme and the Higher and Further Education Parking Charter.

Access to College sites is by permission of the College, which retains the right to refuse entry to car parks or to require vehicles to be removed from College property. College sites are managed and controlled by Security. This includes the enforcement of the terms and conditions of parking as set out in this Policy. A British Parking Association (BPA) approved Parking Service Operator administers the issuing of Permits and Parking Charge Notices. The College provides appropriate road signage and road markings outlining users' responsibilities under these terms and conditions within car parks, along access routes, and at entrance points to College property.

College reserves the right to amend this policy at any time.

2. Definitions

Automatic Number Plate Recognition (ANPR)	A specific camera technology used to manage, control and enforce parking on private land
Blue Badge	National Disability Permit
College sites	Main campus, north A30, Kingswood, Huntersdale and Sports Centre
Motor vehicle	Any motorised two or more wheeled vehicle
Parking Charge Notice (PCN)	A penalty notice of a charge levied for breaching these regulations. The charge is currently £60, reduced to £30 if paid within 14 days.
Parking Permit/Registrations	Annual Permits which allow parking on College sites and which are issued subject to meeting the required criteria. Staff parking permits – available to all staff. Student parking permits – available to all students resident over 1.5 miles from College. Students in College managed accommodation are not eligible for permits with the exception of Kingswood residents and those with

Traffic and Car Parking Policy (continued)

	exceptional circumstances or needs when supported by the Student Support Team. Visitor parking registration - required for stays over 1 hour Contractors registration – logged via the on-line visitor registration system
Parking Service Operator	Persons authorised to act on College's behalf with respect to parking
Warning notice	Issued at the College's discretion for a first minor breach of the parking conditions, no charge levied against the user. Warning notices will remain live for 12 months from the date of issue and any further breaches will automatically incur a Penalty Charge Notice.

3. Traffic Regulations

- 3.1 Users should comply with all rules of the Highway Code when driving on College sites. The roads on College land are regarded as public roads for the purposes of the Road Traffic Acts. Vehicle/motor cycle owners must not contravene any of the requirements of the Acts, in particular those relating to driving or being in charge of a motor vehicle with an alcohol concentration above the prescribed limit, driving without due care and attention or while under the influence of drugs or medication, and also including the provisions relating to registration, insurance and licensing.
- 3.2 The speed limit of 15mph on College sites must be observed by all vehicles.
- 3.3 Unserviceable vehicles left for a period of one month and apparently abandoned will be removed and action taken to recover any costs that arise from the vehicle owner.
- 3.4 With the exception of Emergency Road Side Assistance, repairs to vehicles and engine testing must not be carried out on College sites.
- 3.5 It is prohibited to leave any animals in vehicles that are parked on campus.
- 3.6 Caravans must not be brought onto College sites. Camper vans may be brought onto site, but only when they are used as a means of transport. It is not permitted to bring camper vans onto College sites for the purpose of living or sleeping.
- 3.7 The Security Team or contracted Traffic Management Team are authorised to direct traffic on College property, regulate entry to car parks, exercise control over parking and ensure compliance with the Traffic Regulations and Car Parking Policy.

4. Parking Regulations

- 4.1 Parking on College sites is entirely at the owner's risk. The College accepts no liability in respect of any loss, theft, accident, damage or injury suffered or inflicted by users or motor vehicles.
- 4.2 Unless otherwise authorised by the College, all staff and student motor vehicles parked on College sites must display a valid Royal Holloway Parking Permit, which can be:

Traffic and Car Parking Policy (continued)

- Staff parking permit
- Student parking permit

Eligibility for and conditions of each Permit type are outlined below.

Permit registration authorise the holder to park on College property, but do not guarantee a parking space. The College does not allocate parking spaces to individuals. Exceptions apply to spaces allocated to drivers with temporary mobility or medical conditions, spaces allocated to College vehicles, or certain visitors. They are eligible for 12 months from the date of issue and must be displayed clearly in the front windscreen of the vehicle. For the avoidance of doubt, it is the driver's responsibility to display a valid permit. If any part of the Permit is obscured so that the information contained on it or the validity of the Permit is unclear, then the vehicle shall be treated as not displaying a valid Permit. Alterations or changes made to Permits will render them invalid. Changes must be notified to the College's Parking Service Operator via the Parking Admin Team for amendment or replacement. Copies of Permits are invalid and, if used, the vehicle will be subject to enforcement as detailed in section 5.

- 4.3 Vehicles must only be parked in dedicated parking spaces shown on the campus plans, or as otherwise signed by the College, and observe the rules that apply in each car park. Motorcycles or scooters should be parked in designated motorcycle parking areas or, if space is unavailable within these, in general car parking bays in the appropriately designated car park.
- 4.4 College may occasionally extend the period of stay for non-permit holders for some or part of the required period, which will be communicated in advance, for example, to allow unloading and loading at the start and end of the academic terms.
- 4.6 College recognises that on limited occasions individuals may have exceptional circumstances where a Parking Permit may be issued to those who fall outside of the below criteria. Exceptional student circumstances will be considered by the Disability and Dyslexia Services and exceptional staff circumstances will be considered by The College's Human Resources Department.
- 4.7 Only one permit is printed per applicant, the permit must always be displayed in the primary use vehicle. All additional vehicles must be registered on the data base but do not need to display a permit.

a. Staff

For the purpose of this policy, staff are defined as persons employed by the College and have a college or SU email address. They can either be permanent, temporary, fixed term or casual contract, employed via an employment agency or SU staff.

Third party service providers i.e. Bank Staff, Campus based Contracted Services employees vehicles must be placed on the College Data base for the period of the permit year of the application by the College's administrator of that Contract/Service.

Traffic and Car Parking Policy (continued)

Contractor owned vehicles must be placed on the data base for the duration of the contract up to a maximum of 3 years by the College's administrator of that Contract/Service.

Student employees are only entitled to a Parking Permit in accordance with the Student Parking Permit terms and conditions in section 4b, however if their works requires them to remain on site beyond the scheduled time of the last college bus service their line manager can register them via [the visitor and contractor vehicle system online](#) .

All College staff are eligible to apply for an annual Staff Parking Permit, via the online Parking Permit Portal, which permits them to park in all College car parks. Following an application, a 'Permit Applied For' voucher will be issued via email, this needs to be displayed in the vehicle until the permanent permit is received - usually within 14 days. Staff Parking Permits are not transferable except where specifically authorised for shared use. Staff must register all vehicles which they are bringing onto College sites, this includes temporary vehicles such as replacement or hire cars.

The Portal allows staff to register a number of vehicles per permit, although only one vehicle should be on site at any one time. Staff who no longer require a Parking Permit can return it to the Security Control Office in Founder's Building and de-register their vehicle(s).

b. Students

For the purpose of this Policy, students are those who are attending the College on a programme of study. Students must live outside a 1.5 mile radius of the College to be eligible to receive a Student Parking Permit, with three exceptions:

- i. Residents of Kingswood may register a vehicle at the Kingswood Hall reception desk which allows the use of Kingswood car parks only.
- ii. Students who have a disability or medical condition may apply for a Parking Permit which will be issued subject to approval from the Disability and Dyslexia Services Office - this entitles the holder to park in the designated student car parking areas. Student Permit holders with a Blue Badge may park in the designated disabled bays anywhere on campus.
- iii. Students who are a sports STAR and require a vehicle in order to facilitate their activity – the request must be supported in writing by the Sports Development Team.

Students should apply for an annual Parking Permit via the Online Parking Permit Portal. Students should collect their permit within 14 days from the first day of term from the advertised pick-up area and must produce original copies of the following:

- A valid driving license (provisional driving licenses are not acceptable)
- Vehicle registration document (accompanied by a letter of authorisation to drive the vehicle if in a different name from the applicant)
- A valid certificate of insurance
- Proof of student identity and term-time address

Student Parking Permits allow the user to park in designated car parks, currently car parks 4, 7, 8, 9, 13, 14 and 14a.

c. Disability Parking Permits

Dedicated parking bays for Blue Badge drivers are provided within each main car park or adjacent to key buildings. Vehicles parked in these bays must display a blue badge alongside a staff, student permit or registered by their host.

d. Visitors

Any visitor without a permit who wishes to park must be registered by their host. It is the responsibility of all hosts to register their visitor's vehicle for the duration of their visit via [the visitor and contractor vehicle system online](#). Visitor Parking Registrations are valid in any non-allocated parking space.

Arrangements for large events including Open Days and conferences are to be made by the host via [the visitor and contractor vehicle system online](#) and information on where to park provided to visitors prior to their arrival. These will normally include a pre-designated parking location; there are no designated Coach or Minibus Parking Areas on any College sites; pre-arrival notification of such vehicles must be submitted by the host via [the visitor and contractor vehicle system online](#)

Residential Student Visitors

Those visiting residential students for more than 1 hour and up to a maximum stay of 8 hours can register their visit at the Founder's, Hub, Kingswood and NA30 Hall Reception Desks

Hub Guest House Visitors

Guests staying in The Hub accommodation must register their vehicle via The Hub Reception Desk and display a valid visitor parking hanger.

Unpaid, Retired Staff and Authorised Library Users

The visitors Host or a member of the Library Team can register the vehicle details via [the visitor and contractor vehicle system online](#)

Sports Centre users

College members using the sports centre car park must display a valid Parking Permit. Visitors to the Sports Centres not in possession of a Parking Permit may park for up to 2 hour, after which they should register their car at the Sport Centre reception.

Conference and Event Visitors

Hosts are responsible for providing conference and event visitors with parking information. This will involve either a dedicated visitors parking area or the host/organiser registering their visitors on line. Open Day and Application Visitor Days will normally be provided with parking information by their hosts and will be allocated parking in dedicated parking areas.

Contractors/Deliveries

All Contractors must register their vehicle through their host, the host will then log the vehicle details along with the time and date of the visit via [the visitor and contractor vehicle system online](#) the contractor vehicles must be registered or they will be issued a PCN.

The Maintenance Service Contractor Registration is available via their host who will register their vehicles via [the visitor and contractor vehicle system online](#)

Please note that Contractors' vehicles must be fitted with reverse sounders if they have a maximum gross weight of more than 2000kg. If no sounders are fitted, reversing can only take place if there is a second person positioned behind the vehicle to assist and guide.

5. Enforcement

- 5.1 Parking Enforcement operations on College sites are undertaken in accordance with the BPA code of practice.
- 5.2 Any breach of the following traffic and parking conditions leaves the driver of the vehicle liable to the issue of a PCN by either a member of Security or by a member of Staff permitted to issue PCNs, or by the Parking Services Operator:
 - Failure to register your vehicle and/or display a **valid** parking permit
 - Parking on pedestrian crossings and in the marked zig zag areas
 - Parked outside of marked parking bays
 - Parked on double yellow lines
 - Parked on double red lines
 - Expired college parking permit or registration
 - Parked causing an obstruction/danger
 - Not parking in a designated space
 - Parked in a disabled bay without displaying a valid blue badge or college issued temporary disability permit
 - Invalid permit for vehicle registration number
 - Permit not clearly displayed
 - Parked for longer than permitted (currently 1 hour)
 - Incorrect permit for car park
 - Invalid/expired registered visit
 - Entering and or Parking on any college site in breach of a Campus Restriction Order

- 5.4 A PCN is payable at the rate of £60 and must be paid no later than the 28th day after the PCN is issued. A discounted rate of £30 will be accepted if payment is made within 14 days from the date the PCN is issued. The PCN will give the driver details of the breach and an opportunity to discharge the debt (the Parking Contravention Charge) by payment to the nominated Parking Service Operator. Although a PCN may be issued by nominated College and Security Staff, all follow-up action, including payment collection and appeal management, is dealt with by the College's nominated Parking Services Operator, details of which can be found on the PCN and via the website. Charges recovered by the College will be used to supplement the administration/ upkeep of parking facilities and to support sustainable transport initiatives. The College and its nominated Parking Enforcement Contractor reserve the right to contact the DVLA to obtain the registered keeper's details of any vehicles parked on College property. Should the driver of a car issued with a PCN not be identifiable, then the PCN will be issued to the vehicle owner.
- 5.5 College uses ANPR (Automatic Number Plate Recognition) camera technology to manage, control and enforce parking on its sites. They are governed under guidelines from the Information Commissioners Office on the use of CCTV and ANPR Cameras and conform to the Data Protection Act. They are operated by Royal Holloway, University of London Security Control centre, contactable on 01784 443063.
- 5.6 The College reserves the right to affix a 'Warning Notice' (to any vehicle) for any breach of the offences listed in this policy. The warning will remain live for 12 months. On a second breach of the regulations, the vehicle will be automatically issued with a PCN and for any subsequent offences.
- 5.7 Please note that the College will not tolerate any person(s) acting aggressively or demonstrating inappropriate behaviour towards the Security Enforcement Teams. Such behaviour will be dealt with in accordance with the appropriate disciplinary policies.

6. Appeals

In the event of a dispute over the issue of a PCN, the driver has a right of appeal via the nominated Parking Enforcement Company. Full details can be found on the PCN.

7. Contacts and Further Information

The issue of permits, management of University car parks and issue of Parking Charge Notices is currently managed by First Parking LLP. They can be contacted at: www.firstparking.co.uk

Any correspondence relating to the issue of a PCN must be directed to First Parking LLP. This is not dealt with by the University. If you are dissatisfied with the issuing of a PCN you can appeal to First Parking LLP. If you are not satisfied with the response from First Parking LLP, you can appeal to the national Independent Appeals Service. Details of this will be provided with the PCN.

If you have any other queries about this policy please contact Premises Administration in the first instance. They can be contacted at: 01784 443273 / email: premisesadmin@royalholloway.ac.uk

Parking Charge Notices for Academic Year 2014-15

The following charges will apply for PCN's:

Charges	Amount
Warning Notice	No Charge
Parking Charge Notice	£60
Discounted Parking Charge Notice when paid within 14 days	£30

Review Arrangements for this Policy

A review of this Policy, including car park charges, will be conducted annually (normally in March, in advance of the start of the new academic year) or as otherwise required.

Disclosing Criminal Convictions Policy

Introduction

Royal Holloway, University of London (the College) does not wish to debar individuals with criminal records from taking advantage of the opportunities offered by higher education. We actively promote equality of opportunity for all with the right mix of talent, skills, and potential this includes welcoming applications from a wide range of applicants, including those with a criminal conviction record. A criminal record may not be an obstacle to studying at the College or participating in extra-curricular activities, but we must balance our responsibilities to provide a safe and secure environment for our staff, students, visitors and others. In order to do this we will consider the nature of the programme and the circumstances and background of the offence(s) as outlined in this policy, alongside the demands of various professional bodies and requirements under law to protect special categories of people.

Scope

This policy applies to all students, who are required to disclose unspent convictions as outlined below. Additionally students on professional programmes that entitles them to work in a profession that is exempt from the Rehabilitation of Offenders Act 1974, or students undertaking other work with children or vulnerable adults either as part of their course or independently (including volunteering activity) may also be required to declare spent convictions in accordance with the relevant guidance.

All students

The College requires all applying and enrolled students to disclose on application, as a condition of enrolment and on a continuing basis, a criminal conviction, warning, caution or bind-over that is not spent (as defined by the Rehabilitation of Offenders Act 1974). The student must inform the College in a timely way in order so that it can introduce any appropriate safeguards for the security of other members of the College community as well as supporting the student against any likelihood of reoffending. College will be duly supportive of a student's desire for rehabilitation, especially if the conviction etc. has been obtained before the commencement of the period of study.

If a conviction etc. is obtained during study, and in particular but not exclusively if the offence is committed in connection with being a student, College disciplinary action and restrictions may also follow; however the College will aim to take fair and proportionate steps and not to place unnecessary additional penalties on a student who has already received a criminal sanction for their behaviour. If the conviction etc. predates the student's application, a student may alert the College through the application procedure; otherwise the student must notify directly the Head of Support and Advisory Services. In the latter case, even if a student has notified another section of the College, the matter should also be reported to the Head of Support and Advisory Services; it is the student's responsibility to ensure this has happened. Where a student is uncertain if a conviction etc. is spent or not, advice can be obtained from Support and Advisory Services. Alternatively, the independent charity Unlock may also be able to advise, see www.unlock.org.uk. To aid rehabilitation, all disclosures of criminal records by students will be treated with a high degree of discretion and will not be disclosed to other members of College staff unnecessarily. The College may consider attempted or actual avoidance of relevant disclosures at the appropriate time a disciplinary offence.

Applicants with Criminal Convictions

The College has a duty of care to its staff and students and therefore all applicants are required to disclose any relevant unspent criminal convictions. The decision on whether to accept an applicant who has declared a criminal conviction will be based on the risk posed to staff and students and the well-being of the College. Any applicant who declares a criminal conviction as a part of the admissions process will firstly have their application assessed on academic grounds. If the relevant assessor determines that the applicant is eligible for an offer of a place at the College, their application will be placed on hold whilst the criminal conviction is investigated further. Applicants who are eligible for an offer and have disclosed unspent criminal convictions will be asked to provide further information about the offence. Such further information may include:

- A statement from the Probation Service or Senior Prison Officers.
- A character reference from a member of staff at the applicant's school, college or equivalent.

Disclosing Criminal Convictions Policy (continued)

- A statement from the applicant setting out any information which may be considered relevant to the decision.
- Any other background information it is reasonable for the College to require to make a proper evaluation of risk.

Those considering the application will not normally contact a third party without specific written consent from the applicant in advance, as information about criminal convictions is considered sensitive personal data and as such its use is subject to the greater protection of the Data Protection Act 1998. In the absence of consent being given College reserves the right to decline to continue consideration of the application. The declaration and any additional information will be considered and assessed for potential risk by a Criminal Convictions Panel. The Criminal Convictions Panel will be comprised of the following members of College staff:

- Assistant Director of Admissions and Applicant Services
- Head of Support and Advisory Services
- The relevant departmental Admissions Tutor
- The relevant Head of Department

Applicants to courses that require a Disclosure and Barring Service (DBS) check are required to disclose all convictions, whether spent or unspent including cautions, reprimands, warnings and bind-overs and will be required to obtain a satisfactory disclosure from the DBS. The relevant forms and notes will be sent to the applicant with their initial offer.

For the purposes of this policy, a **relevant** criminal conviction is defined as convictions, cautions, admonitions, reprimands, final warnings, bind over orders or similar involving one or more of the following:

- Any kind of violence including (but not limited to) threatening behaviour, offences concerning the intention to harm or offences which resulted in actual bodily harm
- Offences listed in the Sex Offences Act 2003
- The unlawful supply of controlled drugs or substances
- Offences involving firearms or other weapons
- Offences involving arson
- Offences listed in the Terrorism Act 2006
- Offences involving dishonesty

Students on Professional Programmes

When a student is studying on a programme which leads to a qualification that entitles them to work in a profession that is exempt from the Rehabilitation of Offenders Act 1974 and when the determination of Fitness to Practise is part of this programme, or when the student is undertaking while at College other work with children or vulnerable adults either as part of their course or independently for which criminal record disclosure is appropriate, they will be advised of the additional checks necessary. These checks may require the disclosure not only of relevant unspent convictions, but of spent convictions, cautions and other warnings etc. as specified at the relevant time and also of other relevant personal circumstances. The Rehabilitation of Offenders Act 1974 (Exceptions Order 1975 (Amendment)) (England and Wales) Order 2003 now provides that certain spent convictions and cautions are 'protected' and are not subject to disclosure. Guidance and criteria on the filtering of protected cautions and convictions can be found on the Disclosure and Barring Service website:

<https://www.gov.uk/government/organisations/disclosure-and-barring-service/about> Please note that the following are never filtered out:

- Cautions given less than 6 years ago (where individual over 18 at the time of cautions)

Disclosing Criminal Convictions Policy (continued)

- Cautions given less than 2 years ago (where individual under 18 at the time of caution)
- Cautions and convictions relating to an offence from a prescribed list
<https://www.gov.uk/government/publications/dbs-list-of-offences-that-will-never-be-filtered-from-a-criminal-record-check>
- Where the individual has more than one conviction offence, all convictions will be included on the certificate (no conviction will be filtered)
- Convictions that resulted in a custodial sentence (regardless of whether served)
- Convictions given less than 11 years ago (where individual over 18 at the time of conviction)
- Convictions given less than 5.5 years ago (where individual under 18 at the time of conviction)

A student following such a course of study or such an additional activity is required to cooperate fully with the appropriate instructions given concerning disclosure. The College may consider attempted or actual avoidance of relevant disclosures at the appropriate time a disciplinary offence as well as an indication of lack of fitness to practise in the defined area.

Further relevant guidance may also be found in the College's Fitness to Practise Procedures and in the Student Disciplinary Regulations, which should be read in conjunction with this Policy.

Approved by:	Planning and Resources Committee
Date:	6 August 2014
Review Date:	Before August 2017

Alcohol, Drugs and Substance Misuse Policy

a) The College recognises that the misuse of alcohol, drugs and other substances (including legal-highs) by its students is likely to have damaging consequences, including the risks of:

- Damaging the mental and physical health and wellbeing of the user
- Undermining the user's ability to study and academic performance
- Involving both the user and others in situations where their safety and well-being may be compromised
- Increasing the likelihood of crime on campus and in the local area and of College students and others being the victims of such crime
- Jeopardising the College's and the Student Union's licenses to serve alcohol and provide entertainment
- Adversely affecting the College's reputation

b) The College recognises activities to do with the misuse of drugs are frequently illegal and that the College can itself be in breach of the law as specified in the Misuse of Drugs Act 1971 if it permits misuse of drugs to take place upon its premises. College notes that activities connected with the misuse of alcohol and other substance abuse can also involve legal consequences.

c) College prohibits the possession, use, or supply of illegal drugs on its premises by its students or others and confirms its resolve to take disciplinary action and to report matters to the Police when appropriate. College will also take action, including making reports to the Police and disciplinary action where appropriate, to address the use of illegal drugs by its students when involved in College-linked activities off College premises or when such behaviour may bring the College's name into disrepute.

d) College prohibits the encouragement, overt or covert, of individuals to misuse or over-indulge in alcohol (for example through initiations or 'pub crawls') and confirms its resolve to take appropriate actions, including disciplinary actions where appropriate, when alcohol is misused on College premises or by students when involved in College-linked activities off College premises. Action may also be taken against those who encourage or pressurise others to misuse alcohol.

e) As part of the policy of promoting responsible alcohol use, College requests that students do not consume alcohol outside of the appropriately allocated areas. Appropriate areas include licensed bar areas and surrounding seating, dining halls and other area where alcohol is supplied for sale and consumption, students' private residential accommodation and other areas that might be from time to time set aside for such consumption. Students should not take open containers of alcohol from permitted areas out onto campus. College reserves the right to ask students consuming alcohol in inappropriate areas to desist, particularly where this consumption might give rise to nuisance or disturbance and in addition if necessary to take possession or otherwise dispose of this alcohol.

f) College notes that students can on occasions be tempted to misuse substances for a variety of reasons, including the gaining of unfair academic and sporting advantage, to harass others and to gain sexual, personal, or other advantage. College confirms its resolve to take action, including disciplinary actions where appropriate, when substances are misused in such a way on College premises or by students when involved in College-linked activities off College premises.

g) College recognises that illegal drug, alcohol and substance misuse is a complex area; that there can be welfare and educational issues underlying drug, alcohol and substance use and that the classifications of substances are subject to revision. College will take this into account when deciding on disciplinary action and will vary its actions in response to the severity and context of the offence.

Alcohol, Drugs and Substance Misuse Policy (continued)

h) Notwithstanding this, College reserves the right to consider all levels of sanction for students found to have been involved with the misuse of substances, including – if appropriate - a requirement to leave Hall and review of a student's registration with the College.

i) College commits itself to also take proactive educational and pastoral steps to raise student awareness of the dangers of alcohol, drug and other substance misuse; to support where possible and reasonable with medical, counselling and other pastoral help those students who find themselves in difficulties because of habitual alcohol, drug and other substance use, assuming the offer of such support does not conflict with College's legal responsibilities and College's intent to avoid the negative effects outlined in the initial paragraph of this Regulation.

Approved by:	Planning and Resources Committee
Date:	6 August 2014
Review Date:	Before August 2017

Royal Holloway, University of London

Code of Practice on Personal Harassment for Students

Introduction

1. Royal Holloway, University of London (the College) is committed to upholding the dignity of the individual. Personal harassment can seriously harm working, learning and social conditions at the College. Harassment will be regarded seriously and could be grounds for disciplinary action, which may include termination of registration as a student.
2. Harassment can be a source of great stress to an individual. It may be so serious and unrelenting that the person who is being, or has been, harassed feels it necessary to change their course of study, their accommodation or their employment.
3. This Code of Practice should be read in conjunction with:
 - The Student Disciplinary Regulations
 - The Student complaints Procedure
4. All members of the College are responsible for helping to create an environment that is free from hostility, for helping to ensure that individuals do not suffer any form of harassment, and for helping and supporting them in any legitimate complaint. The College promotes good relations among students, both in pursuit of its Equal Opportunities Policy and, where relevant, in compliance with current legislation. The College prohibits abusive behaviour by its students towards members of its staff, and by members of its staff towards students. College expects visitors to campus to abide by its harassment policy and those responsible for their presence on campus to take reasonable steps to ensure they do so.

What is harassment?

5. Harassment is behaviour that a particular individual or group of individuals finds disturbing. Harassment can take many forms. For an action to constitute harassment it does not necessarily require that the action is deliberately intended to cause offence. If the particular recipient perceives the conduct as offensive of this perception is broadly reasonable, and the perpetrator is likely to be aware of this or has been made aware, the conduct may constitute harassment. Harassment is behaviour that degrades, patronises, humiliates, intimidates or threatens a recipient. It may undermine a person's dignity, health and self-confidence. Harassment is normally characterised by more than one incident of unacceptable behaviour, but one incident may constitute harassment is sufficiently serious. Repeated similar behaviour towards different people may also constitute harassment.
6. People can be subject to harassment on a wide variety of grounds including (but not limited to):
 - Race, ethnic origin, nationality or skin colour;
 - Sex or sexual orientation;
 - Religious or political convictions;
 - Disabilities, sensory impairments or learning difficulties;
 - Age;
 - Real or suspected infection with AIDS/HIV.Harassment can also result from inappropriate attempts to initiate or sustain a personal or sexual relationship: or from the use of inappropriate methods to resolve a perceived grievance or to manage a formal relationship. Someone can also be subject to ongoing victimisation because they have complained about previous harassment.

This list is not exhaustive. Everyone runs the risk of being harassed.

Forms of harassment

7. Harassment may also take many forms. It can range from violence and bullying, to jokes and offensive language. Some forms of harassment are criminal offences. Whatever the form of harassment, it will be behaviour that is unwelcome.
8. Harassment includes initiating or being accessory to:
 - Unwanted physical contact ranging from touching to serious assault

Code of Practice on Personal Harassment for Students (continued)

- Jokes, gossip, letters or other comments, either oral, written or posted in electronic form on social media etc., which could reasonably be regarded as offensive or likely to cause distress;
- Displays of pictures, photographs, graffiti or other visual material which could reasonably be regarded as offensive or likely to cause distress, including displays on computer screens and obscene gestures;
- Isolation or non-cooperation at work, study or in classes, inappropriate exclusion of a person in general social activities;
- Coercion, ranging from pressure for sexual favours to pressure to participate in political/ religious groups, or unreasonable pressure to modify personal behaviour;
- Unwanted commentary on personal behaviour;
- Intrusion by pestering, spying, following, the sending of repeated unwanted phone-calls, emails, text or other communication;
- Bullying, e.g. criticising one person for a common failing, criticising in a public and humiliating way or seek to manage behaviour through threat or intimidation rather than by proper procedures.

Procedure to be followed in cases of harassment by College students

9. College would wish that no College member should be deterred from asking for help because of embarrassment or fear that the process will be taken out of their hands or made public. College will respect the sensitivity of the situation, do everything reasonable to ensure confidentiality, and will seek to give the reporting person as much control as possible over whether to carry the case further. We aim to help those subjected to harassment to feel that it is not their fault and that they have a right to stop it recurring.
10. Where the issue involves students as both the recipient and the alleged perpetrator of the harassment, the Support and Advisory Services of the Registry are the College section with the expertise and authority to deal with the issue.
11. Students concerned about harassment may in the first instance speak to friends, members of their department, their personal advisor, student counsellors, Wardens, other College support workers or Students' Union officers. If possible the recipient may wish to tell the alleged perpetrator that their behaviour is causing offence and request that they desist – although failure of the recipient to do this does not imply consent to the harassment or prevent later action. It is helpful if notes are kept of relevant incidents details and possible witnesses, and offending messages, texts etc. saved. The person affected may approach the Support and Advisory Services at any time for help with the issue. At this informal stage the complainant is welcome to be accompanied by a friend or even to request that an individual from one of the areas above makes an initial contact on their behalf, without revealing their identity if they so wish.

Step One

12. In the first instance, the Support and Advisory Services' aim will be to resolve the situation by reconciliatory intervention if appropriate. This may include discussion with the person affected, suggestions for addressing the issue without College intervention and discussion on how to involve other agencies. The college will, if this seems likely to be helpful, also enter into discussion with the student(s) alleged to be causing the offence in the hope of resolving the situation by exploration of the problem and explanation of the College's rules concerning harassment. The College will not explicitly identify the complainant in this process unless this is agreed and will not be obliged to take this step if it seems likely to compromise the disciplinary action in a case of severe harassment.
13. No action taken as part of this advisory stage shall constitute disciplinary action. If the matter is discussed with the alleged perpetrators and they are offered advice, these shall not constitute disciplinary warnings. No facts uncovered during such discussion shall be considered to have proven against a student until they are later presented and properly heard in a formal disciplinary process.

Step Two

14. If this stage does not prove effective, or if the matter is too serious to be amendable to an advisory process, consideration can be given to treating the matter as a disciplinary offence, under the Student Disciplinary

Code of Practice on Personal Harassment for Students (continued)

Regulations. In deciding whether to take up an allegation of harassment under these proceedings, the Student Disciplinary Officer will consider to what extent the described harassment:

- Falls within the proper jurisdiction of the College
 - Bears on the goals the College seeks to achieve in its equality policies
 - Is otherwise appropriate for College disciplinary intervention.
15. If it is decided to treat the matter as a disciplinary offence, the Student Disciplinary Regulations will thereafter be followed in all particulars.
 16. If a member of staff consider they are being harassed by a student, a broadly similar process should be followed; the employing Department or Faculty and / or the Personnel Office and / or the College Secretary's Office may be the first point of report; however the issue should then be referred to the Support and Advisory Services to be addressed as a student disciplinary issue.
 17. If a student considered they are being harassed by a member of College staff, the advice described in section 11 is still applicable. However thereafter the student will be advised on how the issues can be addressed through the appropriate Departments of the College responsible for that member of staff.
 18. If a student considers they are being harassed by a visitor to campus, the advice described in section 11 is applicable, but thereafter further action will depend on the precise situation.

Malicious complaints

19. If complaints of harassment appear to have been made maliciously, procedures may be invoked against the malicious complainant.

Visitors and occasional guests

20. This Code of Practice was prepared with students' of the College in mind, but similar standards of behaviour are expected to be shown towards, and to be displayed by, all visitors to the College and contractors working at the College. College also expects College students elsewhere on College business or representing the College in other settings to abide by these standards of behaviour.

Appendix to the Code of Practice on personal Harassment

Advisers

The following members of staff have indicated they will be willing to offer first stage support and informal advice to students concerned about the issue of harassment.

- Student Support and Advisory Workers (in particular Senior Student Wellbeing Officer)
- College Medical Officer (Health Centre)
- Students' Union Co-President (Welfare and Diversity)

The Student Counselling Service and the Support and Advisory Services can also advice on external agencies that will offer confidential advice on cases of rape of sexual assault.

March 2008

(Updated format July 2014)

Freedom of Speech



A Code of Practice issued by the College Council in accordance with the Education (No.2) Act 1986, Section 43

Introduction

1. Royal Holloway, University of London is committed to the principles of academic freedom and of free speech within the law. It believes that vigorous debate is proper and acceptable and that the College must enable a wide range of views and opinions on social, economic, political and religious issues, however unpopular or controversial. For this to be achieved, it requires all concerned to display tolerance and avoid needlessly offensive or provocative action and language.
2. Freedom of thought, freedom of expression and freedom of assembly and association is enshrined in law. However, freedom of speech is not an unqualified privilege and universities are subject to a number of legal obligations to ensure the safety and wellbeing of students, staff and others associated with the College. For example:
 - The protection of freedom of speech does not extend to allowing a speaker to commit a criminal offence in the course of speaking;
 - Universities are subject to the statutory duty "to have due regard to the need to prevent people from being drawn into terrorism";
 - Universities have other legal responsibilities, such as those relating to preventing discrimination, harassment and victimisation and the health, safety and welfare of employees, students, external speakers and visitors.
3. Staff and students, both individually and in groups, have an obligation to respect other members and groups and not to interfere in or seek to hamper or curtail the legitimate activities or affairs of other individuals or groups. This mutual respect is fundamental in a university community and confers rights on members of the College to be able to conduct their affairs free from unlawful or improper interference.

Scope of the Code of Practice

4. **This Code of Practice applies to any meeting (including activities and gatherings of people) where there is demonstrated potential difficulty for a speaker to enter or leave College premises safely and/or to deliver their speech. This includes activities organised by the Students' Union.**

Requirements of the Act

5. The Education (No.2) Act 1986 requires every individual and body of persons concerned in the government of a higher education institution to take such steps as are reasonably practicable to ensure that:
 - a. freedom of speech within the law is secured for members, students and employees of the institution and for visiting speakers;
 - b. the use of the facilities of the institution is not denied to any individual or group of persons on any ground connected with the belief or views or that individual or group or the policy or objectives which they may hold.

Requirements of this Code of Practice

6. Where a meeting which falls under the scope of paragraph 4, it is the responsibility of the organisers to identify that this is the case and then consult this Code. Where the organisers wish to invite external speakers they should also consult the Procedures for inviting External Speakers to College Events. Failure to do so may result in disciplinary action. If the College identifies an event which is scheduled to take place which falls under the scope of paragraph 4 the organisers will be contacted and appropriate action will be taken to apply this code.

7. When the meeting is organised by more than one individual or by a collective group of people, one person must be appointed as the **principal organiser** in order to simplify communication with the College. The principal organiser must give the College Secretary a minimum of **three weeks' written notice** of a meeting which falls under the scope of paragraph 4.
8. The Principal Organiser must book a room for the event using the normal room booking procedures. College has identified certain venues on campus which have been approved as safe venues in which to hold meetings which fall within the scope of paragraph 4. Any room choice must be considered tentative until approved by the Security Manager.
9. The principal organiser must provide the College Secretary with:
 - a. details of the date, time and tentative place of the meeting
 - b. the topic to be discussed
 - c. the name of the speaker
 - d. the intended audience (i.e. students, staff or others)
10. The College Secretary will respond to the principal organiser in writing within one week of receiving notice of the meeting. Where the College Secretary withholds permission for the event to proceed they will state their reasons. Where permission is granted, the College Secretary may attach any conditions which they consider necessary for the fulfilment of the College's legal obligations to protect and secure freedom of speech. These conditions may include, but are not limited to:
 - a. a requirement that tickets must be issued
 - b. that the event must be led by an experienced Chair
 - b. that an adequate number of suitable stewards must be provided by the organisers
 - c. that members of the College Security staff must be present to help keep order
 - d. that a member of staff, appointed by the College Secretary, must be present as a 'controlling officer'.
11. The College Secretary may consult with the police about any meeting under the scope of paragraph 4 and, if appropriate, attach further conditions. These may include a requirement for the meeting to be declared public to allow for police presence.
12. If the College Secretary is not satisfied that adequate arrangements to keep order can be made, with the result that the speaker would not be able to enter or leave College premises safely and/or deliver their speech, the College Secretary may at the outset refuse permission for a meeting or later withdraw permission already given.
13. The principal organiser may appeal to the Principal against the whole or part of the College Secretary's decision. The Principal's ruling will be final.

At the meeting

14. At the meeting, there shall be a Chair who is responsible for conducting the meeting. The Chair must keep order and, as far as is possible, ensure that the speaker and the audience act within the law. The Chair should issue warnings when unlawful conduct occurs and, should such conduct continue, can enforce the removal of the offender(s) with the assistance of any security or police officers in attendance.
15. Should a meeting become out of control, the 'controlling officer' placed by the College shall take charge and close down the meeting. If no 'controlling officer' is present, any security officers present will take charge, acting on information which they will have previously been given by the Security Manager or on their own initiative. If a 'controlling officer' or security officer is not present, the Chair should send a member of the organising group to seek help from the security staff at their normal post.
16. College premises must be left clean and tidy after meetings. Should any additional cleaning or repairs be required after a meeting, the organisers may be charged accordingly. Payment in advance, or evidence of the ability to pay, may be required before a meeting takes place.

Sanctions

17. Failure to observe the requirements of this code or of any conditions laid down by the College Secretary will make the student(s) or staff concerned liable to disciplinary action by the College. In the case of students, the Student Disciplinary Regulations will apply.

The Role of Council

18. Council will receive an annual report on the operation of this code.
19. The Council will review this Code every five years.

Approved by: *(Council)*

Date: **May 2016**

To be reviewed: *May 2021*

Royal Holloway, University of London (the "College")

Intellectual Property Policy (the "Policy")

- 1) The College claims ownership of all intellectual property specified in section 2 of this Policy which is devised, made, or created:
 - a) by persons employed by the College in the course of their employment;
 - b) by student members in the course of or incidentally to their research;
 - c) by other persons engaged in study or research in the College who, as a condition of their being granted access to the College's premises or facilities, have agreed in writing that this Policy shall apply to them; and
 - d) by persons engaged by the College under contracts for services during the course of or incidentally to that engagement.
- 2) The intellectual property of which ownership is claimed under section 1 of this Policy comprises:
 - a) works generated by computer hardware or software owned or operated by the College;
 - b) films, videos, multimedia works, typographical arrangements, field and laboratory notebooks, and other works created with the aid of College facilities;
 - c) patentable and non-patentable inventions;
 - d) registered and unregistered designs, plant varieties, algorithms and topographies;
 - e) College-commissioned works not within a), b), c), d);
 - f) intellectual property not within a), b), c), d) that is the subject of any research contract deliverable;
 - g) databases, computer software, firmware, courseware, and related material not within a), b), c), d), e);
 - h) know-how and information associated with the above;
 - i) lecture notes, course/module handouts, audio or visual recordings and other learning materials or works published, electronically or otherwise, by the College or made available through College facilities, resources or networks.
- 3) The College's rights under section 1 above in relation to any particular piece of intellectual property may only be waived or modified by an agreement in writing with the person concerned. Such agreements may only be authorised by the Principal or the Principal's authorised delegate.
- 4) Notwithstanding section 2 of this Policy, apart from works specifically commissioned by the College, the College will not assert any claim to the ownership of copyright in:
 - a) artistic works, films, books, articles, plays, lyrics, scores, or lectures (other than materials and works in 2)i);
 - b) audio or visual aids or written notes used as an aid to the giving of lectures.
- 5) For the purpose of sections 2 and 4 of this Policy, 'commissioned works' are works which the College has specifically employed or requested the person concerned to produce, whether in return for special payment or not.
- 6) The College may make regulations:
 - a) defining the classes of person or naming individuals to whom section 1)c) of this Policy shall apply;
 - b) requiring student members and other such persons as may be specified in regulations to sign any documents necessary in order to give effect to the claim made by the College in this Policy and to waive any rights in respect of the subject-matter of the claim which may be conferred on them by Chapter IV of Part 1 of the Copyright, Designs and Patents Act 1988; and
 - c) generally for the purposes of this Policy.

- 7) This Policy shall apply to all intellectual property devised, made or created on or after 16 January 2008 and is subject to the provisions of the Patents Act 1977.

This policy was approved by Council at its meeting on 16 January 2008.
It was rebranded July 2014.



The Exploitation of Inventions and Patents Code of Practice

1. The College's policy is to encourage members of staff to work on new developments and inventions and, specifically in the case of academic teaching and research staff, the terms and conditions of employment expect a person to advance his or her subject by research or otherwise.
 - a. A post graduate student who produces, or belongs to a research group which has produced a patentable invention will be treated as a member of staff for the purposes of patenting and commercial exploitation of the invention.
2. Ownership of intellectual property is determined by the College's Intellectual Property Policy.
3. If, in the course of his or her duties, a member of staff makes an invention which he or she believes to be commercially exploitable, this must be reported by the member of staff to Research & Enterprise (R&E) via the Research & Business Development Manager (RBDM) responsible for their Department.
4. The RBDM, in consultation with the Director of Research & Enterprise and the member of staff, shall review the commercial viability of the invention and take the appropriate steps, commensurate with the potential size of the opportunity, to protect and exploit the invention.
 - a. No contact or arrangements shall be entered into with an outside body or bodies without the prior agreement of the Director of Research & Enterprise.
 - b. The College will undertake responsibility for the development and exploitation on behalf of both the inventor and the College and with the collaboration of the inventor, may apply for patent protection in the name of the College, or in the name of a collaborating institution as appropriate.
 - c. The inventor and the College will collaborate to protect the secrecy of the invention at all times before the filing of any initial application to patent. Disclosure prior to filing will usually prevent a successful patent application and severely restrict commercial opportunity.
 - d. For the purposes of this Code of Practice, computer software, algorithms and plant varieties will be regarded as an "invention". See section 2 of the Intellectual Property Policy for more details.

5. Net income arising from the exploitation of a patent or invention is defined as the total income less incurred direct costs namely:
 - a. Value Added Tax, when applicable.
 - b. Direct costs associated with securing and maintaining patent protection and legal expenses.
 - c. Any other expenses directly related to the obtaining or exploitation of the invention.
 - d. Any payment due under a revenue sharing agreement to a third party involved in the research leading to the invention.

6. The sharing of net income generated by the exploitation of an invention will be as follows:

Net Total Income	College	Department	Inventors
Within the first £10,000	-	10%	90%
Within the next £20,000	15%	10%	75%
Thereafter (over £30,000)	30%	20%	50%

Note: If there are more inventors than one, the Director of R&E will decide upon the distribution of the inventors' share among them after discussing with the inventors, the Head(s) of Department and seeking agreement from the Vice Principal, Research & Enterprise.

- a. Net income paid to an inventor will be subject to income tax and national insurance.
- b. The inventor may waive all or part of his/her personal payment and request that it be used for research purposes within his/her Department. This waiver must be exercised in advance of the first receipt of income; the inventor must not derive any benefit from the use of funds which might be deemed to be personally taxable and the use of funds must be subject to normal departmental and College approval processes. Subject to this, the transfer of net income for research purposes will be made without any deductions.
- c. If the inventor leaves the employment of the College then the waiver can be revoked for income receivable after the termination of employment.
- d. Often, royalties begin many years after a licence agreement has been signed. If staff entitled to royalty payments leave the College, it is important that they notify the College of any changes of address and/or bank details. The College will not be a trustee of any unclaimed revenue payments.
- e. In the case of the death of an individual due a share of income, that share of any income will be payable to the estate of the deceased.
- f. Any revenue payments remaining unclaimed for 5 years from the date the revenue is received by the College will, after that date, be forfeited, and will revert to the College.

7. Where direct costs as defined in Section 5 above are less than £10,000, then in order to provide immediate benefit to inventors, the deduction of costs to calculate the net income that can be distributed will be applied at a rate of 10% for each £1000 of income received (see example in Annex A), subject to the Director of R&E agreeing that this is appropriate given the amount of income expected to be received within a reasonable timeframe.
8. Examples showing net income calculation (section 5) and the distribution table (section 6) are given in Annex A.
9. Arrangements for spin-out companies are determined by the College's "Spin-out Company formation – Policy and Procedures"
10. If the Director of R&E decides that the College does not wish to take part in the development or exploitation of an invention, the College will consider assigning rights in the invention to the inventor. As an alternative, arrangements may be made for an interested third party such as a commercial company to be assigned the rights on terms mutually agreed between the College, the inventor and the company.
11. Except where the College has fully assigned its rights to a member of staff when, therefore, total liability rests with the individual, the College's usual liability insurance policies will cover the development and exploitation of patentable inventions in the same way as it covers other College activities.
12. This code of practice will be reviewed from time to time in light of experience of its operation.

This revised version of Code of Practice was approved by the Council at its meeting on the twenty first of November 2011.

Annex A: Example of Income Distribution						
Direct costs incurred of:						
	£					
Patent costs	6,500					
Legal expenses	1,200					
Total direct costs	7,700					
	Calculation of Net Income to distribute			Distribution of Net Income		
	Income Received	Deduction of Expenses	Net Income for Distribution	Inventor	Department	College
rate up to £10,000:				90%	10%	0%
	1,000	770	230	207	23	0
	2,000	1,540	460	414	46	0
phased	3,000	2,310	690	621	69	0
deduction	4,000	3,080	920	828	92	0
of expenses	5,000	3,850	1,150	1,035	115	0
at 10%	6,000	4,620	1,380	1,242	138	0
per £1k*	7,000	5,390	1,610	1,449	161	0
	8,000	6,160	1,840	1,656	184	0
	9,000	6,930	2,070	1,863	207	0
	10,000	7,700	2,300	2,070	230	0
	17,700	7,700	10,000	9,000	1,000	0
additional net income up to £30,000 is distributed:				75%	10%	15%
additional net income in excess £30,000 is distributed:				50%	20%	30%
* if direct costs are more than £10k, no net income will be distributed until income has exceeded the costs						

Undergraduate Regulations

1. Admissions requirements
2. Recognition of Prior Learning
3. Registration
4. Enrolment
5. Nomenclature of awards
6. Structure of programmes
7. Period of study
8. Transfer of programme
9. Registration for courses
10. Attendance and submission of work
11. Methods and conduct of course assessment
12. Part A: Entry for assessment and re-assessment - for students who first commenced their studies prior to September 2015
Part B: Entry for assessment and re-assessment - for students who first commenced their studies in or after September 2015
13. Outcomes of course assessment
14. Extenuating circumstances
15. Part A: Conditions for progression to the next stage - for students who first commenced their studies prior to September 2015
Part B: Conditions for progression to the next stage - for students who first commenced their studies in or after September 2015
16. Failure to progress
17. Consideration for the award
18. Calculation of the stage average
19. Classification of candidates
20. Field of study
21. Release of award classification results
22. Failure to meet the requirements for the award
23. Academic grounds for termination of registration
24. Formal warning procedure
25. Appeals against the outcomes of Boards of Examiners
26. Appeals against the termination of registration through the formal warning procedure
27. Programme of extramural study
28. Credit transfer

ADMISSION TO THE COLLEGE

1. Admissions requirements

- (1) In order to be admitted as a student of the College, an applicant must:
 - (a) be at least 16 years of age on the published start date of the programme;
 - (b) satisfy or be exempted from the General Entrance Requirements set out in the College Course Finder or in the case of collaborative provision set out in the equivalent document of the partner institution;

- (c) be demonstrably proficient in spoken and written English to the satisfaction of the College before commencing the programme of study;
- (d) satisfy or be exempted from additional entrance requirements where prescribed for individual programmes.

Qualifications presented for consideration must be in approved subjects, and there may be restrictions against the combination of certain overlapping subjects. An applicant who has already obtained an Honours Degree or an Integrated Masters Degree will only be admitted to a programme which the College has judged to be sufficiently different from that already completed.

- (2) Applicants who do not possess the normal qualifications for entry or applicants with qualifications or credit at tertiary level, or other relevant qualifications or experience may be considered for admission under the provisions of Section 2.
- (3) Applicants will be asked to give details of any disability or Specific Learning Difficulty so that the College, or in the case of collaborative provision the partner institution, can advise them provisionally on the level of support available. Information provided for this purpose will play no part in assessing an application for admission to the College.
- (4) Applicants are required to declare all unspent criminal convictions. Applicants for admission to programmes leading to the award of a professional qualification or membership of a professional body may also be required to meet further conditions including the declaration of spent convictions as specified in the relevant programme specification. The decision on whether to accept an applicant will be based firstly on academic requirements, and secondly on the risk posed to staff and students. Applicants admitted to the College who have failed to disclose unspent criminal convictions will be subject to disciplinary action as will those who fail to disclose any criminal convictions which arise during their programme of study.
- (5) A contract is formed between the College and the applicant as soon as the offer of admission to the College has been accepted. Acceptance of an offer is expressly subject to the terms of this contract, which include the requirement that students will comply with the conditions of enrolment with the College. In the case of collaborative arrangements there may also be a contract between the partner institution and the applicant.
- (6) Any person, including students of other universities, may seek admission to the College as a Visiting Student to follow an agreed diet of courses which does not lead to an academic award. The rights of Visiting Students to attend classes, submit work for assessment and use College facilities will be stated either in an exchange agreement between the College and the student's home institution or in the student's formal offer of admission.

2. Recognition of Prior Learning

- (1) In assessing an applicant who do not possess the normal qualifications for entry, the College will seek evidence that s/he:
 - (a) can study at the required level;
 - (b) has achieved the specific learning outcomes, including professional competencies and proficiency in spoken and written English, required for admission to the programme;
 - (c) has a broad general education.

The College may set qualifying examinations where it is not satisfied that prior learning has been verified through reliable and valid assessment.

- (2) Applicants with accredited prior learning deemed acceptable to the College may be admitted directly to the second stage of a three or four stage undergraduate programme of study or the third stage of an MSci programme of study.
- (3) Except in exceptional circumstances or as part of an institutional agreement applicants will not normally be considered for direct admission to the third stage of a three or four stage programme.
- (4) The College will not consider applicants for direct admission to the final stage of an MSci programme.
- (5) The College will consider the recognition of prior learning and the recording of such learning as exemption from part of a programme subject to the following conditions:
 - (a) credit will be recognised only for learning which has been verified through reliable and valid assessment, unless otherwise specified as part of an institutional agreement;
 - (b) the College will only consider for the purposes of recognition of prior learning and exemption information on courses and examination results provided and certified by the appropriate officer at the institution responsible for the delivery of those courses;
 - (c) credit will not normally be recognised for learning undertaken over five years before the published start of the programme at the College. Programmes which are accredited by Professional, Statutory or Regulatory Bodies may place further restrictions on the recognition of prior learning;
 - (d) applications for recognition of prior learning will be considered in the context of approved courses and programmes of the College. Applications for direct entry to the second stage of an undergraduate programme of study are subject to approval by the relevant department, while other applications are subject to the approval of the College Board of Examiners' Executive Committee or the Faculty Dean and Collaborative Provisions Committee in the case of an institutional agreement. To this end:
 - (i) credit will only be recognised for learning in subjects and at a level appropriate to the programme;
 - (ii) the courses and/or course assessment to be recognised, and the courses to be followed at the College, must together equate to an approved programme in terms of the amount and level of work and the coverage of topics, including any mandatory elements.
- (6) Applicants who have already been awarded a Certificate or Diploma of Higher Education from the College and who wish to complete their undergraduate studies will be considered for admission subject to the following conditions:
 - (a) the award was not made as a result of failure to progress to the next stage of undergraduate study;

- (b) no more than five years has lapsed since award of the Certificate or Diploma of Higher Education was made.

Applicants will be required to surrender the Certificate or Diploma prior to the award of a higher qualification being made.

REGISTRATION AND ENROLMENT

3. Registration

- (1) To be eligible for registration as a student of the College, or in the case of collaborative provision by the partner institution a candidate must have applied for and been formally offered admission, and have satisfied the academic and other conditions of admission.
- (2) Registration with the College is subject to the following general restrictions:
 - (a) no student may normally register concurrently for more than one programme for which the requirements of the final award have not been completed, unless special provision has been made in the programme specification(s);
 - (b) no student may normally register concurrently as a student of another institution, unless s/he has been admitted as a Visiting Student or as part of an institutional agreement;
 - (c) Visiting Students may not register for programmes which lead to an academic award.
- (3) Students who register with the College retain their registration status until they graduate, withdraw permanently from their programme or have their registration terminated. Students are required to give notice in writing to the Academic Registrar before withdrawing. In cases of collaborative provision students are also required to give notice in writing to the partner institution.
- (4) A student's registration with the College may be terminated at any time on academic grounds under the provisions of Sections 23 and 24.
- (5) Communications sent from the College, the University of London or in the case of collaborative provision from the partner institution, to an individual student must be regarded as applying to that student only.

4. Enrolment

- (1) Save for the provisions of Section 7 (3), students must enrol each year by paying, or making arrangements acceptable to the College to pay, the tuition fees and any outstanding debts, and by completing the Online Sign-Up process. In the case of collaborative provision students may have these obligations to the partner institution rather than the College.
- (2) It is a condition of enrolment that students agree to abide by and submit to the College Statutes, Regulations and Rules, as amended from time to time by the Academic Board and Council. Without prejudice to the generality of that statement, these include the academic regulations, the fee regulations, the library and computing regulations, arrangements for hearing appeals and grievances, codes of discipline, fitness to practice regulations, safety rules, and arrangements in respect of the Data Protection Act. In the case of collaborative provision students may be subject

to additional statutes, regulations or rules and/or those statutes, regulations or rules in force at the partner institution. Failure to comply with any relevant statutes, rules or regulations may result in the termination of the student's registration with the College.

- (3) Enrolment gives students the right to attend classes, receive tuition or supervision and have access to relevant College facilities, subject to any particular arrangements as approved for Visiting Students and to particular arrangements set out in institutional agreements for collaborative provision.
- (4) The College, or partner institution in the case of collaborative provision, reserves the right not to enrol a student who arrives after the advertised dates without prior approval and in the absence of medical or other good cause deemed acceptable by the Academic Registrar.
- (5) Students are enrolled on a full-time or part-time basis. In order to qualify for full-time status, students must follow courses to the value of at least 75 credits in that academic year.
- (6) The amount of paid work undertaken by a student enrolled with the College, or in the case of collaborative provision with a partner institution, on a full-time basis shall not exceed 20 hours per week during term time. No student may undertake paid work which may conflict with his/her responsibilities as a student of the College or partner institution.

AWARDS AND PROGRAMMES

5. Nomenclature of awards

- (1) The College awards the following degrees of the University of London:

Honours Degrees

Bachelor of Arts (BA)
Bachelor of Music (BMus)
Bachelor of Science (BSc)
Bachelor of Science (BSc (Econ))
Bachelor of Laws (LLB)

Integrated Masters Degrees

Master in Science (MSci)

- (2) The College awards the following degrees of Royal Holloway and Bedford New College:

Honours Degrees

Bachelor of Arts (BA)
Bachelor of Music (BMus)
Bachelor of Science (BSc)
Bachelor of Science (BSc (Econ))

Integrated Masters Degrees

Master in Science (MSci)

- (3) The College awards the following certificates and diplomas of Royal Holloway and Bedford New College:

Higher Education Qualifications

Certificate of Higher Education (CertHE)
Diploma of Higher Education (DipHE)
Graduate Certificate (GradCert)
Graduate Diploma (GradDip)

Foundation-level Qualifications

College Certificate
College Diploma

6. Structure of programmes

- (1) Programmes leading to the award of BA, BMus, BSc and BSc (Econ) are aligned with the Framework for Higher Education Qualifications (FHEQ) level descriptors and are delivered in:
- (a) three stages, each comprising courses to the value of 120 credits: the second stage includes courses to the value of at least 90 credits at FHEQ Level 5 and the third stage includes courses to the value of at least 90 credits at FHEQ Level 6 and having none below FHEQ Level 5; or
 - (b) four stages, each comprising courses to the value of 120 credits, except the third stage, which is devoted to extramural study and comprises either:
 - (i) 30 credits, which for the purposes of award classification are counted in the fourth stage; or
 - (ii) 60 credits, which for the purposes of award classification are counted in the second stage;
and
the fourth stage including courses to the value of at least 90 credits at FHEQ Level 6 and having none below FHEQ Level 5.
 - (c) one third and final stage in the case of a top up Bachelors degree offered as part of an institutional agreement, comprising courses to the value of 120 credits, all of which are at FHEQ Level 6.
- (2) Programmes leading to the award of MSci are aligned with the Framework for Higher Education Qualifications (FHEQ) level descriptors and are delivered in either:
- (a) four stages, each comprising courses to the value of 120 credits, the third stage including courses to the value of at least 90 credits at FHEQ Level 6 and having none below FHEQ Level 5, and the fourth stage including courses to the value of at least 90 credits at FHEQ Level 7 and having none below FHEQ Level 6; or in one of (b) or (c);
 - (b) five stages, each comprising courses to the value of 120 credits, except the fourth stage which is devoted to extramural study and comprises 30 credits which for the purposes of the award classification are counted in the fifth and final stage. The third stage includes courses to the value of at least 90 credits at FHEQ Level 6 and having none below FHEQ

Level 5, and the fifth and final stage includes courses to the value of at least 90 credits at FHEQ Level 7 and having none below FHEQ Level 6;

- (c) five stages, each comprising courses to the value of 120 credits, except the third stage which is devoted to extramural study and comprises 30 credits which for the purposes of the award classification are counted in the (penultimate) fourth stage. The fourth stage includes courses to the value of at least 90 credits at FHEQ Level 6 and having none below FHEQ Level 5, and the fifth and final stage includes courses to the value of at least 90 credits at FHEQ Level 7 and having none below FHEQ Level 6.
- (3) Programmes leading to the award of Certificate or Diploma are aligned with the Framework for Higher Education Qualifications (FHEQ) level descriptors and are delivered as follows:
- (a) for the CertHE, in one stage comprising 120 credits, of which at least 90 credits are at or above FHEQ Level 4;
 - (b) for the DipHE, in two stages each comprising 120 credits, the second stage including at least 90 credits at or above FHEQ Level 5;
 - (c) for the GradCert, in one stage comprising the assessment of at least 40 credits at FHEQ Level 6;
 - (d) for the GradDip, in one stage comprising 120 credits, including at least 90 credits at FHEQ Level 6 and having none below FHEQ Level 5;
 - (e) for the College Certificate and College Diploma, as stated in the programme specification.
- (4) The programme specification may place restrictions on the range of courses available on each stage of the programme and will also stipulate whether a Fail outcome in these courses can be condoned for the purposes of progression or qualification for a specific field of study as follows:
- (a) mandatory courses which students must take at a specific stage and which are either designated as
 - (i) non-condonable, that is, which students must pass, be allowed or from which they must be granted exemption in order to progress onto the next stage or to qualify for a specific field of study;
 - (ii) condonable, that is, which students must take but do not have to pass in order to progress onto the next stage or to qualify for a specific field of study.
 - (b) optional/ elective courses which may be taken at a specific stage of a programme. Fail outcomes in these courses can normally be condoned unless a Pass outcome is required to qualify for a specific field of study.
- (5) A student may take up to 60 credits across the period of study in subjects outside his/her programme pathway on an extracurricular or intra-curricular basis, subject to the following conditions:
- (a) the choice of optional/ elective courses must be approved by the student's home department / school and the host department / school;

- (b) where the optional/ elective courses are taken on an intra-curricular basis, the student's home department /school will determine how they will count towards the programme and whether not a Pass outcome is required to progress onto the next stage or to qualify for a specific field of study;
 - (c) optional/ elective courses to the value of no more than 30 credits may be taken in the final stage.
- (6) The College reserves the right to vary the content and delivery of programmes, to discontinue, merge, or combine programmes, and to introduce new programmes if such action is reasonably considered to be necessary by the College. Such change may occur either before or after admission. Students will be informed, as soon as is practicable, of any substantial changes which might affect their programme. The College will take steps to mitigate any disadvantage that may result from this.
- (7) The College aims to offer flexibility within programmes. However, while every student will be able to take courses appropriate to the programme for which s/he is registered, no timetable can guarantee that all options will be available to all students qualified to take them.

7. Period of study

- (1) Students registered for a programme leading to the award of CertHE, DipHE, GradDip, BA, BMus, BSc, BSc (Econ) or MSci are normally expected to complete the requirements for each stage in one academic year of full-time study or two academic years of part-time study unless different requirements are approved as part of an institutional agreement.
- (2) The normal period of study for a programme leading to the award of GradCert, College Certificate or College Diploma shall be stated in the programme specification and shall not normally exceed three years.
- (3) The period of study shall normally be continuous. The Academic Registrar may permit a student to interrupt his/her studies for up to 24 months on financial, medical or personal grounds on the recommendation of the student's Head(s) of Department or School. A student may only interrupt his/her studies for more than 24 months, whether consecutively or otherwise, with the permission of the College Board of Examiners' Executive Committee. Students who have interrupted their studies remain registered students of the College and subject to College Regulations, but do not have the right to attend classes, use College facilities, or receive tuition or supervision other than occasional access to tutors by arrangement. In the case of collaborative provision students who have interrupted do not have the right to access these and other related services provided by the partner institution.
- (4) Save for the provisions of Section 2, students on programmes leading to the award of BA, BMus, BSc, BSc (Econ), LLB and MSci must normally follow at least two stages of the programme, including the final stage, at the College.

8. Transfer of programme

- (1) A student may transfer to another programme at any stage subject to the following conditions being met before the point of transfer:
 - (a) the student must satisfy the normal conditions for admission to the new programme;

- (b) the student must satisfy the requirements in respect of mandatory courses and progression specified for each stage of the new programme up to the proposed point of entry;
 - (c) the transfer must be approved by the department(s) or school(s) responsible for teaching the new programme and that for which the student is currently registered.
- (2) The department(s) or school(s) responsible for teaching the new programme will determine before the transfer those credits, exemptions and course unit outcomes which may be carried over from the student's previous programme.
 - (3) A student who does not satisfy the requirements of paragraphs (1) (a and b) above may transfer to another programme of study, with the approval of the department(s) or school(s) concerned, and the Academic Registrar and repeat the stage with a different diet of courses with a view to meeting the requirements at the end of the year. Where credits from the previous attempt at the stage are carried over the repeat will count as a second attempt at the stage. Where no credits from the previous attempt at the stage are carried over, the repeat will count as a first attempt at the stage.
 - (4) A student who is not permitted to continue with his/her programme of studies on academic grounds, may be given permission to transfer, in the next academic year, to a similar or an entirely different programme of study in the College at the discretion of the relevant department(s)/ school(s) and subject to the provisions in paragraphs (1-2) above and any others set by the relevant department(s)/school(s).

COURSES

9. Registration for courses

- (1) It is a requirement of enrolment with the College that a student registers for courses in accordance with procedures and deadlines published by the Academic Registrar.
- (2) A student must normally register each year for courses to the full value and in the order stated in the programme specification, subject to the following provisions:
 - (a) a student on a programme leading to the award of CertHE, DipHE, GradDip, BA, BMus, BSc, BSc (Econ), LLB or MSci must normally register each year for courses to the value of 120 credits if enrolled on a full-time basis, or 60 credits if enrolled on a part-time basis, except during a period of extramural study or where other requirements are in place in the case of an institutional agreement;
 - (b) a student who is enrolled to repeat a stage of the programme must register for courses to a value agreed with his/her Head(s) of Department or School;
 - (c) no student may register for courses to the value of more than 120 credits in any one academic year, excluding any courses taken on an extracurricular basis, entries to resit the course assessment under the provisions of Section 12: Part A (1) or entries to take a first sit in the course assessment under the provisions of Section 14 (5b).
- (3) A student may, with the agreement of his/her Head(s) of Department or School, register for courses taught elsewhere in the University of London up to the value of 60 credits within any stage

of the programme. In such cases, the student will be subject to the regulations of the other college or institute as well as those of Royal Holloway. This option may not be available to students on programmes offered as part of a collaborative partnership.

- (4) A student may not register for a course s/he has previously taken and passed or which is deemed to overlap with any other course s/he has previously taken and passed.
- (5) By registering for a course, a student is also deemed to have entered him/herself for assessment in that course.

10. Attendance and submission of work

- (1) It is a requirement of enrolment with the College or a partner institution in the case of collaborative provision, that a student attends as far as reasonably possible all parts of the course(s) for which s/he is registered and presents all set work for assessment within specified deadlines.
- (2) Where in the absence of a satisfactory and adequately documented reason a student has failed to satisfy the requirements for attendance or submission of work specified for one or more courses, the Head of Department or School may terminate that student's registration for the programme under the provisions of Sections 23 and 24. In addition, for students holding a Tier 4 (General) Student Visa, the College has obligations placed on it to report non-attendance to UK Visas and Immigration and may terminate a student's registration without following the formal warning process in Section 24.
- (3) A student who is not registered for a course may not attend classes, submit work or access facilities for that course.
- (4) A student is expected to complete and submit for assessment all work specified for the course in the same academic year in which s/he is presented for assessment. Save for the provisions of Section 14 (5 b and c) there is no provision for students to defer all or part of the assessment to a following year without repeating the entire course.

ASSESSMENT

11. Methods and conduct of course assessment

- (1) Methods of assessment will be determined in order to measure the specific learning outcomes of each course and will be communicated to students in the course specifications.
- (2) Special arrangements may be made in order for students with disabilities and/or specific injuries or conditions to undertake assessment in accordance with the [Regulations on Access Arrangements for Assessment](#).
- (3) Sub-boards of Examiners have discretion to use alternative methods of assessment to those stated in the course specifications for individual candidates, either when making exam access arrangements for students with registered disabilities, or when setting a resit or first sit assessment under the provisions of Section 12: Part A (3) and Section 12: Part B (3) and Section 14 (5b) respectively, subject to the following requirements:

- (a) the alternative assessment must involve some additional assessment activity which constitutes a justifiable and efficient assessment of the intended learning outcomes;
 - (b) the alternative assessment must be scheduled so that a final outcome can be agreed by the Sub-board before the beginning of the next academic year, or in the case of candidates under consideration for award classification, before or during the normal Sub-board meeting held to determine award classifications;
 - (c) where alternative assessment arrangements are needed for students with registered or temporary disabilities, these must be submitted to the College Board of Examiners' Executive Committee for consideration;
 - (d) a full statement of the alternative method of assessment and the reasons for which it was used will be recorded in the minutes of the Sub-board meeting.
- (4) Save for the provisions of paragraph (2) above, candidates may consult or use during an examination only those materials listed in the rubric for the examination. Candidates may be required to use materials or instruments provided by the College or, in the case of collaborative provision by the partner institution.
- (5) Assessment offences will be investigated in accordance with the [Regulations on Assessment Offences](#).
- (6) All assessed work must be written in English unless instructions are given to the contrary. Dictionaries may not be used in formal examinations or in-class assessments for the purpose of enabling candidates to overcome any deficiencies in their command of English language.
- (7) All work submitted for assessment, and any materials confiscated during an examination, will remain the property of the College.

12. PART A: Entry for assessment and re-assessment - for students who first commenced their studies prior to September 2015

- (1) Save for the provisions of Section 15 Part A (5), the Sub-board of Examiners will normally permit a student who gains an overall outcome of Fail in a course on the first attempt to:
- (a) repeat the course and assessment, subject to availability, by registering a second (final) time in the next academic year. Such students will be required to satisfy afresh the course requirements in respect of attendance and submission of work. A student may be permitted to substitute the failed course only with another course at the same FHEQ level subject to the permission of the Programme Director. In such a case the attempt at the substituted course will be deemed a second attempt in line with paragraph (5) below;
 - (b) resit or resubmit any part of the course assessment not passed on the first attempt subject to availability and any resource constraints, by entering him/herself for assessment in that course a second (final) time without registering to take the course again. Except for the provisions of paragraphs (2) and (3) below, a student will be expected to resit or resubmit the assessment for courses in the next academic year after failing the first attempt.
- (2) Within the provisions of paragraph (1) above and save for the provisions of Section 15 Part A (5) where a student registered for a programme leading to the award of BA, BMus, BSc or BSc (Econ), or MSci does not satisfy the criteria to progress onto the next stage of their programme, the Sub-

board of Examiners will normally offer the opportunity to resit or resubmit parts of the course assessment not passed on the first attempt prior to the start of the next academic year, subject to the following provisions:

- (a) the student must have already passed, been allowed, or been granted exemption from courses to a value of at least 60 credits from the stage on which the student is currently registered;
- (b) the student may only resit or resubmit the assessment from courses in which s/he has achieved a mark of at least 30% on the first attempt.

This opportunity will be offered only to students who would be in a position to satisfy all the criteria to progress onto the next stage prior to the start of the next academic year.

- (3) Within the provisions of Section 14 and save for the provision of Section 15 Part A (5) where the Sub-board of Examiners has returned an outcome of First Sit (FS) or First Sit for Repeat/ Resit (FR), the student will be permitted to complete or resubmit any part of the course assessment which has been missed or where the standard of work has been severely affected at the first attempt subject to availability and any resource constraints, by entering him/herself for assessment in that course a second time without registering to take the course again. A student will normally be expected to complete or resubmit the assessment prior to the start of the next academic year.

Students who have First sits are not required to meet the requirements in (2) (a) and (b) in order to be offered the opportunity to complete the missed assessment or resubmit the affected assessment prior to the start of the next academic year.

This opportunity will be offered only to students who would be in a position to satisfy all the criteria to progress onto the next stage prior to the start of the next academic year.

- (4) Where a Visiting Student gains an overall outcome of Fail in a course, the Sub-board of Examiners will normally offer the opportunity to resit or resubmit parts of the course assessment not passed on the first attempt. The Sub-board of Examiners may approve an alternative form of assessment for these students, in line with the requirements of Section 11 (3).
- (5) Save for the provisions of Section 14, a student who gains an overall outcome of Fail in a course on the second attempt will not be permitted any further opportunity to resit or resubmit parts of the course assessment or to register to repeat the course for a third time.

12. PART B: Entry for assessment and re-assessment - for students who commenced their studies in or after September 2015

- (1) Save for the provisions of Section 15: Part B (5) and (6), and (2 - 7) below, the Sub-board of Examiners will permit a student who gains an overall outcome of Fail in a course on the first attempt to:
 - (a) repeat the course and assessment, subject to availability, by registering a second (final) time in the next academic year. Such students will be required to satisfy afresh the course requirements in respect of attendance and submission of work. A student may be permitted to substitute the failed course only with another course at the same FHEQ level subject to the permission of the Programme Director. In such a case the attempt at the substituted course will be deemed a second attempt in line with paragraph (7) below;

- (b) resit or resubmit any part of the course assessment not passed on the first attempt subject to availability and any resource constraints, by entering him/herself for assessment in that course a second (final) time without registering to take the course again. Except for the provisions of paragraphs (2 -4) below, a student will be expected to resit or resubmit the assessment for courses in the next academic year after failing the first attempt.
- (2) Within the provisions of paragraph (1) above where a student registered for a programme leading to the award of BA, BMus, BSc or BSc (Econ), LLB or MSci does not satisfy the criteria to progress from the first to the second stage of their programme, but has already passed, been allowed, or been granted exemption in a minimum of 60 credits, the Sub-board of Examiners will normally
- (a) condone a Fail outcome of between 30 and 39% at the first attempt up to a maximum of 30 credits; and
 - (b) offer the opportunity to resit or resubmit parts of the course assessment up to a maximum of 30 credits failed on the first attempt prior to the start of the next academic year.

This opportunity will be offered only to students who would be in a position to satisfy all the criteria to progress onto the next stage prior to the start of the next academic year.

- (3) Within the provisions of paragraph (1) above and save for the provisions of Section 15: Part B (5) and those below where a student registered for a programme leading to the award of BA, BMus, BSc, BSc (Econ), LLB or MSci does not satisfy the criteria to progress from the second to the third stage of their programme, has a cumulative pass over the first and second stages of at least 180 credits and has already passed, been allowed, or been granted exemption in at least 60 credits at the second stage, the Sub-board of Examiners will normally
- (a) condone a Fail outcome of between 30 and 39% at the first attempt up to a maximum of 30 credits; and
 - (b) offer the opportunity to resit or resubmit parts of the course assessment up to a maximum of 30 credits from the second stage prior to the start of the next academic year.

This opportunity will be offered only to students who would be in a position to satisfy all the criteria to progress onto the next stage prior to the start of the next academic year.

- (4) Within the provisions of Section 14 and save for the provision of Section 15 Part B (5 and 6) where the Sub-board of Examiners has returned an outcome of First Sit (FS) or First Sit for Repeat/ Resit (FR) in line with the provisions of Section 14 (15b), the student will be permitted to complete any part of the course assessment which has been missed or resubmit any part of the course assessment where the standard of work has been severely affected at the first attempt subject to availability and any resource constraints, by entering him/herself for assessment in that course a second time without registering to take the course again. A student will normally be expected to complete or resubmit the assessment prior to the start of the next academic year.

Students who have first sits are not required to meet the requirements in (a) and (b) in order to be offered the opportunity to complete the missed assessment or resubmit the affected assessment prior to the start of the next academic year

This opportunity will be offered only to students who would be in a position to satisfy all the criteria to progress onto the next stage prior to the start of the next academic year.

- (5) The Sub-board of Examiners will condone an outcome of Fail at the first attempt to permit progression or classification subject to the provisions in (a - g) below:
- (a) the Fail is not in a mandatory course which must be passed for progression or a specific field of study;
 - (b) the Fail outcome is between 30 and 39% for courses taken at the first or second stage of a programme;
 - (c) the Fail outcome is between 0 and 39% for courses taken during the third stage of a four stage programme which involves a compulsory period of extramural study, during the third stage of an MSci or the final stage of a three stage programme;
 - (d) the Fail outcome is between 0 and 49% for courses taken during the final stage of an MSci;
 - (e) no more than 30 credits may be condoned at the first stage;
 - (f) at the end of the second stage no more than 30 credits may be condoned across the first and second stages;
 - (g) no more than 30 credits may be condoned in the final stage; however, if the student has exceptionally been admitted to the final stage of a three or four stage programme (see Section 6 (1b)), or to the third stage of an MSci in line with the provisions of Section 2 no fails can be condoned in the third stage;
 - (h) for students taking an extramural period of study on an intra-curricular basis any fail outcomes for courses achieved during such a period of study will not be taken into account for the purposes of determining progression.
- (6) Where a Visiting Student gains an overall outcome of Fail in a course, the Sub-board of Examiners will normally offer the opportunity to resit or resubmit parts of the course assessment not passed on the first attempt. The Sub-board of Examiners may approve an alternative form of assessment for these students, in line with the requirements of Section 11 (3).
- (7) Save for the provisions of Section 14 (5 b), a student who gains an overall outcome of Fail in a course on the second attempt will not be permitted any further opportunity to resit or resubmit parts of the course assessment or to register to repeat the course for a third time.

13. Outcomes of course assessment

- (1) In determining each course outcome for a candidate the Sub-board of Examiners will take into consideration:
- (a) whether the candidate has satisfied the attendance requirements stated in the course specification;
 - (b) whether the candidate has satisfied the assessment requirements stated in the course specification.
- (2) Save for the provisions of Section 13 (3 – 6) and Section 14, the Sub-board of Examiners will determine an outcome for each candidate, as follows:

- (a) an outcome of Pass (P) with a percentage mark, recorded as an integer between 0% and 100% inclusive, will be returned where the candidate has gained a mark of 40% or above overall and in all elements of the assessment which carry an individual pass requirement for courses at FHEQ Levels 4, 5 and 6;
- (b) for candidates who initially registered for a programme leading to the award of an MSci in or after September 2013 an outcome of Pass (P) with a percentage mark, recorded as an integer between 0% and 100% inclusive, will be returned where the candidate has gained a mark of 50% or above overall and in all elements of the assessment which carry an individual pass requirement for courses at FHEQ Level 7 in the final stage of the MSci degree;
- (c) an outcome of Fail (F) with a percentage mark, recorded as an integer between 0% and 100% inclusive, will be returned where the candidate has gained a mark of 39% or below overall or in any element of the assessment which carries an individual pass requirement.

Students entered to resit an assessment under the provisions of Section 12: Parts A and B shall not receive an overall percentage mark greater than 40% for that course.

- (3) Students registered to repeat a course under the provisions of Sections 12: Part A (1a) and 12 Part B (1a) of these regulations may receive an overall percentage mark of 40% or greater courses at FHEQ levels 4, 5 and 6 and an overall percentage mark of 50% or greater for courses at FHEQ level 7 taken in the final stage of the MSci in line with paragraph (2b) above.
- (4) In the absence of acceptable extenuating cause, late submission of work will be penalised as follows:
 - (a) for work submitted up to 24 hours late, the mark will be reduced by ten percentage marks;
 - (b) for work submitted more than 24 hours late, the maximum mark will be zero.
- (5) Work which exceeds the upper word limit set will be penalised as follows:
 - (a) for work which exceeds the upper word limit by up to 10%, the mark will be reduced by ten percent of the mark initially awarded;
 - (b) for work which exceeds the upper word limit by more than 10% but less than 20% ,the mark will be reduced by twenty percent of the mark initially awarded;
 - (c) for work which exceeds the upper word limit by more than 20%, the mark will be reduced by thirty percent of the mark initially awarded.
- (6) Subject to the provisions of Section 25 (1- 8), the outcomes of course assessment shall be final and binding on all candidates.
- (7) Marks and grades communicated to students during the academic year are subject to change and will have no formal status until they have been considered and decided upon by the appropriate Board(s) of Examiners.
- (8) Final marks and grades will be issued to candidates by the Academic Registrar after they have been determined by the appropriate Board(s) of Examiners.

14. Extenuating circumstances

- (1) Where a student's performance in the assessment was affected by adequately documented extenuating circumstances, the Sub-board of Examiners may take action during the academic year or may return alternative course outcomes as set out in the paragraphs below.
- (2) Where a student is unable to complete any part of the assessment by the deadline due to adequately documented extenuating circumstances, the student may apply to the Sub-board of Examiners or Programme Director, as appropriate, for permission to:
 - (a) extend the deadline;
 - (b) take the assessment during the academic year: in such cases the Sub-board of Examiners or Programme Director will set an assessment, identical in format to the missed assessment (e.g. in-class test) to be taken during the academic year.
- (3) Where up to one third of the course assessment has been affected, and the student has otherwise demonstrated that the learning outcomes of the course have been met, the percentage mark achieved in the unaffected assessment will be proportionately scaled up to return an outcome for the whole course, in line with the provisions of Section 13 (2-4).
- (4) Where up to one third of the course assessment has been affected, and the student has not demonstrated that the learning outcomes of the course have been met, the Sub-board of Examiners may set additional work for the student to demonstrate the learning outcomes have been met. If demonstrated, the percentage mark achieved in the unaffected assessment will be proportionately scaled up to return an outcome for the whole course, in line with the provisions of Section 13 (2-4).
- (5) Where more than one third of the course assessment has been affected, and the student has otherwise demonstrated that the learning outcomes of the course have been met, the Sub-board of Examiners may:
 - (a) return an outcome of Allowed (AL) for the whole course without a percentage mark, subject to a maximum of three course units across the programme and no more than two course units within any one stage;
 - (b) return an outcome of 'First Sit (FS) with a percentage mark, recorded as an integer between 0% and 100% inclusive. This outcome may only be used where the first attempt at a piece of assessment is missed or where the standard of the completed assessment on the first attempt was severely affected by extenuating circumstances. A First Sit will enable the student to take or resubmit the affected assessment with the marks achieved in the unaffected assessment and those from the First Sit used to return an outcome for the whole course, in line with Section 13 (2). Students are not permitted to take or resubmit as a First Sit any piece of assessment not severely affected by extenuating circumstances. The Sub-board will only be permitted to return an outcome of First Sit (FS) for a course on a maximum of two occasions as a student is only permitted three opportunities to complete a piece of assessment;
 - (c) return an outcome of 'First Sit for Repeat/ Resit' (FR) with a percentage mark, recorded as an integer between 0% and 100% inclusive, where a student is repeating or resitting a failed course and one or more pieces of assessment taken as part of the repeat/ resit is

missed or where the standard of the completed assessment is severely affected by extenuating circumstances. A 'First Sit for Repeat/ Resit' (FR) will enable the student to take or resubmit the affected assessment with the marks achieved in the unaffected assessment and those from the first sit used to return an outcome for the whole course, in line with Section 13 (2). Students are not permitted to take or resubmit as a first sit any piece of assessment not severely affected by extenuating circumstances. The Sub-board will only be permitted to return an outcome of 'First Sit for Repeat/ Resit' (FR) once for a course as a student is only permitted three opportunities to complete a piece of assessment. The mark for a 'First Sit for Repeat/ Resit' (FR) will be determined in line with the provisions of Section 13 (3) and (4) depending on whether the student's assessment for a resit or repeat was affected.

PROGRESSION WITHIN PROGRAMMES

15: PART A: Conditions for progression to the next stage - for students first registered for undergraduate degree programmes prior to September 2015

- (1) The academic progress of students is subject to annual review by the Board(s) of Examiners. Subject to the provisions of paragraphs (2 - 7) below, any requirements in respect of academic progress shall be stated in the programme specification.
- (2) A student enrolled on a part-time basis or those enrolled on collaborative programmes may be required to repeat courses and/or resit course assessments under the provisions of Section 12: Part A (1- 3) before registering for further courses within the same stage, where this is deemed appropriate in light of his/her academic performance.
- (3) In order to progress from the first to the second stage of a programme leading to the award of DipHE, BA, BMus, BSc, BSc (Econ) or MSci, a student must:
 - (a) pass, be allowed or be granted exemption from courses from the first stage to the value of at least 90 credits;
 - (b) pass, be allowed or be granted exemption from any courses denoted as mandatory for progression onto the second stage in the programme specification.
- (4) In order to progress from the second to the third stage of a programme leading to the award of BA, BMus, BSc or BSc (Econ), a student must:
 - (a) pass, be allowed or be granted exemption from courses from the second stage to the value of at least 90 credits;
 - (b) pass, be allowed or be granted exemption from any courses denoted as mandatory for progression onto the third stage in the programme specification.
- (5) Students registered for programmes leading to the award of MSci must meet the following requirements at the first attempt to progress from the second stage to the third stage:
 - (a) pass, be allowed or be granted exemption from courses from the programme to the value of at least 90 credits from each stage;

- (b) pass, be allowed or be granted exemption from any courses denoted as mandatory for progression in the programme specification;
- (c) for progression from the second stage to the third stage, must achieve a Stage Average, calculated to two decimal places, of 50.00% or above;
- (d) for progression from the third stage to the fourth stage, must achieve a weighted Stage Average of 55.00% or above, calculated to two decimal places, with the second and the third Stage Averages calculated in accordance with the provisions of Section 18 (1):

$$\frac{\text{2nd Stage Average} + 2 \times (\text{3rd Stage Average})}{3}$$

3

- (6) In order to progress from a compulsory stage of extramural study, a student must satisfy the requirements for the extramural study as set out in the programme specification.
- (7) In order to progress from an extramural period of study undertaken on an intra-curricular basis, a student must meet the requirements for progression to the next stage of the programme as in paragraphs (3-5) above.

15. PART B: Conditions for progression to the next stage - for students first registered for undergraduate degree programmes in or after September 2015

- (1) The academic progress of students is subject to annual review by the Board(s) of Examiners. Subject to the provisions of paragraphs (2 – 6) below, any requirements in respect of academic progress shall be stated in the programme specification.
- (2) A student enrolled on a part-time basis or those enrolled on collaborative programmes may be required to repeat courses and/or resit course assessments under the provisions of Section 12: Part B (1 - 3) before registering for further courses within the same stage, where this is deemed appropriate in light of his/her academic performance.
- (3) In order to progress from the first to the second stage of a programme leading to the award of DipHE, BA, BMus, BSc, BSc (Econ), LLB or MSci, a student must meet the requirements in (a) and either (b) or (c) below:
 - (a) achieve a Stage Average, calculated to two decimal places, of 40.00% or above;
 - (b) pass, be allowed or be granted exemption from courses from the first stage to the value of 120 credits; or
 - (c) pass, be allowed or be granted exemption from courses to the value of between 90 – 105 credits and achieve a Fail outcome of at least 30% in the remaining credits at the first attempt. Any courses designated as mandatory (non-condonable) in the programme specification must be passed with a mark of 40% or above.

Where students meet the requirements to progress from the first to second stage but have Fail outcomes as indicated in paragraph (c) above, the Sub-board will condone these fails at the first attempt and offer students the opportunity to resit or resubmit the assessment for these courses only in the next academic year in line with provisions of Section 12: Part B (1b).

- (4) In order to progress from the second to the third stage of a programme leading to the award of BA, BMus, BSc, BSc (Econ) or LLB, a student must meet the requirements in (a) and either (b) or (c) below:
- (a) achieve a Stage Average, calculated to two decimal places, of 40.00% or above;
 - (b) pass, be allowed or be granted exemption from courses to the value of 240 credits from the first and second stage of study; or
 - (c) pass, be allowed or be granted exemption from the first and second stages of study to the value of between 210 and 225 credits and achieve a Fail outcome of at least 30% in the remaining credits over the first and second stages. Any courses designated as mandatory (non-condonable) in the programme specification must be passed with a mark of 40% or above.

Where students meet the requirements to progress from the second to the third stage as indicated in paragraph (c) above, the Sub-board will condone any Fail outcomes at the second stage and offer students the opportunity to resit or resubmit the assessment for these courses only in the next academic year in line with provisions of Section 12: Part B (1b). Fails which have been condoned at the first stage cannot be redeemed at the final stage.

- (5) Students registered for programmes leading to the award of MSci must meet the requirements in (a) and either (b) or (c) below at the first attempt to progress from the second stage to the third stage:
- (a) achieve a Stage Average, calculated to two decimal places, of 50.00% or above;
 - (b) pass, be allowed or be granted exemption from courses to the value of 240 credits from the first and second stage of study; or
 - (c) pass, be allowed or be granted exemption from the first and second stages of study to the value of between 210 and 225 credits and achieve a Fail outcome of at least 30% in the remaining credits over the first and second stages. Any courses designated as mandatory (non-condonable) in the programme specification must be passed with a mark of 40% or above.

Where students meet the requirements to progress from the second to the third stage as indicated in paragraph (c) above, the Sub-board will condone any Fail outcomes at the second stage and offer students the opportunity to resit or resubmit the assessment for these courses only in the next academic year in line with provisions of Section 12: Part B (1b). Fails which have been condoned at the first stage cannot be redeemed at the third stage through repeating the course or resitting or resubmitting failed components.

- (6) Students registered for programmes leading to the award of MSci must meet the requirements in either (a) or (b), and also (c) below at the first attempt to progress from the third to the fourth stage:
- (a) pass, be allowed or be granted exemption from courses to the value of 360 credits from the first three stages of study;
 - (b) pass, be allowed or be granted exemption from courses from the first three stages of study to the value of at least 300 credits with a Fail outcome of at least 30% in a maximum of 30

credits over the first two stages. Any courses designated as mandatory (non-condonable) in the programme specification must be passed;

- (c) achieve a weighted Stage Average of 55.00% or above, calculated to two decimal places, with the second and third Stage Averages calculated in accordance with the provisions of Section 18 (1) :

$$\frac{2\text{nd Stage Average} + 2 \times (3\text{rd Stage Average})}{3}$$

- (7) In order to progress from a compulsory stage of extramural study, a student must satisfy the requirements for the extramural study as set out in the programme specification.
- (8) In order to progress from an extramural period of study undertaken on an intra-curricular basis, a student must meet the requirements for progression to the next stage of the programme as in paragraphs (4 - 6) above.

16. Failure to progress

- (1) Save for the provisions of paragraphs (4) – (6) below, a student who fails to meet the requirements for progression to the next stage of the programme must either:
- (a) enrol with the College on a full- or part-time basis in order to repeat courses in accordance with Section 12 : Part A (1a) or Section 12: Part B (1a)(such students may additionally enter to resit or resubmit the assessment for courses in accordance with Section 12: Part A (1b) or Section 12: Part B (1b) or take First Sits in line with Section 14 (5b);
 - (b) resit or resubmit the assessment for courses in accordance with Section 12: Part A (1b) or Section 12: Part B (1b) or take First Sits in line with Section 14 (5b) without enrolling with the College;
 - (c) request a change of programme of study.
- (2) Students are expected to seek and take into serious account the advice of their department(s) / school(s) when deciding a course of action after failing to progress.
- (3) Save for the provisions of Section 16 (5 - 6), a student registered for a programme leading to the award of MSci who fails to meet the requirements for progression from the second to the third stage at the first attempt will be transferred to a programme leading to the award of BSc and be required to select an option from Section 16 (1 a-b).
- (4) Save for the provisions of Section 16 (5- 6), a student registered for a programme leading to the award of MSci who fails to meet the requirements for progression from the third to the fourth stage at the first attempt will be considered for the award of BSc.
- (5) A student who fails to satisfy the requirements of a compulsory stage of extramural study may at the discretion of the examiners and subject to any conditions stated in the programme specification be:
- (a) allowed a further attempt at the stage;
 - (b) set further requirements to be met before the end of the period of study;

- (c) required to transfer to a different programme under the provisions of Section 8.
- (6) A student who fails to satisfy the requirements for progression following a period of extramural study taken on an intra-curricular basis may be allowed a further attempt at the stage by repeating the year in attendance.
- (7) The College Board of Examiners may terminate a student's registration with the College for failing to satisfy the requirements for progression to the next stage of his/her programme under the provisions of Section 23 (4).
- (8) Students first registered with the College in or after September 2015, will have their registration terminated by the College Board of Examiners if they have been permitted to resit or resubmit parts of the course assessment prior to the start of the next academic year in line with the provisions of Section 12: Part B (2-4) but fail to meet the requirements for progression to the next stage after such resits or resubmissions.

CONSIDERATION FOR THE AWARD

17. Consideration for the award

- (1) Save for the provisions of paragraph (7) below, students will be considered for the award in the year in which they complete the programme. A student may not submit any further work for assessment after that point unless the examiners determine that s/he has not met the requirements for their registered field of study/ award.
- (2) Save for the provisions of Section 17 (5), to qualify for consideration for the award of BA, BMus, BSc or BSc (Econ) a student first registered prior to September 2015 must:
 - (a) complete the programme and satisfy the requirements on attendance and submission of work for constituent courses;
 - (b) pass, be allowed or be granted exemption from at least 270 credits, at least 90 of which must be from the final stage and at FHEQ Level 6;
 - (c) gain a Final Average of 35.0% or above.
- (3) Save for the provisions of paragraph (7) below, to qualify for consideration for the award of a three stage BA, BMus, BSc, BSc (Econ) or LLB (see Section 6 (1a)) a student first registered in or after September 2015 must:
 - (a) complete the programme and satisfy the requirements on attendance and submission of work for constituent courses;
 - (b) pass, be allowed or be granted exemption from at least 300 credits, at least 90 of which must be from the final stage and at FHEQ Level 6, with Fail outcomes of at least 30% in no more than 30 credits over the first and second stages;
 - (c) gain a Final Average of 35.0% or above.

- (4) Save for the provisions of paragraph (7) below, to qualify for consideration for the award of a four stage BA, BMus, BSc, BSc (Econ) or LLB (see Section 6 (1ab)) a student first registered in or after September 2015 must:
- (a) complete the programme and satisfy the requirements on attendance and submission of work for constituent courses;
 - (b) pass, be allowed or be granted exemption from at least 300 credits, at least 90 of which must be from the final stage and at FHEQ Level 6, with Fail outcomes of at least 30% in no more than 30 credits over the first and second stages taken prior to the period of extramural study. Fails in up to 60 credits for the period of extramural study may be condoned for the award in line with requirements set out in the relevant programme specification;
 - (c) gain a Final Average of 35.0% or above.
- (5) To qualify for consideration for the award of a BA, BMus, BSc, BSc (Econ) or LLB where the student has exceptionally been admitted to the final year of study as a direct entrant or as part of an institutional agreement a student must:
- (a) complete the programme and satisfy the requirements on attendance and submission of work for constituent courses;
 - (b) pass or be allowed 120 credits at the final stage and at FHEQ Level 6;
 - (c) gain a Final Average of 40.0% or above.
- (6) Save for the provisions of paragraph (7) below, to qualify for consideration for the award of MSci a student must meet the provisions of (a) and (b) and one of (c) – (d):
- (a) complete the programme and satisfy the requirements on attendance and submission of work for constituent courses;
 - (b) gain a Final Average of 35.0% or above;
 - (c) pass, be allowed or be granted exemption from courses from the programme to the value of at least 360 credits, at least 90 of which must be from the final stage and at FHEQ Level 7 and at least 30 of which must have been taken in respect of project work, where the student first registered for the programme in or after September 2010;
 - (d) pass, be allowed or be granted exemption from courses from the programme to the value of at least 390 credits, at least 90 of which are from the final stage and at FHEQ level 7, and at least 30 of which must have been taken in respect of project work, and where Fail outcomes have been condoned in up to 30 credits over the first two stages and in 30 credits at the third stage, where the student first registered for the programme in or after September 2015.
- (7) To qualify for consideration for the award of an MSci where the student has exceptionally been admitted to the third stage of study a student must:
- (a) complete the programme and satisfy the requirements on attendance and submission of work for constituent courses;

- (b) gain a Final Average of 35.0% or above;
 - (c) pass, be allowed or be granted exemption from courses from the programme to the value of at least 210 credits, at least 120 of which are from the third stage and at FHEQ level 6, at least 90 of which are from the final stage and at FHEQ level 7, and of these 90 at least 30 of which must have been taken in respect of project work. Fail outcomes can condoned in up to 30 credits at FHEQ level 7 in the final stage of the programme.
- (8) A student who has completed the programme, but through illness or other grave cause judged sufficient has not met the other requirements of paragraphs (2, 3 and 5) above, may be considered for the award of an Aegrotat degree without distinction or class, provided the examiners are satisfied that s/he would be unlikely to meet the requirements in future and would otherwise have reached the standard required to qualify for the award of the degree. The College Board of Examiners' Executive Committee will normally consider such cases not later than the end of the academic year in which the student was last entered for examination. Once a student has been awarded an Aegrotat degree, s/he may not subsequently enter examinations with a view to gaining a classified degree.
- (9) Candidates registered for programmes leading to the award of BA, BMus, BSc, BSc (Econ), LLB and MSci, who do not satisfy the award requirements, will be considered for the award of intermediate qualifications as follows, unless prevented by the programme specification:
- (a) the award of CertHE to students who do not complete the second stage of the programme, but who pass, are allowed or are granted exemption from 120 credits, including at least 90 credits at FHEQ Level 4 or above;
 - (b) the award of DipHE to students who do not complete the third stage of the programme, but who pass, are allowed or are granted exemption from 120 credits at FHEQ Level 5 or above;
 - (c) the award of BSc to students who do not complete the fourth stage of a programme leading to the award of MSci, using the formula set out in Section 19 (2).
- (10) Any award requirements additional to those in paragraph (8) above will be stated in the programme specification.

18. Calculation of final marks for a course, the Stage Average and the Final Average

- (1) The following principles shall apply with respect to the recording of marks and calculation of Stage Averages and the Final Averages:
- (a) In cases where the summative assessment for a course is split into separate components, the marks for each component will be recorded as an integer between 0% and 100% inclusive;
 - (b) The final mark for each course will be calculated from component marks and recorded as an integer between 0% and 100% inclusive;
 - (c) Any values of 5 or above will be rounded up and any value of 4 or below will be rounded down, e.g. 0.35 would be rounded to 0.4 and 0.74 would be rounded to 0.7 when calculating to one decimal place;

- (d) Where appropriate for the subject discipline and in cases where a component of assessment has been compromised as the result of a procedural irregularity or the range of marks significantly fails to match student performance in other components, the marks for that component may be scaled on the advice of the External Examiner. The final mark of a course cannot be scaled;
 - (e) In the calculation of component marks which contribute to the final mark for each course unit, Stage Averages and Final Averages all intermediate values that form part of the calculation should be rounded to two decimal places;
 - (f) The Final Average for a programme of study will be calculated to one decimal place as outlined in Section 19.
- (2) The Stage Average is calculated from the percentage marks given for courses counting in a single stage of a programme. For the purposes of the calculation, each mark will be expressed in terms of half units: for example, a mark of 50% in a course valued at 30 credits will be expressed as two marks of 50%.
- (3) Where a candidate has taken more than one attempt at the course assessment, the higher of the overall marks shall count in the stage the student first took the course and the lower mark(s) shall be discarded.
- (4) The Stage Average will be calculated to two decimal places in line with the provisions of paragraph (1) above as follows:
- $$\frac{\text{sum of half unit marks counting in that stage}}{\text{number of half units normally counting in that stage}}$$
- (5) In the above formula, the divisor will be reduced by one for each 15 credit unit for which the candidate has been allowed, or for which s/he has been granted exemption.

19. Classification of candidates

- (1) Marks counting in the first stage of programmes leading to the award of BA, BMus, BSc, BSc (Econ), LLB and MSci will not be taken into account when classifying candidates.
- (2) For candidates for the award of BA, BMus, BSc, BSc (Econ) and LLB, the Final Average will be calculated to one decimal place as follows:

$$\frac{\text{2nd Stage Average} + 2 \times (\text{final Stage Average})}{3}$$

- (3) For candidates for the award of MSci, the Final Average will be calculated to one decimal place as follows:

$$\frac{\text{2nd Stage Average} + 2 \times (\text{3rd} + \text{4th Stage Averages})}{5}$$

- (4) For candidates who have exceptionally been granted admission to the final stage of study for the award of BA, BMus, BSc, BSc (Econ) and LLB, and for the award of a top up Bachelors degree the Final Average will be calculated to one decimal place as follows:

Sum of half unit marks counting towards the final stage

8

- (5) For candidates who have exceptionally been granted admission to the College for the third and fourth stages of study for the MSci, the Final Average will be calculated to one decimal place as follows:

Sum of half units counting towards the third and final stages

16

- (6) Where students are permitted to return to the College to complete their studies following the award of a CertHE or DipHE in line with the provisions of Section 2, they will be classified on the basis of all marks achieved while studying at the College as set out in paragraphs (1) and (2) or (3) above as appropriate.
- (7) Subject to the provisions of paragraph (8) below, the classification of candidates for the award of BA, BMus, BSc, BSc (Econ), LLB and MSci will be determined from the Final Average as follows:

70.00% or above	First Class Honours
60.00%–69.99%	Upper Second Class Honours
50.00%–59.99%	Lower Second Class Honours
40.00%–49.99%	Third Class Honours
35.00%–39.99%	Pass

- (8) A candidate for the award of BA, BMus, BSc, BSc (Econ), LLB or MSci who satisfies both the following criteria will automatically be raised into the next class:
- (a) the Final Average must be within 2.00% of one of the classification boundaries in paragraph (6) above;
- (b) the marks for at least four 15 credit units counting in the final stage must be above the relevant classification boundary.
- (9) The award of CertHE or DipHE under the provisions of Section 17 (10) will be classified on a Pass/Fail basis only. Arrangements for the classification of Certificate and Diploma awards will otherwise be set out in the programme specification.
- (10) The award of GradCert and GradDip will be classified on a Pass/Fail basis only, unless provision is made in the programme specification for the award of Merit or Distinction.

20. Field of study

- (1) A field of study shall be determined by the examiners for each candidate recommended for the awards made under the provisions of Section 17 in accordance with the following principles:
- (a) the field of study shall be descriptive of the courses included in the programme, but it shall be based only on a consideration of those courses the candidate has passed;

- (b) courses with a pass requirement for a specific field of study may be stated in the programme specification;
 - (c) the levels of pass are not relevant in determining the field of study.
- (2) Except where a single subject is appropriate, and save for any provision made in the programme specification, the subjects named in the field of study shall be determined as follows:
- (a) the conjunction 'and' will be used where two subjects studied have approximately equal importance and each subject constitutes at least one third of the credits passed overall, including a minimum of 30 credits in the final stage and at FHEQ Level 6 or a minimum of 30 credits in the final stage and at FHEQ Level 7 in the case of the MSci;
 - (b) the conjunction 'with' will be used where a major subject, constituting at least half of the credits passed overall, has been taken with an essential supporting subject, constituting at least one quarter, but less than one third of the credits passed overall, including a minimum of 30 credits in the final stage and at FHEQ Level 6 or a minimum of 30 credits in the final stage and at FHEQ Level 7 in the case of the MSci;
 - (c) comprehensive titles may be used where appropriate.
- (3) Where a candidate has failed one or more courses with a pass requirement for a specific field of study, the Sub-board of Examiners may recommend that s/he be given an alternative field of study, be awarded the degree without a field of study or be given the opportunity to resit or resubmit the assessment for courses in the following academic year in accordance with the provisions of Section 12: Part A (1) or Section 12: Part B (1).

21. Release of award classification results

- (1) Award classification results and notification of the field of study will be issued to candidates by the Academic Registrar after they have been determined by the College Board of Examiners.
- (2) Lists of award classification results and fields of study will be published under the authority of the Academic Registrar after the outcomes have been determined by the College Board of Examiners.
- (3) Certificates of award will not be issued to any student deemed to have a tuition or tuition-related debt to the College or the University of London, or in the case of collaborative provision with a partner institution.

22. Failure to meet the requirements for the award

- (1) Save for the provisions of paragraph (4) below, candidates who after completion of the programme fail to meet the requirements for award of the degrees of BA, BMus, BSc, BSc (Econ) or LLB must either:
 - (a) enrol with the College on a full- or part-time basis in order to repeat courses in accordance with Section 12: Part A (1a) or Section 12: Part B (1a) as appropriate (such students may additionally enter to resit or resubmit the assessment for courses in accordance with Section 12: Part A (1b) or Section 12: Part B (1b) as appropriate);
 - (b) resit or resubmit the assessment for courses in accordance with Section 12: Part A (1 -5) or Section 12: Part B (1- 5) or without enrolling with the College.

- (2) Save for the provisions of paragraph (4) below, candidates registered for a programme leading to the award of MSci who, after completion of the programme, fail to meet the requirements for award of the degree of MSci at the first attempt will withdraw from the programme of study and accept the award of the degree of BSc under the provisions of Section 17 (2).
- (3) Students are expected to seek and take into serious account the advice of their department(s) / school(s) when deciding a course of action after failing to meet the requirements for the award.
- (4) The College Board of Examiners may terminate a student's registration with the College for failing to meet the requirements for the award under the provisions of Section 23 (2).

TERMINATION OF REGISTRATION FOR PROGRAMMES ON ACADEMIC GROUNDS

23. Academic grounds for termination of registration

- (1) Academic grounds on which a student's registration with the College may be terminated may include one or more of the following:
 - (a) failure to satisfy the requirements for progression to the next stage of his/her programme;
 - (b) failure to gain the award of the programme;
 - (c) failure to produce set work of a satisfactory standard in coursework or examinations;
 - (d) failure to attend satisfactorily;
 - (e) failure to produce set work.
- (2) The College Board of Examiners may terminate a student's registration with the College on the grounds set out in paragraph 1 (a) and (b) above without following the formal warning procedure.
- (3) A Head of Department or School may make a recommendation to a Vice-Principal to terminate a student's registration for a programme on any of the grounds set out in paragraph 1 (c) – (e) above, in the absence of a satisfactory and adequately documented reason for the failure(s). In such cases the Head of Department or School will follow the formal warning procedure set out in Section 24 of these regulations. For students holding a Tier 4 (General) Student Visa, the College has obligations placed on it to report non-attendance to UK Visas and Immigration and may terminate a student's registration without following the formal warning procedure.
- (4) The Academic Registrar or a nominee shall write to each student whose registration has been terminated through the formal warning procedure informing him/her of the decision and the reasons for it, of the right to appeal against the decision and the appeal procedure (Section 26), and of the date by which any appeal must be submitted.

24. Formal warning procedure

- (1) Any formal warning issued relates to the student's programme registration.
- (1) Before making a recommendation to a Vice-Principal that a student's registration should be terminated, the Head of Department or School, or an authorised deputy, must issue the student

with two formal warnings by letter. Each letter shall state the reason(s) for the warning, the nature of any requirement made of the student in order to demonstrate improvement and the period of time within which this is to be done in order for the student to avoid his/her registration being terminated. The second letter of formal warning shall state the fact that it is the final warning. If the Head of Department or School is the student's Personal Adviser, it may be appropriate for a different member of staff to issue the formal warnings and monitor the student's progress. In the case of a student on a joint programme, both Heads of Department or School should endorse the issuing of each formal warning and the request to terminate the student's registration with the College.

- (2) Normally four weeks, or three weeks in the case of courses taught over only one term, must elapse between the first and second formal warnings in order to give adequate time for the student to demonstrate a satisfactory level of improvement. The period of time between warnings may be shortened as appropriate in the case of programmes delivered over less than an academic year or in the case of students studying at the College or a partner institution for less than one academic or calendar year.
- (2) At each warning the student will be offered the opportunity to submit a written response and/or to meet with the Head(s) of Department or School in order to discuss the grounds for the warning. The student may be accompanied at the meeting by another student or member of staff of the College. The Head(s) of Department or School may set the warning aside and confirm this decision to the student by letter on provision of a satisfactory and adequately documented explanation for the student's record of attendance, academic performance or productivity. Formal warnings which have not been set aside will remain active for the duration of the student's programme of study.
- (3) If after the second letter of formal warning there is insufficient improvement, it may be decided to recommend that the student's registration should be terminated. The Head(s) of Department or School shall communicate the decision and the grounds for it in writing to the Academic Registrar. The Academic Registrar, or his/her nominee, will then present the case to the Vice-Principal, who will make a final decision based on the particular circumstances.

APPEALS

25. Appeals against the outcomes of Boards of Examiners

- (1) The College's appeals process against the outcomes of Boards of Examiners includes two stages as outlined below:
 - (a) a formal stage;
 - (b) a review stage.
- (2) A student may appeal against the outcome of an assessment only on one or more of the following grounds:
 - (a) that the student's performance in the assessment was substantially affected by circumstances of which the examiners had not been made aware and which the student could not with reasonable diligence have disclosed before the outcome had been determined;

- (b) that there were procedural irregularities in the conduct of the assessment, or administrative errors, which might cause reasonable doubt as to whether the outcome would have been the same if the irregularities or errors had not occurred;
 - (c) that there is evidence of bias on the part of one or more of the examiners such that the outcome should not be allowed to stand.
- (3) Appeals must be submitted in writing by the student to the Academic Registrar within 15 working days of the date on which the student was formally notified of the outcome of the Boards of Examiners. The student's submission must include:
- (a) a statement of all the matters which the student wishes to be investigated and taken into account, which specifies how these matters relate to the grounds for appeal in paragraph (2) above and lead the student to believe that the outcome of the assessment was unfair;
 - (b) a statement of the student's desired outcome from the appeal;
 - (c) copies of all documentary evidence on which the student wishes to rely in the appeal, and where relevant an explanation for why the student was previously unable to submit any of the evidence or information for consideration by the examiners;
 - (d) in the case of appeals made in reference to paragraph (2)(c) above, a signed record by the student of all comments or remarks made by the examiners which, in the student's view, indicate bias.
- (4) The Academic Registrar or his/her nominee may dismiss any appeal which in his/her opinion does not fall within the remit of these regulations, fails to present reasonable grounds or fails to provide sufficient evidence in support of the student's claims. Where there are inadequate grounds for an appeal or insufficient evidence, the Academic Registrar or his/her nominee may give the student one opportunity to address the deficiencies before deciding to dismiss the appeal. Where the appeal does not fall within the remit of these regulations the Academic Registrar or his/her nominee may recommend an alternative route for consideration of the student's concerns. If an appeal is considered by the Academic Registrar or his/her nominee to be frivolous or malicious, the student may be liable for disciplinary action under the Student Disciplinary Regulations.
- (5) Appeals which are not dismissed under the provisions of paragraph (4) above will be investigated by a senior member of the Academic Quality and Policy team. Normally the investigation will be conducted through written correspondence and may include requests to any individual or party for representations, additional information or an expert opinion. The senior member of the Academic Quality and Policy team may also decide to meet with one or more individuals as part of the investigation, in which case a written record will be kept of any matters arising during the meeting which are relevant to the investigation and would be likely to influence the outcome. Where the senior member of the Academic Quality and Policy team decides to meet with the student, the student may be accompanied by another student or member of staff of the College, otherwise all such meetings shall be held in private.
- (6) A student who wishes to abandon or withdraw an appeal at any stage must inform the Academic Registrar immediately in writing. The senior member of the Academic Quality and Policy team will then determine how to proceed, taking account of the available evidence and the matters raised by the student in the appeal.

- (7) Following his/her investigation, the senior member of the Academic Quality and Policy team will decide on one of the following outcomes of the formal stage.
- (a) reject the appeal, in which case the original outcome of the Boards of Examiners shall stand.
 - (b) ask the original examiners to reconsider their decision, the outcome of which shall be final.
 - (c) set the original assessment aside and arrange for another assessment to be conducted, the outcome of which shall be final. The senior member of the Academic Quality and Policy team in consultation with the Academic Registrar may make stipulations about the conduct of the assessment.
- (8) In addition to the provisions of paragraph (7) above, the senior member of the Academic Quality and Policy team and/ or the Academic Registrar may make any recommendations which s/he deems to be appropriate in the light of his/her investigation.
- (9) The Academic Registrar or senior member of the Academic Quality and Policy team will inform the student in writing of his/ her decision and the reasons for it, the student's right to take the academic appeal to the review stage, the procedures and time limit for doing so and where and how to access support in this regard.
- (10) If a student chooses not to take the appeal to the review stage, or fails to do so within the given time limit of 10 working days s/he can request that the College issue a Completion of Procedures letter.
- (11) On receipt of the written outcome of the formal stage of the appeals investigation as outlined in paragraph (10) above, a student may request a review of their appeal but only on one or more of the following grounds:
- (a) fresh evidence can be presented which could not with reasonable diligence have been submitted with the initial appeal and which might cause reasonable doubt as to the fairness of that decision;
 - (b) there is evidence of a failure to follow the procedures set out in these regulations which might cause reasonable doubt as to the fairness of the decision;
 - (c) the decision was perverse given the evidence which was available at the time.

An appeal must have been considered at the formal stage as outlined in paragraphs (2) – (10) above before a student can request a review as outlined in paragraph (11) above.

- (12) Requests for a review must be submitted in writing by the student to the Academic Registrar within 10 working days of the date on which the student was formally notified of the initial outcome of their appeal.
- (13) The student's submission requesting a review must include:
- (a) a statement of all the matters which the student wishes to be investigated and taken into account, which specifies how these matters relate to the grounds for review in paragraph (11) above and lead the student to believe that the outcome of the initial investigation was not reasonable in all the circumstances;

- (b) a statement of the student's desired outcome from the review;
 - (c) copies of all documentary evidence on which the student wishes to rely in the review, and an explanation for why the student was previously unable to submit any of the evidence or information for consideration at the initial stage of the appeal investigation.
- (14) The Academic Registrar or his/her nominee may dismiss any request for review which in his/her opinion does not fall within the remit of these regulations, fails to present reasonable grounds or fails to provide sufficient evidence in support of the student's claims.
- (15) The review request will be considered by the Academic Registrar or his/ her nominee who has not been involved in the investigation at the formal stage of the appeals process. The designated member of staff will determine one of the following courses of action:
- (a) dismiss the request for a review;
 - (b) refer the matter back to the formal stage for reconsideration;
 - (c) refer the case to a Review Panel for consideration.

Exceptionally the Academic Registrar or his/ her nominee may decide to refer an appeal to a Review Panel for further consideration without the student having requested this prior to the issuing of a Completion of Procedures letter as outlined in paragraph (13).

- (16) The Review Panel will comprise a Vice-Principal or nominee as Chair, two members of academic staff, normally the Associate Dean (Education) and a Chair of a Sub-board both from the Faculty in which the student is studying and the Head of the Academic Quality and Policy Office or his/ her nominee. A senior member of the Academic Quality and Policy Office will act as Secretary to the Panel. The senior member of the Academic Quality and Policy team shall be responsible for setting the date and place of the review, for notifying members of the Review Panel and the student of the arrangements, and for sending copies of all relevant documentation to members of the Panel and the student in advance. The student may be accompanied by another student or member of staff of the College, otherwise all such meetings shall be held in private. Where a student is unable or unwilling to attend, s/he may submit a written statement for consideration.
- (17) The Review Panel will decide on one of the following outcomes.
- (a) reject the request for review, in which case the initial findings of the investigation by the Academic Quality and Policy team shall stand;
 - (b) ask the original examiners to reconsider their decision, the outcome of which shall be final;
 - (c) set the original assessment aside and arrange for another assessment to be conducted, the outcome of which shall be final. The Review Panel may make stipulations about the conduct of the assessment.
- (18) A student who wishes to abandon or withdraw a request for review at any stage must inform the Academic Registrar immediately in writing. The senior member of the Academic Quality and Policy team will then determine how to proceed, taking account of the available evidence and the matters raised by the student in the appeal.

(19) The Academic Registrar or senior member of the Academic Quality and Policy team will inform the student in writing of the decision of the Review Panel and the reasons for it, clarify that the internal appeals procedures of the College have been completed and of his/her right to request that the College's decision be reviewed by the Office of the Independent Adjudicator for Higher Education.

(20) In addition to the provisions of paragraph (17) above, the Review Panel may make any recommendations which they deem to be appropriate in the light of their review of the case.

26. Appeals against the termination of registration through the formal warning procedure

- (1) A student may appeal against a decision to terminate his/her registration on one or both of the following grounds:
 - (a) that there is evidence of a failure to follow the procedures set out in Section 24 which might cause reasonable doubt as to the fairness of the decision to terminate the student's registration;
 - (b) that fresh evidence can be presented which the student could not with reasonable diligence have disclosed before the decision to terminate his/her registration was made and which might cause reasonable doubt as to the fairness of that decision.
- (2) Appeals must be submitted in writing by the student to the Academic Registrar within 15 working days of the date on which the student was formally notified of the decision to terminate his/her registration. The student's submission must include:
 - (a) a statement of all the matters which the student wishes to be investigated and taken into account, which specifies how these matters relate to the grounds for appeal in Section 26 (1) and lead the student to believe that the decision to terminate his/her registration was unfair;
 - (b) a statement of the student's desired outcome from the appeal;
 - (c) copies of all documentary evidence on which the student wishes to rely in the appeal, and where relevant an explanation for why the student was previously unable to disclose any of the evidence or information.
- (3) The Academic Registrar or his/her nominee may dismiss any appeal which in his/her opinion does not fall within the remit or these regulations, fails to present reasonable grounds or fails to provide sufficient evidence in support of the student's claims. Where there are inadequate grounds for an appeal or insufficient evidence, the Academic Registrar or his/her nominee may give the student one opportunity to address the deficiencies before deciding to dismiss the appeal. Where the appeal does not fall within the remit of these regulations the Academic Registrar or his/her nominee may recommend an alternative route for consideration of the student's concerns.
- (4) Appeals which are not dismissed under the provisions of Section 26 (3) will be investigated in the first instance by a senior member of the Academic Quality and Policy Office. The student's registration will normally be provisionally reinstated pending the outcome. The investigation will be conducted through written correspondence and may include requests to any individual or party for representations, additional information or an expert opinion.

- (5) The findings from the investigation by the senior member of the Academic Quality and Policy Office will be presented in writing to the Deputy Principal or nominee, who will determine one of the following courses of action:
 - (a) to reinstate the student's registration in full subject to any conditions which s/he may wish to impose;
 - (b) to confirm the decision to terminate the student's registration;
 - (c) to convene an Appeals Committee under the provisions of Section 26 (6) to investigate the matter further through a formal hearing.
- (6) The Appeals Committee will comprise the Deputy Principal or nominee as Chair, the Dean from a faculty in which the student has studied, two other members of academic staff from the faculty/faculties in which the student has studied, but not from the student's department(s) or school(s), and a member of the Students' Union. The senior member of the Academic Quality and Policy Office shall be responsible for setting the date and place of the hearing, for notifying members of the Committee and the student of the arrangements, and for sending copies of all relevant documentation to members of the Committee and the student in advance. The Appeals Committee may invite one or more representatives from the student's department or school to attend all or part of the hearing for the purpose of answering questions. The student may be accompanied by another student or member of staff of the College to assist in presenting his/her case, otherwise the hearing will be conducted in private.
- (7) A student who wishes to abandon or withdraw an appeal at any stage must inform the Academic Registrar immediately in writing. The senior member of the Academic Quality and Policy Office will then determine how to proceed, taking account of the available evidence and the matters raised by the student in the appeal.
- (8) The Academic Registrar or senior member of the Academic Quality and Policy Office will inform the student in writing of the decision of the Deputy Principal or nominee and the reasons for it, as well as the student's right to request that the decision be reviewed by the Office of the Independent Adjudicator for Higher Education.

EXTRAMURAL STUDY

27. Programme of extramural study

- (1) The College may offer programmes which require students to study abroad, in the field or in an industrial or professional setting. Requirements for the period of extramural study, including those of attendance and submission of work, will be stated in the programme specification. In exceptional cases, the College may grant exemption from the period of extramural study for students whose personal circumstances would make it inappropriate, and stipulate alternative requirements for such students as it sees fit. The arrangements for any study abroad should normally be facilitated by the Centre for the Development of Academic Skills (CeDAS).
- (1) A student following a programme leading to the award of BA, BMus, BSc, BSc (Econ), LLB or MSci may be permitted to spend a period of between one academic term and one academic year at another institution of University status in the UK or abroad on either an extracurricular or intra-curricular basis. The following conditions apply:

- (a) the student must have completed one stage of his/her programme through study at the College, and have satisfied the requirements for progression to the next stage, before commencing the period of extramural study;
 - (b) no student may undertake extramural study in excess of one year over the duration of the programme except where this is a requirement set out in the programme specification;
 - (c) where extramural study is to be undertaken on an intra-curricular basis, the arrangements must be such that on successful completion of the period of extramural study the student would be in a position to satisfy the conditions of credit transfer set out in Section 29 below, and through this the normal requirements for progression to the next stage of the programme.
- (2) During the period of extramural study the student will be subject to the regulations of the host institution in addition to those of Royal Holloway, and will be expected to satisfy the normal requirements of the host institution in respect of attendance and submission of work for the courses for which s/he is registered.
- (3) The host institution will be responsible for providing the student with a formal transcript of his/her results and for hearing appeals and complaints in respect of the period of extramural study in accordance with its own regulations and procedures.

28. Credit Transfer

- (1) Credit from a period of extramural study undertaken on an intra-curricular basis will be recorded as marks to be taken into account when considering the candidate for the award. The following general conditions apply:
- (a) credit will be given only for learning which has been verified through reliable and valid assessment;
 - (b) the institution at which the learning has taken place and its arrangements for the assessment of students must have been approved for the purposes of credit transfer by the Academic Board, as part of an Institutional Contract or as part of the validation of the programme;
 - (c) the College will only consider for the purposes of credit transfer information on courses and examination results provided and certified by the appropriate officer at the institution responsible for the delivery of those courses;
 - (d) where credit is to be recorded as marks to be taken into account when considering the candidate for the award, the marks gained by the candidate at the other institution may be scaled to reflect any differences in marking practices, using a scheme approved for this purpose by the College Board of Examiners' Executive Committee.

Postgraduate Taught Regulations

These regulations apply to all students registered, or seeking registration on postgraduate taught programmes.

1. Admissions requirements
2. Recognition of prior learning
3. Registration
4. Enrolment
5. Nomenclature of awards
6. Structure of programmes
7. Period of study
8. Transfer of programme
9. Registration for courses
10. Attendance and submission of work
11. Methods and conduct of course assessment
12. Entry for assessment and re-assessment
13. Outcomes of course assessment
14. Extenuating circumstances
15. Consideration and classification of candidates for the award
16. Academic grounds for termination of registration
17. Formal warning procedure
18. Appeals against the outcomes of Boards of Examiners
19. Appeals against the termination of registration through the formal warning procedure
20. Programme of Extramural study
21. Credit transfer

ADMISSION TO THE COLLEGE

1. Admissions requirements

(1) In order to be admitted as a student of the College, an applicant must:

- (a) be at least 16 years of age on the published start date of the programme;
- (b) satisfy or be exempted from the General Entrance Requirements set out in the College Course Finder or in the case of collaborative provision the equivalent document of the partner institution;
- (c) be demonstrably proficient in spoken and written English to the satisfaction of the College before commencing the programme of study;
- (d) satisfy or be exempted from additional entrance requirements where prescribed for individual programmes.

Qualifications presented for consideration must be in approved subjects, and there may be restrictions against the combination of certain overlapping subjects. An applicant who has already obtained an Honours Degree or an Integrated Masters Degree will only be admitted to a programme which the College has judged to be sufficiently different from that already completed.

- (2) Applicants who do not possess the normal qualifications for entry or applicants with qualifications or credit at tertiary level, or other relevant qualifications or experience, may be considered for admission under the provisions of Section 2 below.
- (3) Applicants will be asked to give details of any disability or Specific Learning Difficulty so that the College, or in the case of collaborative provision the partner institution, can advise them provisionally on the level of support available. Information provided for this purpose will play no part in assessing an application for admission to the College.
- (4) Applicants are required to declare all unspent criminal convictions. Applicants for admission to programmes leading to the award of a professional qualification or membership of a professional body may also be required to meet further conditions including the declaration of spent convictions as specified in the relevant programme specification. The decision on whether to accept an applicant will be based firstly on academic requirements, and secondly on the risk posed to staff and students. Applicants admitted to the College who have failed to disclose unspent criminal convictions will be subject to disciplinary action as will those who fail to disclose any criminal convictions which arise during their programme of study.
- (5) A contract is formed between the College and the applicant as soon as the offer of admission to the College has been accepted. Acceptance of an offer is expressly subject to the terms of this contract, which include the requirement that students will comply with the conditions of enrolment with the College or in the case of collaborative provision the partner institution.
- (6) Any person, including students of other universities, may seek admission to the College as a Visiting Student to follow an agreed diet of courses which does not lead to an academic award. The rights of Visiting Students to attend classes, submit work for assessment and use College facilities will be stated either in an exchange agreement between the College and the student's home institution or in the student's formal offer of admission.

2. Recognition of Prior Learning

- (1) In assessing an applicant who does not possess the normal qualifications for entry, the College will seek evidence that s/he:
 - (a) can study at the required level;
 - (b) has achieved the specific learning outcomes, including professional competencies and proficiency in spoken and written English, required for admission to the programme;
 - (c) has a broad general education.

The College may set qualifying examinations where it is not satisfied that prior learning has been verified through reliable and valid assessment.

- (2) Applicants with accredited prior learning deemed acceptable to the College may be admitted with advanced standing to postgraduate study only in up to two thirds of the programme.
- (3) The College will consider the recognition of accredited prior learning and the recording of such learning as exemption from part of the programme subject to the following conditions:
 - (a) credit will be recognised only for learning which has been verified through reliable and valid assessment, unless otherwise specified as part of an institutional agreement;

- (b) the College will only consider for the purposes of recognition of prior learning and exemption information on courses and examination results provided and certified by the appropriate officer at the institution responsible for the delivery of those courses;
 - (c) credit will not normally be recognised for learning undertaken over five years before the published start of the programme at the College. Programmes which are accredited by Professional, Statutory or Regulatory Bodies may place further restrictions on the recognition of prior learning;
 - (d) applications for recognition of prior learning and exemption will be considered in the context of approved courses and programmes of the College in order to ensure that all students are assessed in reference to the learning outcomes specified for the award. Applications are subject to the approval of the College Board of Examiners' Executive Committee or the Faculty Dean and Collaborative Provisions Committee in the case of an institutional agreement. To this end:
 - (i) credit will only be given for learning in subjects and at a level appropriate to the programme;
 - (ii) the courses and/or course assessment to be credited, and the courses to be followed at the College, must together equate to an approved programme in terms of the amount and level of work and the coverage of topics, including any mandatory elements.
- (4) The College will consider applicants who have already been awarded a Postgraduate Certificate or a Postgraduate Diploma from the College and who wish to complete their postgraduate studies subject to the following conditions:
- (a) these awards were not made as a result of failure of the student to progress or complete their studies;
 - (b) a maximum of three years will have lapsed between the award of the Postgraduate Certificate or Postgraduate Diploma and the return to study

Applicants will be required to surrender the Postgraduate Certificate or Postgraduate Diploma prior to the award of a higher qualification being made.

REGISTRATION AND ENROLMENT

3. Registration

- (1) To be eligible for registration as a student of the College a candidate must have applied for and been formally offered admission, and have satisfied the academic and other conditions of admission.
- (2) Registration with the College is subject to the following general restrictions:
 - (a) no student may normally register concurrently for more than one programme for which the requirements of the final award have not been completed, unless special provision has been made in the programme specification(s);

- (b) no student may normally register concurrently as a student of another institution, unless s/he has been admitted as a Visiting Student or as part of an institutional agreement;
 - (c) Visiting Students may not register for programmes which lead to an academic award.
- (3) Students who register with the College retain their registration status until they graduate, withdraw permanently from their programme or have their registration terminated. Students are required to give notice in writing to the Academic Registrar before withdrawing. In cases of collaborative provision students are also required to give notice in writing to the partner institution.
- (4) A student's registration with the College may be terminated at any time on academic grounds under the provisions of Sections 16 and 17 of these regulations.
- (5) Communications sent from the College, the University of London, or in the case of collaborative provision from the partner institution, to an individual student must be regarded as applying to that student only.

4. Enrolment

- (1) Save for the provisions of Section 7 (2) of these regulations, students must enrol for each year of their studies by paying, or making arrangements acceptable to the College to pay, the appropriate tuition fees and any outstanding debts with the College, and by completing the Online Sign-Up process. In the case of collaborative provision students may have these obligations to the partner institution rather than the College.
- (2) It is a condition of enrolment that students agree to abide by and submit to the College Statutes, Regulations and Rules, as amended from time to time by the Academic Board and Council. Without prejudice to the generality of that statement, these include the academic regulations, the fee regulations, the library and computing regulations, arrangements for hearing appeals and grievances, codes of discipline, fitness to practice regulations, safety rules and arrangements in respect of the Data Protection Act. In the case of collaborative provision students may be subject to additional statutes, regulations or rules and/or those statutes, regulations or rules in force at the partner institution. Failure to comply with any relevant statutes, rules or regulations may result in the termination of the student's registration with the College.
- (3) Enrolment gives students the right to attend classes, receive tuition or supervision and have access to relevant College facilities, subject to any particular arrangements for Visiting Students and to particular arrangements set out in institutional agreements for collaborative provision.
- (4) The College, or partner institution in the case of collaborative provision, reserves the right not to enrol a student who arrives after the advertised dates without prior approval and in the absence of medical or other good cause deemed acceptable by the Academic Registrar.
- (5) The amount of paid work undertaken by a student enrolled with the College or in the case of collaborative provision with a partner institution on a full-time basis shall not exceed 20 hours per week during term time. No student may undertake paid work which may conflict with his/her responsibilities as a student of the College or partner institution.

PROGRAMMES AND AWARDS

5. Nomenclature of awards

- (1) The College awards the following degrees of the University of London:

Taught Masters Degrees
Master of Arts (MA)
Master of Business Administration (MBA)
Master of Music (MMus)
Master of Science (MSc)
Master of Research (MRes)

- (2) The College may also award the following degrees of Royal Holloway and Bedford New College:

Taught Masters Degrees
Master of Arts (MA)
Master of Business Administration (MBA)
Master of Music (MMus)
Master of Science (MSc)
Master of Research (MRes)

- (3) The College awards Postgraduate Certificates (PgCert) and Postgraduate Diplomas (PgDip) of Royal Holloway and Bedford New College.

6. Structure of programmes

- (1) The structure of programmes and any requirements in respect of course choices, assessment and progression, will be specified in the programme specification, subject to the following minimum requirements:

- (a) programmes leading to the award of MA, MBA, MMus, MRes and MSc will comprise courses leading to the assessment of at least 1,800 notional learning hours at FHEQ Level 7, including the preparation of a significant piece of individual work of up to 20,000 words;
- (b) programmes leading to the award of PgDip will comprise courses leading to the assessment of at least 1,200 notional learning hours at FHEQ Level 7;
- (c) programmes leading to the award of PgCert will comprise one or more courses leading to the assessment of at least 600 notional learning hours at FHEQ Level 7.

- (2) The programme specification may place restrictions on the range of taught courses available and will also stipulate whether a Fail outcome in these courses can be condoned for the purposes of progression or qualification for the award as follows:

- (a) mandatory courses which students must take and which are either designated as
 - (i) non-condonable, that is, which students must pass, or from which they must be granted exemption in order to progress onto the next stage or to qualify for the award;

- (ii) condonable, that is, which students must take but do not have to pass in order to progress onto the next stage or to qualify for the award;
- (b) optional/ elective courses which may be taken at a specific stage of a programme. Fail outcomes in these courses can normally be condoned;

Masters programmes include a research project/ dissertation, which is mandatory (non-condonable) so must be passed to qualify for the award.

- (3) The College reserves the right to vary the content and delivery of programmes of study, to discontinue, merge, or combine programmes, and to introduce new programmes if such action is reasonably considered to be necessary by the College. Such change may occur either before or after admission. Students will be informed, as soon as is practicable, of any substantial changes which might affect their programme. The College will take steps to mitigate any disadvantage that may result from this.
- (4) The College aims to offer flexibility within programmes of study. However, while every student will be able to take courses appropriate to the programme for which s/he is registered, no timetable can guarantee that all options will be available to all students qualified to take them.

7. Period of study

- (1) Programmes may be offered as a period of full-time study and/or a period of part-time study as specified in the programme specification. Part-time programmes must normally be completed within five years.
- (2) The period of study shall normally be continuous. The Academic Registrar may permit a student to interrupt his/her studies for up to 24 months on financial, medical or personal grounds on the recommendation of the student's Head(s) of Department or School. A student may only interrupt his/her studies for more than 24 months, whether consecutively or otherwise, with the permission of the College Board of Examiners' Executive Committee. Students who have interrupted their studies remain registered students of the College and subject to College Regulations, but do not have the right to attend classes, use College facilities, or receive tuition or supervision other than occasional access to tutors by arrangement. In the case of collaborative provision students who have interrupted would not have the right to access these and other related services provided by the partner institution.

8. Transfer of programme

- (1) Where programmes are designed to allow students to gain either a Taught Masters Degree, a Postgraduate Diploma or a Postgraduate Certificate by following different proportions of a common curriculum, a student may apply to transfer from one programme to another within the common curriculum where provision is made for this in the programme specification. The criteria on which any such application will be considered, which must be met before the point of transfer, will be set out in the programme specification, and will specify:
 - (a) the point(s) at which transfer may take place;
 - (b) the minimum levels of achievement required to be eligible to transfer from one programme to another;

- (c) the requirement that the student must satisfy the normal conditions for admission to the new programme.
- (2) Where a student transfers to a new programme of study and is required to repeat a stage of study, this will count as a first attempt at the stage if no credits are carried over, but will count as a second attempt if credits are carried over.
- (3) A student who is not permitted to continue with his/her programme of study on academic grounds, may be given permission to commence, in the next academic year, another similar or entirely different programme of study in the College at the discretion of the relevant department(s)/ school(s) subject to the requirement in paragraphs in (1c) and (2) above and any others set by the relevant department(s)/school(s)..

COURSES

9. Registration for courses

- (1) It is a requirement of enrolment with the College that a student registers for courses as specified in the programme specification and in accordance with procedures and deadlines published by the Academic Registrar. Students enrolled for a repeat year must register for courses specified by their Head(s) of Department or School.
- (2) The programme specification may provide for a student to register, subject to the agreement of his/her Head(s) of Department or School, for one or more courses taught outside the College. In such cases, the student will be subject to the regulations of the other institution as well as those of Royal Holloway.
- (3) A student may not register for a course s/he has previously taken and passed or which is deemed to overlap with any other course s/he has previously taken and passed.
- (4) By registering for a course, a student is also deemed to have entered him/herself for assessment in that course.

10. Attendance and submission of work

- (1) It is a requirement of enrolment with the College, or a partner institution in the case of collaborative provision, that a student attends as far as reasonably possible all parts of the course(s) for which s/he is registered and presents all set work for assessment within specified deadlines.
- (2) Where in the absence of a satisfactory and adequately documented reason a student has failed to satisfy the requirements for attendance or submission of work specified for one or more courses, the Head of Department or School responsible for the programme may terminate that student's registration for the programme under the provisions of Sections 16 and 17 of these regulations. In addition, for students holding a Tier 4 (General) Student Visa, the College has obligations placed on it to report non-attendance to UK Visas and Immigration and may terminate a student's registration without following the formal warning process in Section 17 of these regulations.
- (3) A student who is not registered for a course may not attend classes, submit work or have access to facilities for that course.

11. Methods and conduct of course assessment

- (1) Methods of assessment will be determined in order to measure the specific learning outcomes of each course and will be communicated to students in the course specifications.
- (2) Special arrangements may be made in order for students with disabilities and/or specific injuries or conditions to undertake assessment in accordance with the [Regulations on Access Arrangements for Assessment](#).
- (3) Sub-boards of Examiners have discretion to use alternative methods of assessment to those stated in the course specifications for individual candidates when making special assessment arrangements for students with registered disabilities, or when setting a resit assessment under the provisions of Section 12 (1) of these regulations subject to the following requirements:
 - (a) the alternative assessment must involve some additional assessment activity which constitutes a justifiable and efficient assessment of the intended learning outcomes;
 - (b) the alternative assessment must be scheduled so that a final outcome can be agreed by the Sub-board which considers whether the student may progress, or in the case of candidates under consideration for award classification, before or during the normal Sub-board meeting held to determine award classifications;
 - (c) where alternative assessment arrangements are needed for students with registered or temporary disabilities, these must be submitted to the College Board of Examiners' Executive Committee for consideration;
 - (d) a full statement of the alternative method of assessment and the reasons for which it was used will be recorded in the minutes of the Sub-board meeting.
- (4) Save for the provisions of paragraph (2) above, candidates may consult or use during an examination only those materials listed in the rubric for the examination. Candidates may be required to use materials or instruments provided by the College or by the partner institution in the case of collaborative provision.
- (5) Assessment offences will be investigated in accordance with the [Regulations on Assessment Offences](#).
- (6) All assessed work must be written in English unless instructions are given to the contrary. Dictionaries may not be used in formal examinations or in-class assessments for the purpose of enabling candidates to overcome any deficiencies in their command of English language.
- (7) All work submitted for assessment, and any materials confiscated during an examination, will remain the property of the College.

12. Entry for assessment and re-assessment

- (1) The Sub-board of Examiners will normally permit a student who gains an overall outcome of Fail in a course on the first attempt to:
 - (a) repeat the course and assessment, subject to availability, by registering a second (final) time in the next academic year. Such students will be required to satisfy afresh the course requirements in respect of attendance and submission of work. A student may be

permitted to substitute the failed course with another course subject to the permission of the Programme Director. In such a case the attempt at the substituted course will be deemed a second attempt in line with paragraph (2) below;

- (b) resit or resubmit any part of the course assessment not passed on the first attempt at the next available opportunity, which, at the discretion of the Sub-board, will be either prior to the start of the next academic year or during the following academic year subject to availability and any resource constraints. Where Sub-boards permit resits or resubmissions prior to the start of the next academic year, they will normally only permit this in courses constituting a maximum of 40 credits. In order to resit or resubmit the course assessment not passed, a student must enter him/herself for assessment in that course a second (final) time without registering to take the course again.
- (2) Save for the provisions of Section 14 (2-5) of these regulations, a student who gains an overall outcome of Fail in a course on the second attempt will not be permitted any further opportunity to resit or resubmit parts of the course assessment or to register to repeat the course for a third time.

13. Outcomes of course assessment

- (1) In determining each course outcome for a candidate, the Sub-board of Examiners will take into consideration:
- (a) whether the candidate has satisfied the attendance requirements stated in the course specification;
 - (b) whether the candidate has satisfied the assessment requirements stated in the course specification.
- (2) The Sub-board of Examiners will determine an outcome for each candidate who qualifies for final consideration, as follows:
- (a) an outcome of Pass (P), and a percentage mark recorded as an integer between 0% and 100% inclusive, will be returned where the candidate has achieved a mark of at least 50% overall and in all assessments which carry an individual pass requirement;
 - (b) an outcome of Fail (F), and a percentage mark recorded as an integer between 0% and 100% inclusive, will be returned where the candidate has achieved a mark of less than 50% overall, or in any assessment which carries an individual pass requirement.
- (3) Students entered to resit an assessment under the provisions of Section 12 (1b) of these regulations shall not receive an overall percentage mark greater than 50% for that course.
- (4) Students registered to repeat a course under the provisions of Section 12 (1a) of these regulations may receive an overall percentage mark greater than 50% for that course.
- (5) In the absence of acceptable extenuating cause, late submission of work will be penalised as follows:
- (a) for work submitted up to 24 hours late, the mark will be reduced by ten percentage marks;
 - (b) for work submitted more than 24 hours late, the maximum mark will be zero.

- (6) Work which exceeds the upper word limit set will be penalised as follows:
- (a) for work which exceeds the upper word limit by up to 10%, the mark will be reduced by ten percent of the mark initially awarded;
 - (b) for work which exceeds the upper word limit by more than 10% but less than 20%, the mark will be reduced by twenty percent of the mark initially awarded;
 - (c) for work which exceeds the upper word limit by more than 20%, the mark will be reduced by thirty percent of the mark initially awarded.
- (7) Subject to the provisions of Section 18 of these regulations the outcomes of course assessment shall be final and binding on all candidates.
- (8) Marks and grades communicated to students during the academic year are subject to change and will have no formal status until they have been considered and decided upon by the appropriate Board(s) of Examiners.
- (9) Final marks and grades will be issued to candidates by the Academic Registrar after they have been determined by the appropriate Board(s) of Examiners. Certificates of award will not be issued to any student deemed to have a tuition or tuition-related debt to the College or the University of London, or in the case of collaborative provision to a partner institution.

14. Extenuating circumstances

- (1) Where a student is unable to complete any part of the assessment by the deadline due to adequately documented extenuating circumstances, the student may apply to the Sub-board of Examiners or Programme Director, as appropriate, for permission to:
- (a) extend the deadline: in such cases, the Sub-board of Examiners or Programme Director may agree an extension to the deadline for the coursework or dissertation which allows for the result to be considered by an Autumn College Board of Examiners and an outcome to be returned in line with Section 13 (2-4) of these regulations;
 - (b) take the assessment during the academic year: in such cases the Sub-board of Examiners or Programme Director will set an assessment, identical in format to the missed assessment (e.g. in-class test) to be taken during the academic year;
 - (c) defer any part of the assessment to the summer resit period or to the next academic year where the result could not be considered by one of the Autumn term College Boards of Examiners: in such cases, the Sub-board of Examiners will return an outcome of 'deferral' (DA). Such a student will not be regarded as having made an attempt at the course assessment on that occasion. A student may be granted deferrals for one year, on up to two occasions.
- (2) Where a student's performance in the assessment was affected by adequately documented extenuating circumstances, the Sub-board of Examiners may return alternative course outcomes as set out in paragraphs (3 – 5) below.
- (3) Where up to one third of the course assessment has been affected, and the student has otherwise demonstrated that the learning outcomes of the course have been met, the

percentage mark achieved in the unaffected assessment will be proportionately scaled up to return an outcome for the whole course, in line with Section 13 (2-4) of these regulations.

- (4) Where up to one third of the course assessment has been affected, and the student has not demonstrated that the learning outcomes of the course have been met, the Sub-board of Examiners may set additional work for the student to demonstrate the learning outcomes have been met. If demonstrated, the percentage mark achieved in the unaffected assessment will be proportionately scaled up to return an outcome for the whole course, in line with Section 13 (2 - 4) of these regulations.
- (5) Where a student's performance in more than one third of the course assessment was affected by adequately documented extenuating circumstances, the Sub-board of Examiners may return alternative course outcomes as set out below:
 - (a) return an outcome of 'resit without a cap' (UR) with a percentage mark, where the first attempt was affected, to enable a resit or resubmission in the affected assessment with the marks achieved in the unaffected assessment and the resit/resubmission used to return an outcome for the whole course, in line with Section 13 (2) of these regulations;
 - (b) return an outcome of 'exceptional third attempt (capped)' (ET) or exceptional third attempt (uncapped)' (UT) with a percentage mark, where the first and/or second attempt was affected, to enable the resit or resubmission in the affected assessment with the marks achieved in the unaffected assessment and the resit/resubmission used to return an outcome for the whole course, or exceptionally, to repeat in attendance, in line with Section 13 (2 - 5) of these regulations.

AWARD OF TAUGHT MASTERS DEGREES, CERTIFICATES AND DIPLOMAS

15. Consideration and classification of candidates for the award

- (1) To be eligible for the award of a Taught Masters Degree, Postgraduate Diploma or Postgraduate Certificate a candidate must satisfy the examiners in the assessment prescribed in the programme specification within two years of satisfactory completion of the prescribed period of study.
- (2) The examiners will determine an award classification for each student using the scheme specified in the programme specification, which will:
 - (a) include a schedule of courses which count towards the final assessment and their relative weightings or credits;
 - (b) satisfy or exceed the minimum criteria stated in paragraph (4) below;

Where prior learning has been recognised as exemptions from the programme of study in line with Section 2 of these regulations, the award classification will be based on marks obtained for courses completed while a registered student of the College. Where a student who has already been awarded a Postgraduate Certificate or Postgraduate Diploma has returned to the College to complete a higher award in line with Section 2 (4), the award classification will be based on all marks obtained for courses completed with a registered student of the College.

- (3) The following principles shall apply with respect to the recording of marks and calculation of the Final Average:

- (a) In cases where the summative assessment for a course is split into separate components, the marks for each component will be recorded as an integer between 0% and 100% inclusive.
 - (b) The final mark for each course will be calculated from component marks and recorded as an integer between 0% and 100% inclusive.
 - (c) Any values of 5 or above will be rounded up and any value of 4 or below will be rounded down so 0.35 would be rounded to 0.4 and 0.74 would be rounded to 0.7 when calculating to one decimal place.
 - (d) Where appropriate for the subject discipline and in cases where a component of assessment has been compromised as a result of a procedural irregularity or the range of marks significantly fails to match student performance in other components, the marks for that component may be scaled on the advice of the External Examiner. The final mark for a course cannot be scaled.
 - (e) In the calculation of component marks which contribute to the final mark for each course and for Final Averages all intermediate values that form part of the calculation should be rounded to two decimal places.
 - (f) The Final Average for an award will be calculated to one decimal place.
 - (g) For the purposes of calculating the Final Average for the award of a Postgraduate Diploma or Postgraduate Certificate where the student has taken and passed more than the minimum number of credits for the award, the highest marks for 120 credits or 60 credits (or closest to these minima) respectively will be used. For the purposes of calculating the Final Average for the award of a Postgraduate Diploma the 120 credits may include the passing mark awarded for the dissertation/ research project. For the purposes of calculating the Final Average for the award of a Postgraduate Certificate, only passing marks for taught courses will be used.
- (4) The following minimum criteria shall apply for the award of Taught Masters Degrees, Postgraduate Diplomas and Postgraduate Certificates:
- (a) for the award of Pass, an outcome of Pass in all courses which count towards the final assessment, and a weighted average of 50.0% or above, calculated to one decimal place, save for the provisions of paragraph (5) below;
 - (b) for the award of Merit, an outcome of Pass in all courses which count towards the final assessment, and a weighted average of 60.0% or above, calculated to one decimal place, in the final assessment;
 - (c) for the award of Distinction, an outcome of Pass in all courses which count towards the final assessment, and a weighted average of 70.0% or above, calculated to one decimal place, in the final assessment.

A candidate who has taken more than one attempt at any course counting towards the final assessment will not normally be considered for the award of Merit or Distinction.

- (5) For students first registered on Taught Masters and Postgraduate Diplomas with effect from September 2014, the examiners may, at their discretion and with the agreement of the External Examiner(s), condone a mark of Fail in taught courses constituting up to a maximum of 40 credits, except that the percentage score in any such course may not normally be below 40%. For students first registered on such programmes prior to September 2014 the examiners may, at their discretion and with the agreement of the External Examiner(s), condone a mark of Fail in taught courses constituting up to one quarter of the final assessment, or a maximum of 40 credits, except that the percentage score in any such course may not normally be below 40%. Taught courses in which a mark of Fail may not be condoned will be specified in the programme specification. A Fail in the dissertation/ research project cannot be condoned for the award of a Taught Masters degree. A mark of Fail will be condoned at the first attempt if an award can be made unless there are extenuating circumstances which would warrant a further attempt at the assessment for one or more courses in line with Section 14 or there is requirement from a Professional Statutory or Regulatory Body for students to pass all courses for the award. The examiners will not normally condone failure in credits leading to the award of a Postgraduate Certificate.
- (6) A candidate for the award of MA, MBA, MMus, MRes and MSc who satisfies both the following criteria will automatically be raised into the next class:
- (a) the Final Average must fall within 2.0% of one of the classification boundaries in paragraph (4) above;
 - (b) the mark for the dissertation/ research project is above the classification boundary.
- (7) Save for the provisions of Section 12 (1 and 2) and paragraph (5) above a candidate who has been given an outcome of Fail in one or more courses will be given an outcome of Fail in the programme overall.
- (8) Candidates registered for a postgraduate programme who do not satisfy the requirements for the award may be considered for a Graduate Certificate or Diploma where provision is made for this in the programme specification. The award of Graduate Certificate and Graduate Diploma will be classified on a Pass/Fail basis only, unless provision is made in the programme specification for the award of Merit or Distinction.
- (9) Where programmes are designed to allow students to gain either a Taught Masters Degree, a Postgraduate Diploma or a Postgraduate Certificate by following different proportions of a common curriculum, candidates will normally receive only the highest award for which they have qualified.

TERMINATION OF REGISTRATION FOR PROGRAMMES ON ACADEMIC GROUNDS

16. Academic grounds for termination of registration

- (1) Academic grounds on which a student's registration with the College may be terminated may include one or more of the following:
- (a) failure to satisfy the requirements for progression to the next stage of his/her programme;
 - (b) failure to gain the award of the programme;

- (c) failure to produce set work of a satisfactory standard in coursework or departmental examinations;
 - (d) failure to attend satisfactorily;
 - (e) failure to produce set work.
- (2) The College Board of Examiners may terminate a student's registration with the College on the grounds set out in (1) (a) and (b) above without following the formal warning procedure.
 - (3) A Head of Department or School may make a recommendation to a Vice-Principal to terminate a student's registration for a programme on any of the grounds set out in paragraph (1) (c – e) above, in the absence of a satisfactory and adequately documented reason for the failure(s). In such cases the Head of Department or School will follow the formal warning procedure set out in Section 17 of these regulations. For students holding a Tier 4 (General) Student Visa, the College has obligations placed on it to report non-attendance to UK Visas and Immigration and may terminate a student's registration without following the formal warning procedure.
 - (4) The Academic Registrar or a nominee shall write to each student whose registration has been terminated through the formal warning procedure informing him/her of the decision and the reasons for it, of the right to appeal against the decision and the appeal procedure (see Section 19), and of the date by which any appeal must be submitted.

17. Formal warning procedure

- (1) Any formal warning issued relates to the student's programme registration.
- (2) Before making a recommendation to the Vice-Principal that a student's registration should be terminated, the Head of Department or School, or an authorised deputy, must issue the student with two formal warnings by letter. Each letter shall state the reason(s) for the warning, the nature of any requirement made of the student in order to demonstrate improvement and the period of time within which this is to be done in order for the student to avoid his/her registration being terminated. The second letter of formal warning shall state the fact that it is the final warning. If the Head of Department or School is the student's Personal Adviser, it may be appropriate for a different member of staff to issue the formal warnings and monitor the student's progress. In the case of a student on a joint programme, both Heads of Department or School should endorse the issuing of each formal warning and the request to terminate the student's registration with the College.
- (3) Normally four weeks, or three weeks in the case of courses taught over only one term, must elapse between the first and second formal warnings in order to give adequate time for the student to demonstrate a satisfactory level of improvement. The period of time between warnings may be shortened as appropriate in the case of programmes delivered over less than an academic year or in the case of students studying at the College or a partner institution for less than one academic or calendar year.
- (4) At each warning the student will be offered the opportunity to submit a written response and/or to meet with the Head(s) of Department or School in order to discuss the grounds for the warning. The student may be accompanied at the meeting by another student or member of staff of the College. The Head(s) of Department or School may set the warning aside and confirm this decision to the student by letter on provision of a satisfactory and adequately documented explanation for

the student's record of attendance, academic performance or productivity. Formal warnings which have not been set aside will remain active for the duration of the student's programme of study.

- (5) If after the second letter of formal warning there is insufficient improvement, it may be decided to recommend that the student's registration should be terminated. The Head(s) of Department or School shall communicate the decision and the grounds for it in writing to the Academic Registrar. The Academic Registrar, or his/her nominee, will then present the case to the Vice-Principal, who will make a final decision based on the particular circumstances.

APPEALS

18. Appeals against the outcomes of Boards of Examiners

- (1) The College's appeals process against the outcomes of Boards of Examiners includes two stages as outlined below:
 - (a) a formal stage;
 - (b) a review stage.
- (2) A student may appeal against the outcome of an assessment only on one or more of the following grounds:
 - (a) that the student's performance in the assessment was substantially affected by circumstances of which the examiners had not been made aware and which the student could not with reasonable diligence have disclosed before the outcome had been determined;
 - (b) that there were procedural irregularities in the conduct of the assessment, or administrative errors, which might cause reasonable doubt as to whether the outcome would have been the same if the irregularities or errors had not occurred;
 - (c) that there is evidence of bias on the part of one or more of the examiners such that the outcome should not be allowed to stand.
- (3) Appeals must be submitted in writing by the student to the Academic Registrar within 15 working days of the date on which the student was formally notified of the outcome of the Boards of Examiners. The student's submission must include:
 - (a) a statement of all the matters which the student wishes to be investigated and taken into account, which specifies how these matters relate to the grounds for appeal in paragraph (2) above and lead the student to believe that the outcome of the assessment was unfair;
 - (b) a statement of the student's desired outcome from the appeal;
 - (c) copies of all documentary evidence on which the student wishes to rely in the appeal, and where relevant an explanation for why the student was previously unable to submit any of the evidence or information for consideration by the examiners;

- (d) in the case of appeals made in reference to paragraph (2)(c) above, a signed record by the student of all comments or remarks made by the examiners which, in the student's view, indicate bias.
- (4) The Academic Registrar or his/her nominee may dismiss any appeal which in his/her opinion does not fall within the remit or these regulations, fails to present reasonable grounds or fails to provide sufficient evidence in support of the student's claims. Where there are inadequate grounds for an appeal or insufficient evidence, the Academic Registrar or his/her nominee may give the student one opportunity to address the deficiencies before deciding to dismiss the appeal. Where the appeal does not fall within the remit of these regulations the Academic Registrar or his/her nominee may recommend an alternative route for consideration of the student's concerns. If an appeal is considered by the Academic Registrar or his/her nominee to be frivolous or malicious, the student may be liable for disciplinary action under the Student Disciplinary Regulations.
- (5) Appeals which are not dismissed under the provisions of paragraph (4) above will be investigated by a senior member of the Academic Quality and Policy team. Normally the investigation will be conducted through written correspondence and may include requests to any individual or party for representations, additional information or an expert opinion. The senior member of the Academic Quality and Policy team may also decide to meet with one or more individuals as part of the investigation, in which case a written record will be kept of any matters arising during the meeting which are relevant to the investigation and would be likely to influence the outcome. Where the senior member of the Academic Quality and Policy team decides to meet with the student, the student may be accompanied by another student or member of staff of the College, otherwise all such meetings shall be held in private.
- (6) A student who wishes to abandon or withdraw an appeal at any stage must inform the Academic Registrar immediately in writing. The senior member of the Academic Quality and Policy team will then determine how to proceed, taking account of the available evidence and the matters raised by the student in the appeal.
- (7) Following his/her investigation, the senior member of the Academic Quality and Policy team will decide on one of the following outcomes of the formal stage:
- (a) reject the appeal, in which case the original outcome of the Boards of Examiners shall stand;
 - (b) ask the original examiners to reconsider their decision, the outcome of which shall be final;
 - (c) set the original assessment aside and arrange for another assessment to be conducted, the outcome of which shall be final. The senior member of the Academic Quality and Policy team in consultation with the Academic Registrar may make stipulations about the conduct of the assessment.
- (8) In addition to the provisions of paragraph (7) above, the senior member of the Academic Quality and Policy team and/ or the Academic Registrar may make any recommendations which s/he deems to be appropriate in the light of his/her investigation.
- (9) The Academic Registrar or senior member of the Academic Quality and Policy team will inform the student in writing of his/ her decision and the reasons for it, the student's right to take the academic appeal to the review stage, the procedures and time limit for doing so and where and how to access support in this regard.

(10) If a student chooses not to take the appeal to the review stage, or fails to do so within the given time limit of 10 working days, s/he can request that the College issue a Completion of Procedures letter.

(11) On receipt of the written outcome of the formal stage of the appeals investigation as outlined in paragraph (10) above, a student may request a review of their appeal but only on one or more of the following grounds:

- (a) fresh evidence can be presented which could not with reasonable diligence have been submitted with the initial appeal and which might cause reasonable doubt as to the fairness of that decision;
- (b) there is evidence of a failure to follow the procedures set out in these regulations which might cause reasonable doubt as to the fairness of the decision;
- (c) the decision was perverse given the evidence which was available at the time.

An appeal must have been considered at the formal stage as outlined in paragraphs (2 – 10) above before a student can request a review as outlined in paragraph (11) above.

(12) Requests for a review must be submitted in writing by the student to the Academic Registrar within 10 working days of the date on which the student was formally notified of the initial outcome of their appeal.

(13) The student's submission requesting a review must include:

- (a) a statement of all the matters which the student wishes to be investigated and taken into account, which specifies how these matters relate to the grounds for review in paragraph (11) above and lead the student to believe that the outcome of the initial investigation was not reasonable in all the circumstances;
- (b) a statement of the student's desired outcome from the review;
- (c) copies of all documentary evidence on which the student wishes to rely in the review, and an explanation for why the student was previously unable to submit any of the evidence or information for consideration at the initial stage of the appeal investigation.

(14) The Academic Registrar or his/her nominee may dismiss any request for review which in his/her opinion does not fall within the remit of these regulations, fails to present reasonable grounds or fails to provide sufficient evidence in support of the student's claims.

(15) The review request will be considered by the Academic Registrar or his/ her nominee who has not been involved in the investigation at the formal stage of the appeals process. The designated member of staff will determine one of the following courses of action:

- (a) dismiss the request for a review;
- (b) refer the matter back to the formal stage for reconsideration;
- (c) refer the case to a Review Panel for consideration.

Exceptionally the Academic Registrar or his/ her nominee may decide to refer an appeal to a Review Panel for further consideration without the student having requested this prior to the issuing of a Completion of Procedures letter as outlined in paragraph (13).

- (16) The Review Panel will comprise a Vice-Principal or nominee as Chair, two members of academic staff, normally the Associate Dean (Education) and a Chair of a Sub-board both from the Faculty in which the student is studying and the Head of the Academic Quality and Policy Office or his/ her nominee. A senior member of the Academic Quality and Policy Office will act as Secretary to the Panel. The senior member of the Academic Quality and Policy team shall be responsible for setting the date and place of the review, for notifying members of the Review Panel and the student of the arrangements, and for sending copies of all relevant documentation to members of the Panel and the student in advance. The student may be accompanied by another student or member of staff of the College, otherwise all such meetings shall be held in private. Where a student is unable or unwilling to attend, s/he may submit a written statement for consideration.
- (17) The Review Panel will decide on one of the following outcomes.
- (a) reject the request for review, in which case the initial findings of the investigation by the Academic Quality and Policy team shall stand;
 - (b) ask the original examiners to reconsider their decision, the outcome of which shall be final;
 - (c) set the original assessment aside and arrange for another assessment to be conducted, the outcome of which shall be final. The Review Panel may make stipulations about the conduct of the assessment.
- (18) A student who wishes to abandon or withdraw a request for review at any stage must inform the Academic Registrar immediately in writing. The senior member of the Academic Quality and Policy team will then determine how to proceed, taking account of the available evidence and the matters raised by the student in the appeal.
- (19) The Academic Registrar or senior member of the Academic Quality and Policy team will inform the student in writing of the decision of the Review Panel and the reasons for it, clarify that the internal appeals procedures of the College have been completed and of his/her right to request that the College's decision be reviewed by the Office of the Independent Adjudicator for Higher Education.
- (20) In addition to the provisions of paragraph (17) above, the Review Panel may make any recommendations which they deem to be appropriate in the light of their review of the case.

19. Appeals against the termination of registration through the formal warning procedure

- (1) A student may appeal against a decision to terminate his/her registration on one or both of the following grounds:
- (a) that there is evidence of a failure to follow the procedures set out in Section 17 which might cause reasonable doubt as to the fairness of the decision to terminate the student's registration;
 - (b) that fresh evidence can be presented which the student could not with reasonable diligence have disclosed before the decision to terminate his/her registration was made and which might cause reasonable doubt as to the fairness of that decision.

- (2) Appeals must be submitted in writing by the student to the Academic Registrar within 15 working days of the date on which the student was formally notified of the decision to terminate his/her registration. The student's submission must include:
- (a) a statement of all the matters which the student wishes to be investigated and taken into account, which specifies how these matters relate to the grounds for appeal in paragraph (1) above and lead the student to believe that the decision to terminate his/her registration was unfair;
 - (b) a statement of the student's desired outcome from the appeal;
 - (c) copies of all documentary evidence on which the student wishes to rely in the appeal, and where relevant an explanation for why the student was previously unable to disclose any of the evidence or information.
- (3) The Academic Registrar or his/her nominee may dismiss any appeal which in his/her opinion does not fall within the remit or these regulations, fails to present reasonable grounds or fails to provide sufficient evidence in support of the student's claims. Where there are inadequate grounds for an appeal or insufficient evidence, the Academic Registrar or his/her nominee may give the student one opportunity to address the deficiencies before deciding to dismiss the appeal. Where the appeal does not fall within the remit of these regulations the Academic Registrar or his/her nominee may recommend an alternative route for consideration of the student's concerns.
- (4) Appeals which are not dismissed under the provisions of paragraph (3) will be investigated in the first instance by a senior member of the Academic Quality and Policy team. The student's registration will normally be provisionally reinstated pending the outcome. The investigation will be conducted through written correspondence and may include requests to any individual or party for representations, additional information or an expert opinion.
- (5) The findings from the investigation by the senior member of the Academic Quality and Policy team will be presented in writing to the Deputy Principal, or nominee who will determine one of the following courses of action:
- (a) to reinstate the student's registration in full subject to any conditions which s/he may wish to impose;
 - (b) to confirm the decision to terminate the student's registration;
 - (c) to convene an Appeals Committee under the provisions of paragraph (6) below to investigate the matter further through a formal hearing.
- (6) The Appeals Committee will comprise the Deputy Principal or nominee as Chair, the Dean from a faculty in which the student has studied, two other members of academic staff from the faculty/faculties in which the student has studied, but not from the student's department(s) or school(s), and a member of the Students' Union. The senior member of the Academic Quality and Policy team shall be responsible for setting the date and place of the hearing, for notifying members of the Committee and the student of the arrangements, and for sending copies of all relevant documentation to members of the Committee and the student in advance. The Appeals Committee may invite one or more representatives from the student's department or school to attend all or part of the hearing for the purpose of answering questions. The student may be

accompanied by another student or member of staff of the College to assist in presenting his/her case, otherwise the hearing will be conducted in private.

- (7) A student who wishes to abandon or withdraw an appeal at any stage must inform the Academic Registrar immediately in writing. The senior member of the Academic Quality and Policy team will then determine how to proceed, taking account of the available evidence and the matters raised by the student in the appeal.
- (8) The Academic Registrar or senior member of the Academic Quality and Policy team will inform the student in writing of the decision of the Deputy Principal or nominee, and the reasons for it, as well as the student's right to request that the decision be reviewed by the Office of the Independent Adjudicator for Higher Education.

EXTRAMURAL STUDY

20. Programme of extramural study

- (1) The College may offer programmes which require students to study abroad, in the field or in an industrial or professional setting. Requirements for the period of extramural study, including those of attendance and submission of work, will be stated in the programme specification. In exceptional cases, the College may grant exemption from the period of extramural study for students whose personal circumstances would make it inappropriate, and stipulate alternative requirements for such students as it sees fit. The arrangements for any study abroad should normally be facilitated by the Centre for the Development of Academic Skills (CeDAS).
- (2) During the period of extramural study the student will be subject to the regulations of the host institution in addition to those of Royal Holloway, and will be expected to satisfy the normal requirements of the host institution in respect of attendance and submission of work for the courses for which s/he is registered.
- (3) The host institution will be responsible for providing the student with a formal transcript of his/her results and for hearing appeals and complaints in respect of the period of extramural study in accordance with its own regulations and procedures.

21. Credit Transfer

- (1) Credit for periods of extramural study will be recorded as marks to be taken into account when considering the candidate for the award. The following general conditions apply:
 - (a) credit will be given only for learning which has been verified through reliable and valid assessment;
 - (b) the institution at which the learning has taken place and its arrangements for the assessment of students must have been approved for the purposes of credit transfer by the Academic Board, as part of an institutional agreement or as part of the validation of the programme;
 - (c) the College will only consider for the purposes of credit transfer information on courses and examination results provided and certified by the appropriate officer at the institution responsible for the delivery of those courses;

- (d) where credit is to be recorded as marks to be taken into account when considering the candidate for the award, the marks gained by the candidate at the other institution may be scaled to reflect any differences in marking practices, using a scheme approved for this purpose by the College Board of Examiners' Executive Committee.

Research Degree Regulations

1. Programmes of study
2. Period of study
3. Admission to a Research Degree programme
4. Exemption from part of the MPhil and PhD programmes of study
5. Interruption of studies
6. Registration with the College
7. Registration on MPhil and PhD programmes
8. Annual enrolment with the College
9. Reviews of academic progress
10. Termination of registration on Research Degrees
11. Entry or re-entry to the final examination
12. Appointment of examiners for MPhil and PhD programmes of study
13. Requirements of the MPhil and PhD theses
14. Language of the MPhil and PhD theses
15. Submission of the MPhil and PhD theses
16. Conduct of the MPhil and PhD final examination
17. Outcome of the PhD examination
18. Outcome of the MPhil examination
19. Notification of results
20. Availability of MPhil and PhD theses
21. Appeals against the outcomes of formal reviews, other required assessments, refusal to examine an incomplete thesis and the final examination
22. Appeals against termination of registration

Appendix 1: Regulations governing Masters by Research programmes

Appendix 2: Regulations governing the Doctor of Clinical Psychology (DClinPsy)

Appendix 3: Regulations governing the Doctorate in Professional Studies (Social Work) (DPS)

Appendix 4: Regulations governing the Doctor of Philosophy by Prior Publication

Appendix 5: Regulations governing the Doctorate in Medicine (MD)

RESEARCH DEGREE PROGRAMMES

1. Programmes of study

- (1) The College offers programmes of study leading to the award of the following Research Degrees of the University of London:
 - (a) Master of Arts by Research
 - (b) Master of Science by Research
 - (c) Master of Philosophy (MPhil)
 - (d) Doctor of Philosophy (PhD)

- (e) Doctor of Clinical Psychology (DClinPsy)
- (f) Doctorate in Professional Studies (DPS)
- (g) Doctorate in Medicine (MD)

And the following programme which leads to the award of a Research Degree of Royal Holloway and Bedford New College:

- (h) Doctor of Philosophy by Prior Publication (PhD).
- (2) Programmes of study leading to the award of an MPhil and PhD will be determined for each student individually and will consist primarily of research, which is presented in the form of a thesis and assessed by oral examination.
 - (3) A student may be required as part of a programme of study leading to the award of a Research Degree to undertake one or more taught courses, either as part of the same degree programme or forming part of another degree programme. In such cases, the student will also be subject to any applicable regulations.
 - (4) The College reserves the right to vary the content and delivery of programmes, to discontinue, merge, or combine programmes, and to introduce new programmes if such action is reasonably considered to be necessary by the College. Such change may occur either before or after admission. Students will be informed, as soon as is practicable, of any substantial changes which might affect their programme.
 - (5) The College aims to offer flexibility within programmes. However, while every student will be able to take courses appropriate to the programme for which s/he is registered, no timetable can guarantee that all options will be available to all students qualified to take them.

2. Period of study

- (1) In calculating the period of study for an individual student:
 - (a) account will be taken of whether the student is studying on a full-time or part-time basis or has changed their mode of study;
 - (b) any part of the programme of study from which the student has been granted exemption under the provisions of Section 4 of these regulations will be included;
 - (c) any period(s) of time for which the student has been granted a formal interruption of studies under the provisions of Section 5 of these regulations will be excluded.
- (2) Full-time students are not normally permitted to change to part-time study after the end of the second year of the MPhil or PhD programme.
- (3) The period of study for an MPhil or PhD Degree will be a minimum of two calendar years of full-time study, or four years of part-time study. Other programmes may have their own specified periods of study.

- (4) Students first registered on an MPhil or PhD programme in or after September 2006 must submit the thesis for examination within the following periods of study, otherwise their registration with the College may be terminated under the provisions of Section 15 (1), or 17 (11) of these regulations.
- (a) For programmes of study leading to the award of MPhil, the thesis must be submitted within three calendar years of full-time study, or six calendar years of part-time study.
 - (b) For programmes of study leading to the award of PhD, the thesis must be submitted within four calendar years of full-time study, or eight calendar years of part-time study. Where a student is in receipt of Research Council funding with a deadline that precedes that of the College, the former will take precedence.

ARRANGEMENTS FOR ADMISSION, REGISTRATION AND ENROLMENT

3. Admission to a Research Degree programme

- (1) In order to be eligible for admission to a Research Degree programme an applicant must:
- (a) be at least 16 years of age on the start date of the programme of study;
 - (b) satisfy or be exempted from the General Entrance Requirements set out in the College Course Finder and from any additional entrance requirements which may be prescribed for individual programmes of study;
 - (c) be able to demonstrate proficiency in spoken and written English to the satisfaction of the College before commencing the programme of study.
- (2) In assessing an applicant who does not possess the normal qualifications for admission the College will seek alternative evidence that s/he can study at the required level, has a broad general education and has achieved the specific learning outcomes, including professional competencies and proficiency in spoken and written English required for admission to the programme of study. The College may set qualifying examinations where it is not satisfied that prior learning has been verified through reliable and valid assessment.
- (3) An applicant will only be admitted to a programme of study which the College has judged to be sufficiently different from any studies that the applicant has previously undertaken, whether at the College or elsewhere, except where such studies are to be counted as part of the applicant's programme of study at the College under the provisions of Section 4 of these regulations.
- (4) Applicants will be asked to give details of any disability or Specific Learning Difficulty so that the College can advise them provisionally on the level of support available. Information provided for this purpose will play no part in assessing an application for admission to the College.
- (5) The College operates procedures for considering applications from people with criminal convictions or legal charges still pending. Further conditions for admission in respect of these matters may be set out in the programme specification for programmes leading to the award of a professional qualification or membership of a professional body.

- (6) A contract is formed between the College and the applicant as soon as the offer of admission to the College has been accepted. Acceptance of an offer is expressly subject to the terms of this contract, which include the requirement that students will comply with the conditions of enrolment with the College.

4. Exemption from part of the MPhil and PhD programmes of study

- (1) An applicant who has followed a programme of postgraduate research of at least twelve months of full-time study, or 24 months of part-time study at another institution may be considered for exemption from part of an MPhil or PhD programme at the College.
- (2) Applicants for programmes of study leading to the degree of MPhil may be exempted from up to the first twelve months of full-time study, or 24 months of part-time study and will be required to complete twelve months of full-time study, or 24 months of part-time study under supervision at the College before being permitted to submit the thesis for examination.
- (3) Applicants for programmes of study leading to the degree of PhD may be exempted from up to the first 24 months of full-time study, or 48 months of part-time study and will be required to complete twelve months of full-time study, or 24 months part-time study under supervision at the College before being permitted to submit the thesis for examination.
- (4) Exemption from more than twelve months of full-time study, or 24 months part-time study shall be granted only if there is convincing evidence that the applicant has already satisfied all of the College's requirements, including those for skills development, to be upgraded to the degree of PhD (see Section 9).
- (5) In order to qualify for consideration, the applicant's previous programme of research:
 - (a) must be in a field and at a level appropriate to the proposed programme of study at the College;
 - (b) must have been undertaken at a higher education institution of appropriate standing and be certified by a competent officer at that institution;
 - (c) must have been undertaken no longer than seven years prior to the start date of the programme at the College;
 - (d) must not already have been taken into account in the award of a Research Degree.

5. Interruption of studies

- (1) The period of study shall normally be continuous.
- (2) The Vice-Principal (Education) may permit a student to interrupt his/her studies for up to 24 months on financial, medical or personal grounds on the recommendation of the student's Head(s) of Department or School. A period of interruption will not normally be granted during the writing-up year.

- (3) A student may only interrupt his/her studies for more than 24 months, whether consecutively or otherwise, with the permission of the College Board of Examiners' Executive Committee.
- (4) Students who have interrupted their studies remain registered students of the College and subject to College regulations, but, with the exception of cases of maternity/adoption leave, do not have the right to attend classes, use College facilities, or receive tuition or supervision other than occasional access to tutors by arrangement.
- (5) Registration periods for international students may be restricted by visa regulations.

6. Registration with the College

- (1) In order to be eligible for registration as a student of the College, an applicant must have applied for and been formally offered admission, and have satisfied the academic and other conditions for admission.
- (2) No student may normally register concurrently for more than one programme of study at the College unless special provision is made for this in the regulations for the individual programmes of study.
- (3) No student may normally register concurrently as a student of another institution except:
 - (a) to undertake an approved programme of extramural study which does not in itself lead to an academic award or qualification;
 - (b) where special provision has been made for joint registration in a formal agreement between the College and the other institution.
- (4) Students who register with the College retain their registration status until they graduate, withdraw permanently or have their registration terminated by the College. Students must give written notice to the Academic Registrar before withdrawing.

7. Registration on MPhil and PhD programmes

- (1) Each student following a programme of study leading to the award of the degree of PhD shall be registered in the first instance for the degree of MPhil, except where in granting exemption from part of the programme of study under the provisions of Section 4 of these regulations it is determined that the student has previously satisfied the requirements to be registered for the degree of PhD.
- (2) A student wishing to upgrade his/her registration to the degree of PhD must successfully complete a formal review under the provisions of Section 9 of these regulations. The first attempt to upgrade must be undertaken within the first twenty months of full-time study, or the first forty months of part-time study. If the student is not successful on the first attempt, s/he may be granted a second and final attempt before the end of the second year of full-time study, or the fourth year of part-time study.
- (3) A student who has upgraded his/her registration to the degree of PhD may opt to transfer back to the degree of MPhil at any time up to the date of entry to the final examination.

- (4) At the time of a student's initial registration on an MPhil or PhD programme, the Director of Graduate Studies in the student's department or school shall ensure:
- (a) that the student has been allocated a supervisor, a second supervisor and/or an adviser in accordance with the requirements of the [Code of Practice for Research Degree Students and Supervisors](#) and that the supervisory arrangements as a whole are appropriate;
 - (b) that any issues arising from commercial funding of the research, and matters of intellectual property and research ethics, have been considered and addressed appropriately;
 - (c) that any specific and material needs on the part of the student have been considered and addressed appropriately, taking account of the mode and place of study and any disabilities or impairments which the student may have disclosed to the College.

8. Annual enrolment with the College

- (1) Students who have not interrupted their studies under the provisions of Section 5 of these regulations must enrol for each year of their studies by paying, or making arrangements acceptable to the College to pay the appropriate tuition fees and any outstanding debts with the College, and by completing the Online Sign-Up process. The College reserves the right to decline to enrol a student who arrives after the advertised dates without prior approval and in the absence of medical or other good cause deemed acceptable by the Academic Registrar.
- (2) It is a condition of enrolment that students agree to abide by and submit to the College Statutes, Regulations and Rules, as made and amended from time to time by the Academic Board and Council. Without prejudice to the generality of that statement, these include the academic regulations, the fee regulations, the library and computing regulations, arrangements for hearing appeals and grievances, codes of discipline, safety rules and arrangements in respect of the Data Protection Act (1998). Failure to comply may result in the student's registration with the College being terminated.
- (3) Enrolment gives students the right to attend classes, receive tuition or supervision and have access to relevant College facilities.
- (4) The amount of paid work undertaken by a student enrolled with the College on a full-time basis shall not exceed twenty hours per week. No student may undertake paid work which may conflict with his/her responsibilities as a student of the College.
- (5) Where full-time students are enrolled on writing-up status, they are expected to undertake periods of study at an average of 21 hours per week for at least 24 weeks. This only applies to students in their first year of writing-up, and only to those who were previously enrolled on a full-time basis.

ASSESSMENT OF ACADEMIC PROGRESS DURING THE MPhil AND PhD PROGRAMMES

9. Reviews of academic progress

- (1) Each student's academic progress will be formally reviewed at least once every twelve months, unless the student has interrupted his/her studies under the provisions of Section 5 of these regulations and is consequently unavailable to attend a review within 12 months, in which case a review will take place not more than two months after the student has formally resumed his/her studies.
- (2) Each department or school will determine and publish at the beginning of each academic year its own procedures, requirements and criteria for the reviews, including those for upgrading to the degree of PhD, subject to the minimum requirements set out in these regulations. Where a student has supervisors in more than one department or school, the principal supervisor will be responsible for determining the procedures, requirements and criteria which will apply and for notifying the student at the beginning of his/her programme of study.
- (3) The purpose of the reviews will be:
 - (a) to consider the student's academic progress in relation to the objectives and standards which have been set; where the student is being considered for upgrading to the degree of PhD, the review will assess whether the student has reached an appropriate standard and has in prospect an adequate project of research to justify the upgrade;
 - (b) to confirm satisfactory completion of, or exemption from, the requirements for research training and development which apply for the period under review;
 - (c) to assess the amount of research completed and the extent of work outstanding;
 - (d) to determine new objectives and training requirements, and a schedule of work, which will help to ensure timely submission of work for the final examination.
- (4) In line with Section 9 (2), each department or school will be responsible for publishing their individual review procedure at the beginning of each academic year. However, as a minimum, each annual review will be conducted with at least one member of the supervisory team present plus one member of staff who is completely independent of the supervisory team. Where the student is undertaking a review for the purpose of upgrading their degree to PhD, the panel will include a minimum of three members, with at least one member of the supervisory team and one member of staff who is completely independent of the supervisory team in attendance.
- (5) Reviews may be conducted with a member of the panel present via video conference or by webcam where there are extenuating circumstances. The supervisor(s) must obtain prior agreement to the arrangements with the student. It should be noted in the written invitation to the student prior to the review meeting where a member of the panel will be present via video conference or by webcam.

- (6) Reviews will include the following components:
- (a) the consideration of a brief report, written by the student, which summarises the progress which has been made during the period under review and the extent to which objectives have been met, and sets out a draft schedule of future work;
 - (b) a meeting between the panel and the student, which will be a face-to-face meeting;
 - (c) where the student is being considered for upgrade from MPhil PhD, a substantial piece or portfolio of work, which must include written work but may also include other forms of work which are appropriate to the project of research.
- (7) All work submitted for review must consist of the student's own account of his/her investigations, with the part played by the student in any work done jointly with the supervisor(s) and/or fellow researchers clearly stated by the student and certified by the supervisor(s). The presentation of another person's work in any quantity or form without adequately identifying it and citing its source in a way which is consistent with good scholarly practice in the discipline and commensurate with the level of professional conduct expected from the student will be considered under the [Regulations on Assessment Offences](#).
- (8) The student will be issued with a written invitation to the review meeting, which shall state the material that the student is required to submit and the deadline by which it must be submitted.
- (9) The student may ask the panel to consider any circumstances which may have affected his/her academic performance. Such requests must be made in writing and be supported with appropriate documentary evidence in accordance with the [Instructions to Candidates](#). Requests must be submitted within the deadline set by the department or school for the submission of material for the review, except where the circumstances only relate to the student's performance at his/her meeting with the panel, in which case the student must inform the panel of his/her circumstances at the beginning of the meeting and then submit the written request and supporting evidence not more than seven days later.
- (10) The panel will record the outcome of the review and its recommendations using the relevant form issued by the Academic Registrar. A copy of the form will be kept on file in the department or school together with copies of the materials submitted by the student and any other documents which have contributed to the panel's decision. A copy of the form will also be given to the student. If the purpose of the review is to consider the student for upgrading to the degree of PhD, the student will also be sent formal notification by the Academic Registrar of the outcome, its implications for the student's registration at the College and, if appropriate, the right to appeal against the decision under the provisions of Section 21 of these regulations.
- (11) If it is decided that the student has not made satisfactory progress, or if there is concern that the student will not reach the required standard and/or be in a position to submit the thesis within an appropriate timeframe, the panel will recommend a course of action and provide the student with written guidance on the reasons for their concerns and what would need to be done by the student in order to address them.

- (12) The outcomes of all reviews will be considered by the Board or other appropriate committee of the department or school. If the panel has identified concerns about the student's progress, the Board will consider the panel's recommendations and may decide to hold a further formal review and/or to invite the Head of Department or School to issue the student with a formal warning under the provisions of Section 10 of these regulations.

TERMINATION OF REGISTRATION ON RESEARCH DEGREES

10. Termination of registration on research degrees

- (1) Where a student's record of attendance, academic performance or productivity is unsatisfactory, the Head(s) of Department or School may recommend to the Vice-Principal that the student's registration should be terminated. If the Head of Department or School is a member of the student's supervisory team, it may be appropriate for a different member of staff to be involved in making such a recommendation and in monitoring the student's progress. In addition, for students holding a Tier 4 (General) Student Visa, the College has obligations placed on it to report non-attendance to UK Visas and Immigration and may terminate a student's registration without following the formal warning process.
- (2) Before making a recommendation to the Vice-Principal, the Head(s) of Department or School, or an authorised deputy, must issue the student with two formal warnings by letter. Each letter shall state the reason(s) for the warning, the nature of any requirement made of the student in order to demonstrate improvement and the period of time within which this is to be done in order for the student to avoid his/her registration being terminated. The second letter of formal warning shall state the fact that it is the final warning.
- (3) At least four weeks must elapse between the first and second formal warnings in order to give adequate time for the student to demonstrate a satisfactory level of improvement.
- (4) At each warning the student will be offered the opportunity to submit a written response and/or to meet with the Head(s) of Department or School in order to discuss the grounds for the warning. The student may be accompanied at the meeting by another student or member of staff of the College. The Head(s) of Department or School may set the warning aside and confirm this decision to the student by letter on provision of satisfactory and adequately documented explanation for the student's record of attendance, academic performance or productivity. Formal warnings which have not been set aside will remain active for the duration of the student's programme of study.
- (5) If after the second letter of formal warning there is insufficient improvement, it may be decided to recommend that the student's registration should be terminated. The Head(s) of Department or School shall communicate the decision and the grounds for it in writing to the Academic Registrar. The Academic Registrar, or a nominee, will then present the case to the Vice-Principal (Education), who will make a final decision based on the particular circumstances.
- (6) The Academic Registrar, or a nominee, will write to each student whose registration has been terminated informing him/her of the decision and the reasons for it, of the right to appeal against the decision and the appeals procedure as set out in Section 22 of these regulations, and of the date by which any appeal must be submitted.

FINAL EXAMINATION FOR THE DEGREE OF MPhil OR PHD

11. Entry or re-entry to the final examination

- (1) Each student must submit to Student Administration, Registry, his/her formal entry or re-entry to the final examination at least two months before submitting the thesis, using the form issued for this purpose by the Academic Registrar.
- (2) If a student does not submit the thesis within eighteen months of submitting the entry form, his/her entry to the final examination will be cancelled.
- (3) Students will be examined in accordance with the regulations in force at the time they submitted their formal entry or re-entry for the examination.
- (4) Examiners reserve the right to decline to examine an incomplete or unfinished thesis.

12. Appointment of examiners for MPhil and PhD programmes of study

- (1) The examiners for the thesis will be nominated in the first instance by the student's principal supervisor. In order to ensure that examiners are sufficiently independent, supervisors should avoid repeatedly nominating the same individual and should not enter into reciprocal examining arrangements. The supervisor may contact potential nominees informally in order to establish whether or not they would be willing and able to act as examiners.
- (2) The supervisor's nominations will be considered by the Board of the department or school of the lead supervisor either at a formal meeting or by correspondence. The consultation will include a range of discipline specialists and the Director of Graduate Studies, and a record of the process will be kept in the department or school. Where the student is registered in more than one department or school, discipline specialists from the other department(s) or school(s) will also be consulted.
- (3) If the nominations are deemed to be acceptable by the school or department, they will be submitted to the Dean of the relevant Faculty for final consideration and approval, on behalf of the College Board of Examiners' Executive Committee, at the time of the student's formal entry or re-entry to the examination using the form issued for this purpose by the Academic Registrar. The Faculty Dean may seek advice on individual nominations from senior academics in the College or elsewhere. The Faculty Dean may refer any cases to the Chair of the College Board of Examiners' Executive Committee if deemed appropriate.
- (4) Two examiners, or exceptionally three if the Faculty Dean determines that the scope of the thesis is such that it cannot be examined adequately by two individuals, will be appointed to act jointly for each student as follows.
 - (a) at least one of the examiners will be external to the University of London when the nomination is made, meaning that s/he must not have been a member of staff at any college or institute of the University for a period of at least three years.

- (b) one examiner will normally be a member of staff, or a visiting lecturer, or a visiting professor, at Royal Holloway or another college or institute of the University of London when the nomination is made, or will have held such a position within the last three years. If no suitable individual is available from the College or elsewhere in the University, a second examiner who is external to the University may be appointed. Where an examiner is appointed from the staff at Royal Holloway, the individual must be genuinely independent of the student's programme of study.
- (5) The aim of the appointment process is to appoint examiners who will be able, and be seen to be able, to make a fair and independent assessment of the student and his/her thesis and to ensure the good standing of University of London Research Degrees through the consistent application of appropriate academic standards. To this end:
- (a) the examiners will be of sufficient authority in the discipline to command the respect of the wider academic community and familiar with current standards and procedures of Research Degrees in the UK;
 - (b) the examiners will be experts in the field of the thesis; whilst it is accepted that each examiner individually may not have expertise in all parts of the precise topic, the examiners together should be able to cover all aspects of the work to be presented by the student;
 - (c) the examiners will be able to make an independent assessment of the student and will not therefore have played an active role previously in assessing the student's academic progress on the programme of study or have had any other involvement with the student or supervisor which might reasonably lead to an allegation of bias;
 - (d) at least one of the examiners will, wherever practicable, have had experience in examining for a Research Degree of the University of London.
- (6) Following his/her formal appointment by the College Board of Examiners' Executive Committee, each examiner will be sent a letter of appointment and details of the College's rules, regulations and guidelines for the assessment of Research Degrees by Student Administration, Registry.

13. Requirements of the MPhil and PhD theses

- (1) Save for the following provisions, the thesis will comprise a piece of scholarly writing of not more than 60,000 words for the degree of MPhil, and of not more than 100,000 words for the degree of PhD, with a full bibliography and references and with a satisfactory standard of literary presentation. The word counts include references, footnotes and endnotes, but exclude the bibliography and any appendices, which should only include material which the examiners are not required to read in order adequately to examine the thesis, but to which they may refer if they wish.
- (2) The thesis must be complete and in a finished state. Examiners reserve the right to decline to examine a thesis which, in their judgement, is incomplete or unfinished. This would include a thesis where a complete chapter or chapters are missing, or where parts of the thesis are written in note form.

(3) In the field of Drama and Theatre Studies, where the student has undertaken research in which practice forms a core methodology and mode of enquiry, the PhD submission may include a live performance (broadly defined) or a piece of creative writing (normally a play script) devised specifically for the degree, together with a body of critical/theoretical writing. Both will show coherence, originality and intellectual rigour, illustrating knowledge and understanding of relevant practice and critical debates in the field. Taken together, they will demonstrate the contribution to knowledge made by the thesis as a whole. The relationship between the practical/creative and critical/theoretical components of the thesis will vary depending on the specific project. The exact balance will be decided between the student and the supervisory team, however, the following is a suggested breakdown:

- (a) a substantial body of performance or creative work;
- (b) normally 30,000 – 60,000 words of critical writing.

Live performance work submitted as part of the PhD will be appropriately documented, and a retainable record of the performance(s) or other creative practices will be submitted in a form which has been approved by the Board of the Department of Drama and Theatre Studies.

(4) Where the student has undertaken studio-based or other audio-visual research in the field of Design and Media, the thesis may include evidence in the form of an audio-visual display of original work which exemplifies and locates the ideas which are developed in conjunction with the written part of the thesis, together with a retainable record of the display in a form which has been approved by the Board of the Department of Media Arts. All components of the thesis will be submitted concurrently and examined as an integrated whole.

(5) In the field of Music, the main outcomes of the student's research may be submitted in either a written format, in accordance with the normal provisions for a Research Degree thesis, or in a practical format, in accordance with the provisions of (6) and (7) below. A thesis which is submitted in accordance with the normal provisions may be accompanied by illustrative material in the form of recorded and/or live performance, together with a retainable record of the performance in a form which has been approved by the Board of the Department of Music. All components of the thesis will be submitted concurrently and examined as an integrated whole.

(6) Where a student working in the field of Music has undertaken research in composition, s/he may submit a portfolio of compositions accompanied by a written commentary, components which together constitute the thesis. The portfolio should show artistic skill, coherence and originality, should bear relation to the research questions outlined in the written commentary, and should include recordings of as many of the compositions as possible in a form which has been approved by the Board of the Department of Music. The written commentary should outline the compositionally-driven research questions governing the submission as a whole, and should reflect on the creative processes involved in producing the portfolio by employing intellectually rigorous analytical and critical techniques. The commentary should also make clear that the student is well acquainted with the history and contemporary developments of the genre(s) in which s/he is working in the creative portion of the thesis, and the associated critical field or fields, and is able independently to analyse, interpret and evaluate associated debates and theoretical positions. All components of the thesis shall together present an integrated argument and shall be submitted concurrently and examined as an integrated whole.

- (7) Where a student working in the field of Music has undertaken research in performance practice, s/he may submit performance material, presented as one or more concerts, recitals or recordings, accompanied by a written commentary or study, components which together constitute the thesis. The performances should show artistic skill, insight and technical mastery, and should bear relation to the research questions outlined in the written component. All the performance material to be considered as part of the thesis should be made available to the examiners and recorded for archiving with the written component. The written component should outline the performance-driven research questions governing the submission as a whole and make clear the significance of the performances by employing intellectually rigorous analytical and critical techniques. The commentary should also make clear that the candidate is well acquainted with the history and contemporary developments of the genre or genres in which s/he is working in the creative portion of the thesis, and the associated critical field or fields, and is able independently to analyse, interpret and evaluate associated debates and theoretical positions. All components of the thesis shall together present an integrated argument and shall be submitted concurrently and examined as an integrated whole.
- (8) Where the student has undertaken research in creative writing or poetic practice the thesis will comprise a body of creative work devised specifically for the degree together with a body of critical/theoretical writing. Both will show coherence, originality and intellectual rigour, illustrating knowledge and understanding of relevant practice and critical debates in the field. The relationship between the creative and critical/theoretical components will vary depending on the specific project. Taken together, they will demonstrate the contribution to knowledge made by the thesis as a whole. The exact balance between the creative and critical elements of the thesis will be decided between the student and supervisor; however, the following is a suggested breakdown, though in all cases the critical writing element must be a minimum of 20,000 words:

Fiction

The thesis is normally between 80,000-150,000 words in total:

- 60,000–90,000 words of creative writing;
- 20,000–60,000 words of critical writing.

Poetry and Poetic Practice

The thesis is the equivalent of normally between 80,000-150,000 words in total:

- 45–60 pages of poetry or equivalent practice-based output;
- 20,000–60,000 words of critical writing.

- (9) Where a student working in the field of Geography has undertaken research in which practice forms a core methodology and mode of research, the PhD submission may include a body of creative work devised specially for the degree together with a body of critical/theoretical writing. Both will show coherence, originality and intellectual rigour, illustrating knowledge and understanding of relevant practice and critical debates in the field. The relationship between the creative and critical/theoretical components will vary depending on the specific project. Taken together, they will demonstrate the contribution to knowledge made by the thesis as a whole. The exact balance between the creative and critical elements of the thesis will be decided between the student and the supervisory team; however, the following is a suggested breakdown:

- A substantial body of creative work;
- Normally 30,000-60,000 words of critical writing.

If an exhibition, live performance or other non-textual creative work is to be submitted as part of the PhD, it will be appropriately documented and a retainable record of these creative practices will be submitted in a form which has been approved by the supervisory team and the Director of Graduate Studies in Geography.

- (10) Where a student working in the field of History has undertaken research in which practice forms a core methodology and mode of research, submission may include a body of creative and/or curatorial and/or archival work conceived specially for the degree. The practice element of the PhD will be informed by research and appropriately documented. A retainable record of these creative practices will be submitted in a form which has been approved by the supervisory team, together with a body usually 30,000-60,000 words of critical and theoretical writing. Both will show coherence, originality and intellectual rigour, illustrating knowledge and understanding of relevant practice and critical debates in the field. The relationship between the creative and critical/theoretical components will vary depending on the project. Taken together, they will demonstrate the contribution to knowledge made by the thesis as a whole. The exact balance between the creative, theoretical and critical elements of the thesis will be decided between the student and the supervisory team.
- (11) The scope of the thesis will be what might reasonably be expected after two or at most three years of full-time study for the degree of MPhil, and after three or at most four years of full-time study for the degree of PhD.
- (12) The thesis will consist of the student's own account of his/her investigations, with the part played by the student in any work done jointly with the supervisor(s) and/or fellow researchers clearly stated by the student and certified by the supervisor(s). The presentation of another person's work in any quantity or form without adequately identifying it and citing its source in a way which is consistent with good scholarly practice in the discipline and commensurate with the level of professional conduct expected from the student will be considered under the [Regulations on assessment offences](#).
- (13) The greater proportion of the work which is recorded in the thesis must have been undertaken after the student's initial registration for the Research Degree programme at the College, subject to the provisions of Section 4 of these regulations, and shall not have been submitted previously for a degree or comparable award of the University of London or any other university or institution. Any work which has been incorporated in the thesis and has been submitted previously in this way must be clearly indicated.
- (14) The thesis for the degree of MPhil will be a record either of original work or of an ordered and critical exposition of existing knowledge and provide evidence that the field has been surveyed thoroughly; whereas the thesis for the degree of PhD will form a distinct contribution to the knowledge of the subject and afford evidence of originality by the discovery of new facts and/or by the exercise of independent critical power.

(15) The thesis must be presented in accordance with *either* of the following formats:

- (a) The thesis will be an integrated whole and present a coherent argument. Research work already published, or submitted for publication, at the time of submission of the thesis, either by the student alone or jointly with others, may be integrated into the body of the thesis in a suitably adapted form. Any publications derived from the work in the thesis may also be bound as supplementary material at the back of the thesis.

Or

- (b) Students wishing to present a thesis in a format other than a monograph, for example as papers (including book chapters, journal articles, or conference proceedings) may do so with the permission of their supervisor. This must normally be confirmed at the time of the upgrade review. The thesis should include the following:
 - (i) *Either* a short introduction which provides the context of the research, the rationale for the investigation, and the strategy employed during the research at the start of the thesis, together with a critical evaluation of the work presented in the thesis located at the end of the thesis; *or* a longer introductory section which includes the introduction as defined in section 13, paragraph 14 (b) (i) *and* the critical evaluation, at the start of the thesis. In either instance the critical evaluation, should be a maximum of 15,000 words.
 - (ii) A detailed methodology section which describes the methods employed during the research with a detailed critical analysis of those methods making reference to the main thesis content derived from those methods. This should be a maximum of 8,000 words.
 - (iii) a summary and conclusion which draws together, with the critical evaluation, the various outcomes of the work into a coherent synthesis and indicates directions for future work.

(16) The option under section 13, paragraph (14) (b) is not available for students presenting research in the field of creative writing or poetic practice.

(17) The thesis will give a critical assessment of the relevant literature, describe the method of research used and its findings and include a discussion on those findings. For the degree of PhD, the thesis will additionally indicate in what respects the findings appear to the student to advance the study of the subject and, in so doing, demonstrate objectivity, the capacity for judgement in complex situations and autonomous work in the field of study, and a deep and synoptic understanding of that field, the student being able to place the thesis in a wider context.

(18) The thesis for the degree of PhD will demonstrate research skills relevant to the thesis and be of a standard to merit publication in whole or in part or in a revised form, for example as a monograph or as a number of articles in learned journals.

14. Language of the MPhil and PhD theses

- (1) The written part of the thesis will be in English.
- (2) Where a student has undertaken research in the field of Modern Foreign Languages and Literatures, s/he may apply for permission on an exceptional basis to write the thesis in the language of study. Successful applications must meet all or substantially all of the following criteria:
 - (a) the language of the thesis must be the same as the main language of study;
 - (b) the thesis must involve a high degree of reference to samples from, or texts written in the language of study;
 - (c) the critical or other professional discourse of the subject must be substantially grounded in the language of study;
 - (d) publication in the language of study must be perceived as being beneficial to the subject and in the best interests of the student.
- (3) Applications based on deficiencies or shortcomings in the student's command of English, or the fact that the student is not a native speaker of English, or the fact that the candidate is a native speaker of the language of study, shall not be approved.
- (4) Applications must be submitted in writing by the student to Student Administration, Registry, at an early stage in the student's studies, or before initial registration for the programme of study, and must be supported in writing by the student's supervisor(s). Applications will be considered by the Faculty Dean on behalf of the College Board of Examiners' Executive Committee. The student shall be notified in writing of the decision, the reasons for the decision and, if appropriate, the right to request within two weeks of notification that the decision be reviewed by the Principal or his/her nominee.
- (5) If the application is approved, the student will be required to include in the thesis an additional submission of between 10,000 and 20,000 words, which will be written in English with a satisfactory standard of literary presentation and summarise the main arguments of the thesis. The summary shall not be included in the word count for the thesis.

15. Submission of the MPhil and PhD theses

- (1) Two copies of the thesis must be submitted by the student to Student Administration, Registry. The student may be required to submit a third copy of the thesis in the event that a third examiner is appointed at any stage in the examination process. The thesis must be submitted within the maximum period of registration in Section 2, (4) (a) and (b). Failure to submit within the required period will normally result in the student failing the degree without the option to present the thesis for a second time, unless there are severe extenuating circumstances which are deemed acceptable by the College Board of Examiners' Executive Committee.
- (2) In addition to two (or three) hard copies of the thesis, submitted in line with Section 15 (1), students will also submit an electronic version of the thesis to Student Administration,

Registry, except in cases where agreement is in place for a restriction of access for reasons of confidentiality, commercial sensitivity or patents.

- (3) Failure to submit both hard copies and an electronic version within the required period will normally result in the student failing the degree without the option to present the thesis for a second time, unless there are severe extenuating circumstances which are deemed acceptable by the College Board of Examiners' Executive Committee.
- (4) All components of the thesis, including the electronic version, must be presented for examination in a final form and bound in accordance with the [Instructions on the Submission, Format and Binding of Theses for Research Degrees](#).
- (5) The decision to submit a thesis in any particular form rests with the student alone.

16. Conduct of the MPhil and PhD final examination

- (1) The final examination for the MPhil and PhD Degree will be based on a thesis submitted by the student and an oral examination, which in all cases will be conducted in English. The examiners may additionally require the student to undertake practical and/or written examinations on the subject of the thesis and/or other relevant subjects at times and places determined by the College.
- (2) Each academic department/school must have a policy to either appoint an independent chair to be present at the oral examination in addition to the examiners, or to have an audio recording made of the oral examination. In the event of the independent chair not being available for the examination, an audio recording will be made. The recording will be kept by the student's academic department/school for two months, after which time it will normally be destroyed. The recording will only be listened to in the event of an academic appeal or complaint, and only by those involved with investigating the appeal or complaint. In cases where an independent chair is appointed, his/her role will be to act as an observer and to ensure that the procedures are followed. S/he will not be directly involved with examining the thesis. The independent chair will normally be a member of the academic staff, but not the Head of Department or School, who has had no involvement with the student's programme of study. It is expected that the independent chair will normally have had experience of conducting at least three Research Degree viva voce examinations as an examiner.
- (3) All matters relating to the final examination must be treated as confidential. Examiners are not permitted to divulge the content of previously unpublished material contained in a student's thesis until such time as the thesis has been placed in the public domain and any restrictions on access to the thesis which have been granted by the College under the provisions of Section 20 of these regulations are removed.
- (4) Before holding the oral examination, or before preparing a joint report in those cases where the student is to be re-examined without holding an oral examination, each examiner will write an independent, preliminary report on the thesis. The preliminary reports will be submitted to Student Administration, Registry, prior to the examination, but will not normally be made available to the student.
- (5) Where an examiner deems the thesis to be incomplete or unfinished, such that it will not be examined, the examiner(s) will not write a report but will instead write a brief statement

giving the reason for his/her decision. This statement will be submitted to Student Administration, Registry, and will be made available to the student. This first, unexamined submission of the thesis for examination will be counted as a first submission.

- (6) The oral examination will be held at the College or in one of the buildings owned by the University of London in central London, unless both the student and the College agree that it is expedient to hold the oral examination elsewhere. The viva will normally be held within three months from the submission of the thesis.
- (7) The principal supervisor will be invited to attend the oral examination as an observer, unless the student indicates otherwise at the time of his/her formal entry or re-entry to the final examination. The supervisor will not participate in the examination of the student unless invited to contribute by the examiners. Otherwise the oral examination will be held in private.
- (8) The student must bring to the oral examination a copy of his/her thesis paginated in the same way as the copies submitted to the College. This may be an electronic copy.
- (9) After any oral examination, a joint final report shall be prepared by the examiners for submission to the College Board of Examiners. The joint final report will be released routinely to students for their personal information.
- (10) Students with any disability or Specific Learning Difficulty may ask for reasonable adjustments to be made to the conduct of the final examination under the provisions of the [Regulations on Access Arrangements for Assessment](#). Such requests should be submitted to Student Administration, Registry, at the time of the student's formal entry or re-entry to the final examination where possible and not later than two weeks before the date of the oral examination.
- (11) Where a student feels that his/her academic performance on the date of the oral examination may be substantially affected by unexpected medical or other personal circumstances, the student should inform the examiners of his/her situation no later than the start of the oral examination so that they can make a decision on whether or not to proceed. The examiners may require the student to submit evidence of his/her condition to Student Administration, Registry, within seven days.

17. Outcome of the PhD examination

- (1) If the thesis fulfils the criteria for the PhD degree set out in Section (13) of these regulations and the student satisfies the examiners in all other parts of the examination, the examiners will report to the College Board of Examiners that the candidate has satisfied them in the examination for the PhD degree.
- (2) If the thesis otherwise fulfils the criteria for the PhD degree set out in Section 13 of these regulations, but requires minor amendments, and the student satisfies the examiners in all other parts of the examination, the examiners may require the student to make amendments to the thesis specified by them within three months. The amended thesis shall be submitted to the examiners, or to one of their number nominated by them, for confirmation that the amendments are satisfactory. If the amendments are satisfactory, the examiners will report to the College Board of Examiners that the candidate has satisfied them in the examination for the PhD degree. If the amendments are not satisfactory, the

examiners will either give the student a further three months in which to make the amendments, or determine that the student has not satisfied them in the examination under the provisions of Section 17 (9).

- (3) Where the examiners have required the student to submit a finished thesis as the original one was not examined by reason of being incomplete, the completed thesis shall be submitted to the examiners within three months of the original decision. In such a case the candidate must undergo an oral examination. If the amended thesis is satisfactory, the examiners will report to the College Board of Examiners that the candidate has satisfied them unconditionally in the examination for the PhD degree. If the amended thesis is not satisfactory, the examiners will either (i) require the student to make minor amendments to the thesis specified by them within three months or (ii) require the student to make moderate amendments to the thesis specified by them within a period of up to nine months or (iii) determine that the student has not satisfied them in the examination under the provisions of Section 17 (9).
- (4) If the thesis otherwise fulfils the criteria for the PhD degree set out in Section 13 of these regulations, but requires amendments to address errors of substance or omission, and the student satisfies the examiners in all other parts of the examination, the examiners may require the student to make amendments to the thesis specified by them within a period of up to nine months. This option is not available to examiners re-examining a thesis. The amended thesis shall be submitted to the examiners, or to one of their number nominated by them, for confirmation that the amendments are satisfactory, without the requirement to conduct a further viva. If the amendments are satisfactory, the examiners will report to the College Board of Examiners that the candidate has satisfied them in the examination for the PhD degree. If the amendments are not satisfactory, the examiners will either give the student a further three months in which to make the amendments, or determine that the student has not satisfied them in the examination under the provisions of Section 17 (9).
- (5) If the thesis, though inadequate, shall seem of sufficient merit to justify such action, the examiners may determine that the student be permitted to re-present his/her thesis in a revised form within 18 months. This option is not available to examiners re-examining a thesis. The examiners shall not make such a decision without first submitting the candidate to an oral examination. The examiners may at their discretion exempt from a further oral examination a student who under this regulation has been permitted to re-present the thesis in a revised form.
- (6) If the thesis satisfies the criteria for the PhD degree set out in Section 13 of these regulations, but the student fails to satisfy the examiners at the practical or written examination prescribed under Section 16(1), the examiners may determine that the student be exempted on re-entry from presentation of the thesis and be permitted to submit to a further practical or written examination within a period specified by them and not exceeding 18 months. This option is not available to examiners re-examining a thesis. The examiners may at their discretion exempt the student from taking a further oral examination.
- (7) If the thesis satisfies the criteria for the PhD degree set out in Section 13 of these regulations, but the student fails to satisfy the examiners at the oral examination, the examiners may determine that the student be permitted to re-present the same thesis, and submit to a further oral examination within a period specified by them and not exceeding 18 months.

- (8) If, after completion of the examination, including the oral examination, the examiners determine that a student has not reached the standard required for the award of the PhD degree nor for the re-presentation of the thesis in a revised form for that degree, they shall consider whether the thesis does or might be able to satisfy the criteria for the award of the MPhil degree. If they so decide, the examiners shall submit a report which demonstrates either how the criteria for the MPhil degree are satisfied, or what action would need to be taken in order for these criteria to be satisfied. Thereafter one of the following procedures will apply.
- (a) If the thesis as it stands fulfils the criteria for the MPhil degree set out in Section 13 of these regulations and the student satisfies the examiners in all other parts of the examination, the student will be informed that s/he has been unsuccessful at the examination for the PhD degree, but that the examiners have indicated that s/he has reached the standard required for the award of the MPhil degree. The student will be given two months to indicate whether or not s/he wishes to be considered for the award of the MPhil degree. If the student indicates that s/he wishes to be so considered, the examiners will report to the College Board of Examiners that the candidate has satisfied them in the examination for the MPhil degree. If the student does not indicate within two months that s/he wishes to be so considered, s/he will be informed that s/he has failed to satisfy the examiners for the PhD degree and that s/he may no longer be considered for the award of the MPhil degree.
- (b) If the thesis otherwise fulfils the criteria for the MPhil degree set out in Section 13 of these regulations, but requires minor amendments, and the student satisfies the examiners in all other parts of the examination, the student will be informed that s/he has been unsuccessful at the examination for the PhD degree, but that with minor amendments to the thesis s/he would satisfy the criteria for the award of the MPhil degree. The student will be given two months to indicate whether or not s/he wishes to be considered for the award of the MPhil degree. If the student indicates that s/he wishes to be so considered, s/he must then within three months submit the amended thesis to the examiners, or to one of their number nominated by them, for confirmation that the amendments are satisfactory. If the amendments are satisfactory, the examiners will report to the College Board of Examiners that the candidate has satisfied them in the examination for the MPhil degree. If the amendments are not satisfactory, the examiners will either give the student a further three months in which to make the amendments, or determine that the student has not satisfied them in the examination under the provisions of paragraph 7. If the student does not indicate within two months that s/he wishes to be so considered, s/he will be informed that s/he has failed to satisfy the examiners for the PhD degree and that s/he may no longer be considered for the award of the MPhil degree.
- (c) If the thesis, though inadequate, shall seem of sufficient merit to justify such action, the examiners may determine that the student be permitted to enter the examination for the MPhil degree and re-present his/her thesis in a revised form within twelve months. The examiners may at their discretion exempt from a further oral examination a student who under this regulation has been permitted to re-present the thesis in a revised form.
- (9) The examiners may determine and report to the College Board of Examiners that the student has not satisfied them in the examination. The examiners shall not, however, save

in very exceptional circumstances, make such a decision without submitting the student to an oral examination. A student who fails to satisfy the examiners will not be permitted to re-enter for the examination.

- (10) If the examiners are unable to reach agreement, their reports shall be referred to the College Board of Examiners' Executive Committee, which shall determine the action to be taken. This will normally involve the appointment of an independent third or fourth examiner who will be external to the College as well as the institutions in which the original examiners are members of staff.
- (11) In all cases where the outcome requires re-submission of the thesis and/or a further form of examination students must submit the thesis by the deadline and/or undertake the examination on the date(s) set. Failure to do so will normally result in the student failing the degree, unless there are severe extenuating circumstances which are deemed acceptable by the College Board of Examiners' Executive Committee.

18. Outcome of the MPhil examination

- (1) If the thesis fulfils the criteria for the MPhil degree set out in Section 13 of these regulations and the student satisfies the examiners in all other parts of the examination, the examiners will report to the College Board of Examiners that the candidate has satisfied them in the examination for the MPhil degree.
- (2) If the thesis otherwise fulfils the criteria for the MPhil degree set out in Section 13 of these regulations, but requires minor amendments, and the student satisfies the examiners in all other parts of the examination, the examiners may require the student to make amendments to the thesis specified by them within three months. The amended thesis shall be submitted to the examiners, or to one of their number nominated by them, for confirmation that the amendments are satisfactory. If the amendments are satisfactory, the examiners will report to the College Board of Examiners that the candidate has satisfied them in the examination for the MPhil degree. If the amendments are not satisfactory, the examiners will either give the student a further three months in which to make the amendments, or determine that the student has not satisfied them in the examination under the provisions of Section 18 (8).
- (3) Where the examiners have required the student to submit a finished thesis as the original one was not examined by reason of being incomplete, the completed thesis shall be submitted to the examiners within three months of the original decision. In such a case the candidate must undergo an oral examination. If the amended thesis is satisfactory, the examiners will report to the College Board of Examiners that the candidate has satisfied them unconditionally in the examination for the MPhil degree. If the amended thesis is not satisfactory, the examiners will either (i) require the student to make minor amendments to the thesis specified by them within three months or (ii) require the student to make moderate amendments to the thesis specified by them within a period of up to nine months or (iii) determine that the student has not satisfied them in the examination under the provisions of Section 18 (8).
- (4) If the thesis otherwise fulfils the criteria for the MPhil degree set out in Section 13 of these regulations, but requires amendments to address errors of substance or omission, and the student satisfies the examiners in all other parts of the examination, the examiners may require the student to make amendments to the thesis specified by them within a period of

up to nine months. The amended thesis shall be submitted to the examiners, or to one of their number nominated by them, for confirmation that the amendments are satisfactory, without the requirement to conduct a further viva. If the amendments are satisfactory, the examiners will report to the College Board of Examiners that the candidate has satisfied them in the examination for the MPhil degree. If the amendments are not satisfactory, the examiners will either give the student a further three months in which to make the amendments, or determine that the student has not satisfied them in the examination under the provisions of Section 18 (8).

- (5) If the thesis, though inadequate, shall seem of sufficient merit to justify such action, the examiners may determine that the student be permitted to re-present his/her thesis in a revised form within twelve months. The examiners shall not make such a decision without first submitting the candidate to an oral examination. The examiners may at their discretion exempt from a further oral examination a student who under this regulation has been permitted to re-present the thesis in a revised form.
- (6) If the thesis satisfies the criteria for the MPhil degree set out in Section 13 of these regulations, but the student fails to satisfy the examiners at the practical or written examination prescribed under Section 16(1), the examiners may determine that the student be exempted on re-entry from presentation of the thesis and be permitted to submit to a further practical or written examination within a period specified by them and not exceeding twelve months. The examiners may at their discretion exempt the student from taking a further oral examination.
- (7) If the thesis satisfies the criteria for the MPhil degree set out in Section 13 of these regulations, but the student fails to satisfy the examiners at the oral examination, the examiners may determine that the student be permitted to re-present the same thesis, and submit to a further oral examination within a period specified by them and not exceeding twelve months.
- (8) The examiners may determine and report to the College Board of Examiners that the student has not satisfied them in the examination. The examiners shall not, however, save in very exceptional circumstances, make such a decision without submitting the student to an oral examination. A student who fails to satisfy the examiners will not be permitted to re-enter for the examination.
- (9) If the examiners are unable to reach agreement, their reports shall be referred to the College Board of Examiners' Executive Committee which shall determine the action to be taken.
- (10) In all cases where the outcome requires re-submission of the thesis and/or a further form of examination students must submit the thesis by the deadline and/or undertake the examination on the date(s) set. Failure to do so will normally result in the student failing the degree, unless there are severe extenuating circumstances which are deemed acceptable by the College Board of Examiners' Executive Committee.

19. Notification of results

- (1) Final results will be issued to students by the Academic Registrar after they have been considered and approved by the College Board of Examiners.

- (2) The degree of MPhil or PhD shall not be awarded until one electronic copy of the final, post-viva, corrected version of the thesis has been submitted to the institutional repository and lodged with Student Administration, Registry (see Section 15(2) of these regulations).
- (3) A diploma under the seal of the University of London shall be subsequently delivered to each candidate who has been awarded a degree. The diploma for the degree will bear the names of the student in the form in which they appear in the records of the College at the date of issue. Formal notification or confirmation of results will not be given to students deemed to have tuition or tuition-related debt to the College or the University.

20. Availability of MPhil and PhD theses

- (1) Unless subject to Section 20 (2), (3) and (4) of these regulations, electronic copies of successful theses shall be placed, after award, in the Institutional Repository (electronic version) to be available for public reference, inter-library loans and copying.
- (2) Restriction of access to the electronic version of the thesis for a minimum period of two years can be specified by the student without any formal justification or approval. Students wishing to impose access restrictions for any period longer than two years must follow the formal process specified in Section 20 (4) of these regulations.
- (3) Where documentary evidence of commercial funding and/or commercial sensitivity is provided, restriction of access to the print and/or electronic version of the thesis for a period longer than two, with a maximum of five, years can be specified by the student at the point of submission. This request must be approved by the supervisor(s). Students or supervisors requesting access restrictions for any period longer than five years must follow the formal process specified in Section 20(4) of these regulations.
- (4) Formal requests for restriction of access beyond the period outlined in Section 20 (3) must be submitted in writing by the student or supervisor(s) to Student Administration, Registry. This can be submitted at the time of the student's entry for the examination, or, within eighteen months following the successful viva and must be supported in writing by the student's supervisor(s), or Head of Department if the supervisor has left the College. The request will be considered by the Dean of Faculty.
- (5) The student shall be notified in writing of the decision of the Dean of Faculty, the reasons for the decision and, if appropriate, the right to appeal against the decision by writing to the Vice-Principal (Research and Enterprise) within two weeks of notification.

APPEALS FOR MASTERS BY RESEARCH, DPS, DCLINPSY, MPHIL AND PHD CANDIDATES

21. Appeals against the outcomes of formal reviews, other required assessments, refusal to examine an incomplete thesis and the final examination

- (1) The College's appeals process against the outcome of a formal review for upgrading to the degree of PhD, a refusal to examine the thesis on the grounds that it was incomplete or unfinished, or the outcome of the final examination includes two stages as outlined below:
 - (a) a formal stage;

- (b) a review stage.
- (2) A student may appeal only on one or more of the following grounds:
- (a) that the student's performance in the assessment was substantially affected by circumstances of which the examiners had not been made aware and which the student could not with reasonable diligence have disclosed before the outcome had been determined;
 - (b) that there were procedural irregularities in the conduct of the assessment, or administrative errors, which might cause reasonable doubt as to whether the outcome would have been the same if the irregularities or errors had not occurred;
 - (c) that there is evidence of bias on the part of one or more of the examiners such that the outcome should not be allowed to stand.
- (3) Appeals must be submitted in writing by the student to the Academic Registrar within 15 working days of the date on which the student was formally notified of the outcome of the Boards of Examiners. The student's submission must include:
- (a) a statement of all the matters which the student wishes to be investigated and taken into account, which specifies how these matters relate to the grounds for appeal in paragraph (2) above and lead the student to believe that the outcome of the assessment was unfair;
 - (b) a statement of the student's desired outcome from the appeal;
 - (c) copies of all documentary evidence on which the student wishes to rely in the appeal, and where relevant an explanation for why the student was previously unable to submit any of the evidence or information for consideration by the examiners;
 - (d) in the case of appeals made in reference to paragraph (2)(c) above, a signed record by the student of all comments or remarks made by the examiners which, in the student's view, indicate bias.
- (4) The Academic Registrar or his/her nominee may dismiss any appeal which in his/her opinion does not fall within the remit of these regulations, fails to present reasonable grounds or fails to provide sufficient evidence in support of the student's claims. Where there are inadequate grounds for an appeal or insufficient evidence, the Academic Registrar or his/her nominee may give the student one opportunity to address the deficiencies before deciding to dismiss the appeal. Where the appeal does not fall within the remit of these regulations the Academic Registrar or his/her nominee may recommend an alternative route for consideration of the student's concerns. If an appeal is considered by the Academic Registrar or his/her nominee to be frivolous or malicious, the student may be liable for disciplinary action under the Student Disciplinary Regulations.
- (5) Appeals which are not dismissed under the provisions of paragraph (4) above will be investigated by a senior member of the Academic Quality and Policy team. Normally the investigation will be conducted through written correspondence and may include requests

to any individual or party for representations, additional information or an expert opinion. The senior member of the Academic Quality and Policy team may also decide to meet with one or more individuals as part of the investigation, in which case a written record will be kept of any matters arising during the meeting which are relevant to the investigation and would be likely to influence the outcome. Where the senior member of the Academic Quality and Policy team decides to meet with the student, the student may be accompanied by another student or member of staff of the College, otherwise all such meetings shall be held in private.

- (6) A student who wishes to abandon or withdraw an appeal at any stage must inform the Academic Registrar immediately in writing. The senior member of the Academic Quality and Policy team will then determine how to proceed, taking account of the available evidence and the matters raised by the student in the appeal.
- (7) Following his/her investigation, the senior member of the Academic Quality and Policy team will decide on one of the following outcomes of the formal stage.
 - (a) reject the appeal, in which case the original outcome of the Boards of Examiners shall stand.
 - (b) ask the original examiners to reconsider their decision, the outcome of which shall be final.
 - (c) set the original assessment aside and arrange for another assessment to be conducted, the outcome of which shall be final. The senior member of the Academic Quality and Policy team in consultation with the Academic Registrar may make stipulations about the conduct of the assessment.
- (8) In addition to the provisions of paragraph (7) above, the senior member of the Academic Quality and Policy team and/ or the Academic Registrar may make any recommendations which s/he deems to be appropriate in the light of his/her investigation.
- (9) The Academic Registrar or senior member of the Academic Quality and Policy team will inform the student in writing of his/ her decision and the reasons for it, the student's right to take the academic appeal to the review stage, the procedures and time limit for doing so and where and how to access support in this regard.
- (10) If a student chooses not to take the appeal to the review stage, or fails to do so within the given time limit of 10 working days s/he can request that the College issue a Completion of Procedures letter.
- (11) On receipt of the written outcome of the formal stage of the appeals investigation as outlined in paragraph (10) above, a student may request a review of their appeal but only on one or more of the following grounds:
 - (a) fresh evidence can be presented which could not with reasonable diligence have been submitted with the initial appeal and which might cause reasonable doubt as to the fairness of that decision;
 - (b) there is evidence of a failure to follow the procedures set out in these regulations which might cause reasonable doubt as to the fairness of the decision;

- (c) the decision was perverse given the evidence which was available at the time.

An appeal must have been considered at the formal stage as outlined in paragraphs (2) – (10) above before a student can request a review as outlined in paragraph (11) above.

- (12) Requests for a review must be submitted in writing by the student to the Academic Registrar within 10 working days of the date on which the student was formally notified of the initial outcome of their appeal.

- (13) The student's submission requesting a review must include:

- (a) a statement of all the matters which the student wishes to be investigated and taken into account, which specifies how these matters relate to the grounds for review in paragraph (11) above and lead the student to believe that the outcome of the initial investigation was not reasonable in all the circumstances;
- (b) a statement of the student's desired outcome from the review;
- (c) copies of all documentary evidence on which the student wishes to rely in the review, and an explanation for why the student was previously unable to submit any of the evidence or information for consideration at the initial stage of the appeal investigation.

- (14) The Academic Registrar or his/her nominee may dismiss any request for review which in his/her opinion does not fall within the remit of these regulations, fails to present reasonable grounds or fails to provide sufficient evidence in support of the student's claims.

- (15) The review request will be considered by the Academic Registrar or his/ her nominee who has not been involved in the investigation at the formal stage of the appeals process. The designated member of staff will determine one of the following courses of action:

- (a) dismiss the request for a review;
- (b) refer the matter back to the formal stage for reconsideration;
- (c) refer the case to a Review Panel for consideration.

Exceptionally the Academic Registrar or his/ her nominee may decide to refer an appeal to a Review Panel for further consideration without the student having requested this prior to the issuing of a Completion of Procedures letter as outlined in paragraph (13).

- (16) The Review Panel will comprise a Vice-Principal or nominee as Chair, two members of academic staff, normally the Associate Dean (Education) and a Chair of a Sub-board both from the Faculty in which the student is studying and the Head of the Academic Quality and Policy Office or his/ her nominee. A senior member of the Academic Quality and Policy Office will act as Secretary to the Panel. The senior member of the Academic Quality and Policy team shall be responsible for setting the date and place of the review, for notifying members of the Review Panel and the student of the arrangements, and for sending copies of all relevant documentation to members of the Panel and the student in advance. The student may be accompanied by another student or member of staff of the College,

otherwise all such meetings shall be held in private. Where a student is unable or unwilling to attend, s/he may submit a written statement for consideration.

(17) The Review Panel will decide on one of the following outcomes.

- (a) reject the request for review, in which case the initial findings of the investigation by the Academic Quality and Policy team shall stand;
- (b) ask the original examiners to reconsider their decision, the outcome of which shall be final;
- (c) set the original assessment aside and arrange for another assessment to be conducted, the outcome of which shall be final. The Review Panel may make stipulations about the conduct of the assessment.

(18) A student who wishes to abandon or withdraw a request for review at any stage must inform the Academic Registrar immediately in writing. The senior member of the Academic Quality and Policy team will then determine how to proceed, taking account of the available evidence and the matters raised by the student in the appeal.

(19) The Academic Registrar or senior member of the Academic Quality and Policy team will inform the student in writing of the decision of the Review Panel and the reasons for it, clarify that the internal appeals procedures of the College have been completed and his/her right to request that the College's decision be reviewed by the Office of the Independent Adjudicator for Higher Education.

(20) In addition to the provisions of paragraph (17) above, the Review Panel may make any recommendations which they deem to be appropriate in the light of their review of the case.

22. Appeals against termination of registration

(1) A student may appeal against a decision to terminate his/her registration on one or both of the following grounds:

- (a) that there is evidence of a failure to follow the procedures set out in Section 10 of these regulations which might cause reasonable doubt as to the fairness of the decision to terminate the student's registration;
- (b) that fresh evidence can be presented which the student could not with reasonable diligence have disclosed before the decision to terminate his/her registration was made and which might cause reasonable doubt as to the fairness of that decision.

(2) Appeals must be submitted in writing by the student to the Academic Registrar within 15 working days of the date on which the student was formally notified of the decision to terminate his/her registration. The student's submission must include:

- (a) a statement of all the matters which the student wishes to be investigated and taken into account, which specifies how these matters relate to the grounds for appeal in Section 22(1) of these regulations and lead the student to believe that the decision to terminate his/her registration was unfair;

- (b) a statement of the student's desired outcome from the appeal;
 - (c) copies of all documentary evidence on which the student wishes to rely in the appeal, and where relevant an explanation for why the student was previously unable to disclose any of the evidence or information.
- (3) The case will be considered by a Vice-Principal. The Vice-Principal may dismiss any appeal which in his/her opinion does not fall within the remit or these regulations, fails to present reasonable grounds or fails to provide sufficient evidence in support of the student's claims. Where there are inadequate grounds for an appeal or insufficient evidence, the student may be given one opportunity to address the deficiencies before a decision is taken to dismiss the appeal. Where the appeal does not fall within the remit of these regulations the Vice-Principal may recommend an alternative route for consideration of the student's concerns.
- (4) Appeals which are not dismissed under the provisions of Section 22(3) of these regulations will be investigated in the first instance by a senior member of the Academic Quality and Policy Office. The investigation will be conducted through written correspondence and may include requests to any individual or party for representations, additional information or an expert opinion.
- (5) The findings from the investigation by the senior member of the Academic Quality & Policy Office will be presented in writing to a Vice-Principal, who will determine one of the following courses of action:
- (a) in the event that the appeal is upheld, to reinstate the student's registration in full subject to any conditions which s/he may wish to impose and with a revised deadline for final submission to account for the time taken for the appeal process;
 - (b) to confirm the decision to terminate the student's registration;
 - (c) to convene an Appeals Committee under the provisions of Section 22 (6) to investigate the matter further through a formal hearing. Normally, this is only in cases where major procedural irregularities have been identified.
- (6) The Appeals Committee will comprise the Vice-Principal as Chair, the Dean from a faculty in which the student has studied, and two other members of academic staff from the faculty/faculties in which the student has studied, but not from the student's department(s) or school(s). The senior member of the Academic Quality and Policy Office shall be responsible for setting the date and place of the hearing, for notifying members of the Committee and the student of the arrangements, and for sending copies of all relevant documentation to members of the Committee and the student in advance. The Appeals Committee may invite one or more representatives from the student's department or school to attend all or part of the hearing for the purpose of answering questions. The student may be accompanied by another student or member of staff of the College to assist in presenting his/her case, otherwise the hearing will be conducted in private.
- (7) A student who wishes to abandon or withdraw an appeal at any stage must inform the Academic Registrar immediately in writing. The Vice-Principal will determine how to proceed, taking account of the available evidence and the matters raised by the student in the appeal.

- (8) The Academic Registrar or his/her nominee will inform the student in writing of the Vice-Principal's decision and the reasons for it, as well as the student's right to request that the decision be reviewed by the Office of the Independent Adjudicator for Higher Education.

Appendix 1: Regulations governing Masters by Research programmes

These should be read in conjunction with the regulations governing Research Degrees. The following regulations govern the elements of the award of degree of Master of Arts by Research, and Master of Science by Research which differ to the Research Degree Regulations. In respect to all other matters, the Research Degree Regulations apply unless otherwise specified.

1. Admission to programme
2. Period of study
3. Structure of programmes
4. Taught component
5. Dissertation

1. Admission to Programme

- (1) Students will normally be required to have a second class undergraduate honours degree to qualify for the programme.

2. Period of Study

- (1) Programmes may be offered as a period of one year full-time study or two years of part-time study.

3. Structure of programmes

- (1) The award of MA or MSc will comprise a dissertation leading to the assessment of at least 1,800 notional learning hours at FHEQ level 7.

4. Taught Component

- (1) Some programmes may include a taught component which must be passed. Students taking these programmes are required to satisfactorily pass the taught component in order to qualify for the award. Students who fail the taught component will not normally be offered the opportunity to resit this component and will therefore fail the programme.

5. Dissertation

- (1) The dissertation will be a maximum of 40,000 words.
- (2) The dissertation shall:
 - (a) synthesise knowledge from the subject or discipline and apply it to a suitable research problem, hypotheses or research questions;
 - (b) provide a critical discussion of relevant major theories, debates and concepts;
 - (c) demonstrate the capacity to design and carry out an independent research project using appropriate research methods and utilizing suitable skills and techniques;
 - (d) undertake a clear analysis of the results of the project, and show informed and critical use of theories and concepts to interrogate these results;

- (e) provide a reasoned and coherent account of the main findings and their significance;
 - (f) display good presentation and referencing skills.
- (3) The dissertation element of the degree will be examined by both an internal examiner, who may have acted as the dissertation supervisor for the student, and an external examiner.
- (4) An oral examination may be conducted at the discretion of the examiners. The oral examination will normally be held within three months of the date of submission of the dissertation. The oral examination will be subject to the examination requirements set out in Section 16 (1) to (10) of the Research Degree Regulations.

5. Outcome of the Masters by Research examination

- (1) If the dissertation fulfils the criteria for the Masters by Research degree as set out in paragraph 5 (1-2) in Appendix 1 of these regulations and the student has passed the taught component of the programme (if applicable), the examiners will report to the College Board of Examiners that the candidate has satisfied them in the examination for the Master's by Research degree.
- (2) If the dissertation otherwise fulfils the criteria for the Masters by Research degree as set out in paragraph 5 (1-2) in Appendix 1 of these regulations, but requires minor amendments, and the student has passed the taught component of the programme (if applicable), the examiners may require the student to make amendments to the dissertation specified by them within six weeks. The amended dissertation shall be submitted to the examiners, or to one of their number nominated by them, for confirmation that the amendments are satisfactory. If the amendments are made by the deadline and are satisfactory, the examiners will report to the College Board of Examiners that the candidate has satisfied them in the examination for the Master of Arts or Master of Science by Research degree. If the candidate fails to meet these requirements the examiners will normally recommend offering the candidate the option to return the following academic year to resubmit the dissertation for a second and final time.
- (3) If the dissertation, though inadequate, shall seem of sufficient merit to justify such action, the examiners may determine that the student be permitted to re-present his/her dissertation in a revised form for a second and final time within six months. This option is not available to examiners re-examining a dissertation. The examiners shall not make such a decision without first submitting the candidate to an oral examination.
- (4) Students who fail to submit or resubmit the dissertation by the required deadline will normally have their registration with the College terminated. The College Board of Examiners will not follow the formal warning procedure.

Appendix 2: Regulations governing the Doctor of Clinical Psychology (DClinPsy)

These should be read in conjunction with the regulations governing Research Degrees and the programme specification. The following regulations govern the elements of the award of Doctor of Clinical Psychology which differ from the Research Degree Regulations. In respect to all other matters, the Research Degree Regulations apply unless otherwise specified.

1. Period of study
2. Structure of programme
3. Requirements of DClinPsy thesis
4. Conduct of the DClinPsy thesis examination

1. Period of Study

- (1) The period of study for programmes leading to the award of the DClinPsy will be three calendar years of full-time study.

2. Structure of programme

- (1) The programme leading to the award of the DClinPsy will include elements of a practical, vocational and professional nature as well as formally taught elements, all with required assessments outlined in the Programme Specification, and will include a substantial research element at FHEQ level 8 which is of a nature appropriate to the discipline and is presented in the form of a thesis.

3. Requirements of the DClinPsy thesis

- (1) The thesis shall:
 - (a) consist of the candidate's own account of his/her investigations, indicating in what respects they advance the study of the subject;
 - (b) form a distinct contribution to the knowledge of the subject and afford evidence of originality shown by the discovery of new facts and/or the exercise of independent critical power;
 - (c) be appropriate to the subject concerned, having regard to the other formally assessed elements for the degree;
 - (d) be a minimum of 25,000 words in length. The word count include references, footnotes and endnotes, but exclude the bibliography and any appendices, which should only include material which the examiners are not required to read in order adequately to examine the thesis, but to which they may refer if they wish;
 - (e) be written in English to a satisfactory standard of literary presentation;
 - (f) be presented in typescript or print and bound in accordance with instructions issued by the Academic Registrar.

- (2) A candidate may not submit a thesis which has already been submitted for a degree or comparable award of the College or another institution. Work which has already been submitted in this way may, however, be incorporated in a thesis covering a wider field, provided this is indicated on the examination entry form and in the thesis itself.
- (3) A candidate may submit the results of work done in conjunction with the supervisor or with other researchers, provided the personal share in the investigation is clearly stated and certified by the supervisor.
- (4) Published work may be included only if it forms an integral part of the thesis and makes a relevant contribution to the main theme of the thesis. A series of publications alone is not acceptable as a thesis. The personal share in publications in joint names must be clearly stated and certified by the supervisor.
- (5) A candidate may submit as supplementary material in support of his/her candidature any published contribution to the advancement of the subject. Such material should normally be bound in at the end of the thesis in its published form, with appropriate references made in the body of the thesis. The personal share in publications in joint names must be clearly stated and certified by the supervisor.
- (6) A thesis will normally be placed in the public domain immediately after the award of the degree. Exceptions to this requirement will normally be made only on the grounds of commercial exploitation or patenting or in very exceptional circumstances and will be granted for a maximum period of two years.
- (7) Students with disabilities or other impairments may ask for reasonable adjustments to be made to the conduct of the final examination under the provisions of the [Regulations on Access Arrangements for Assessment](#). Such requests should be submitted to the Programme Office at the time of the student's formal entry or re-entry to the final examination where possible and not later than two weeks before the date of the oral examination.

4. Conduct of the DClInPsy thesis examination

- (1) A candidate must satisfy the examiners in all other programme requirements to date before submitting the thesis for examination.
- (2) Examiners for the thesis will be appointed by the College Board of Examiners' Executive Committee, which will ensure that:
 - (a) the examiners are expert in the field of the thesis and able to make an independent assessment of the student;
 - (b) at least one of the examiners is external to the University of London;
 - (c) One examiner will normally be a member of staff, or a visiting lecturer, or a visiting professor, at Royal Holloway or another college or institute of the University of London when the nomination is made, or will have held such a position within the last three years. If no suitable individual is available from the College or elsewhere in the University, a second examiner who is external to the University may be appointed.

- (d) a candidate is not examined by his/her own supervisor, except in the most exceptional circumstances, in which case three examiners in total must be appointed.
- (3) After reading the thesis the examiners will:
- (a) prepare independent written reports on the thesis prior to the oral examination;
 - (b) examine the candidate orally with only themselves and the candidate;
 - (c) make an audio recording of the oral examination. The recording will be kept by the student's academic department for two months, after which time it will normally be destroyed. The recording will only be listened to in the event of an academic appeal or complaint, and only by those involved with investigating the appeal or complaint.
- (4) The examiners may examine the candidate in addition by written and/or practical assessments on subjects relevant to the thesis.
- (5) There are six options open to the examiners in determining the result of the final examination as follows:
- (a) If the thesis is adequate and the candidate satisfies the examiners in all other parts of the examination, the examiners will report that the candidate has satisfied them in the examination for the degree.
 - (b) If the thesis is otherwise adequate but requires typographical or other minor amendments and if the candidate satisfies the examiners in all other parts of the examination, the examiners may require the candidate to make amendments specified by them within one month.
 - (c) If the thesis is otherwise adequate but requires minor amendments and if the candidate satisfies the examiners in all other parts of the examination, the examiners may require the candidate to make amendments specified by them within three months.
 - (d) If the thesis, though inadequate, shall seem of sufficient merit to justify such action, the examiners may determine that the candidate be permitted to re-present the thesis in a revised form within twelve months. Examiners shall not, however, make such a decision without submitting the candidate to an oral examination. The examiners may at their discretion exempt from a further oral examination, on the re-presentation of the thesis, a candidate who under this regulation has been permitted to re-present it in a revised form.
 - (e) If the thesis is adequate, but the candidate fails to satisfy the examiners at the oral examination, the examiners may determine that the candidate be permitted to re-present the same thesis, and submit to a further oral examination within a period specified by them and not exceeding 18 months.

- (f) The examiners may determine that the candidate has not satisfied them in the examination and that the degree should not be awarded. The examiners shall not, however, save in very exceptional circumstances, make such a decision without submitting the candidate to an oral examination.
- (6) If the examiners are unable to reach agreement, their reports shall be referred to the College Board of Examiners' Executive Committee which shall determine the action to be taken.
- (7) The examiners for the thesis shall provide a detailed and reasoned statement of their judgement of the candidate's performance and for the decision they have reached, and this report shall be made available to the candidate for her/his personal information.
- (8) The degree shall not be awarded until one print copy of the successful thesis, bound in the appropriate format, has been lodged with the Programme and one electronic copy of the final, post-viva, corrected version of the thesis has been submitted to the institutional repository.

Appendix 3: Regulations governing the Doctorate in Professional Studies (Health and Social Care Practice) (DPS)

These should be read in conjunction with the regulations governing Research Degrees. The following regulations govern the elements of the award of the Doctorate in Professional Studies (Health and Social Care Practice) (DPS) which differ from the Research Degree Regulations. In respect to all other matters, the Research Degree Regulations apply unless otherwise specified. Further details are set out in the Programme Specification.

1. Period of study
2. Structure of programme
3. Requirements of DPS (Health and Social Care Practice) thesis
4. Conduct of the DPS thesis examination

1. Period of study

- (1) The period of study is a minimum of three years full-time, or the equivalent part-time.

2. Structure of programme

- (1) Programmes leading to the award of DPS will include elements of a practical, vocational and professional nature as well as formally-taught elements, and will include a substantial research element at FHEQ Level 8 which is of a nature appropriate to the discipline and is presented in the form of a thesis.

3. Requirements of the DPS (Health and Social Care Practice) thesis

- (1) The thesis shall:
 - (a) consist of the candidate's own account of his/her investigations, indicating in what respects they advance the study of the subject;
 - (b) form a distinct contribution to the knowledge of the subject and afford evidence of originality shown by the discovery of new facts and/or the exercise of independent critical power;
 - (c) be appropriate to the subject concerned, having regard to the other formally assessed elements for the degree;
 - (d) not exceed 50,000 words in length, excluding appendices and bibliography;
 - (e) be written in English to a satisfactory standard of literary presentation;
 - (f) be presented in typescript, or electronically, or print and bound in accordance with instructions issued by the Academic Registrar.
- (2) A candidate may not submit a thesis which has already been submitted for a degree or comparable award of the College or another institution. Work which has already been submitted in this way may, however, be incorporated in a thesis covering a wider field, provided this is indicated on the examination entry form and in the thesis itself.

- (3) A candidate may submit the results of work done in conjunction with the supervisor or with other researchers, provided the personal share in the investigation is clearly stated and certified by the supervisor.
- (4) Published work may be included only if it forms an integral part of the thesis and makes a relevant contribution to the main theme of the thesis. A series of publications alone is not acceptable as a thesis. The personal share in publications in joint names must be clearly stated and certified by the supervisor.
- (5) A candidate may submit as supplementary material in support of his/her candidature any published contribution to the advancement of the subject. Such material should normally be bound in at the end of the thesis in its published form, with appropriate references made in the body of the thesis. The personal share in publications in joint names must be clearly stated and certified by the supervisor.
- (6) A thesis will normally be placed in the public domain immediately after the award of the degree. Exceptions to this requirement will normally be made only on the grounds of commercial exploitation or patenting or in other very exceptional circumstances and will usually only be granted for a maximum period of two years.

4. Conduct of the DPS (Health and Social Care Practice) thesis examination

- (1) A candidate must satisfy the examiners in all other elements of the assessment for the programme before submitting the thesis for examination.
- (2) Examiners for the thesis will be appointed by the College Board of Examiners' Executive Committee, which will ensure that:
 - (a) the examiners are expert in the field of the thesis and able to make an independent assessment of the student;
 - (b) at least one of the examiners is external to the University of London;
 - (c) one examiner will normally be a member of staff, or a visiting lecturer, or a visiting professor, at Royal Holloway or another college or institute of the University of London when the nomination is made, or will have held such a position within the last three years. If no suitable individual is available from the College or elsewhere in the University, a second examiner who is external to the University may be appointed. Where an examiner is appointed from the staff at Royal Holloway, the individual must be genuinely independent of the student's programme of study;
 - (d) a candidate is not examined by his/her own supervisor, except in the most exceptional circumstances, in which case three examiners in total must be appointed.
- (3) After reading the thesis the examiners will:
 - (a) prepare independent written reports on the thesis prior to the oral examination;
 - (b) examine the candidate orally with only themselves, the candidate and, subject to the candidate's agreement, the supervisor present;

- (c) make an audio recording of the oral examination. The recording will be kept by the student's academic department for two months, after which time it will normally be destroyed. The recording will only be listened to in the event of an academic appeal or complaint, and only by those involved with investigating the appeal or complaint.
- (4) There are five options open to the examiners in determining the result of the final examination as follows:
- (a) If the thesis is adequate and the candidate satisfies the examiners in all other parts of the examination, the examiners will report that the candidate has satisfied them in the examination for the degree.
 - (b) If the thesis is otherwise adequate but requires minor amendments and if the candidate satisfies the examiners in all other parts of the examination, the examiners may require the candidate to make amendments specified by them within three months.
 - (c) If the thesis, though inadequate, shall seem of sufficient merit to justify such action, the examiners may determine that the candidate be permitted to re-present the thesis in a revised form within 18 months. Examiners shall not, however, make such a decision without submitting the candidate to an oral examination. The examiners may at their discretion exempt from a further oral examination, on the re-presentation of the thesis, a candidate who under this regulation has been permitted to re-present it in a revised form.
 - (d) If the thesis is adequate, but the candidate fails to satisfy the examiners at the oral examination, the examiners may determine that the candidate be permitted to re-present the same thesis, and submit to a further oral examination within a period specified by them and not exceeding 18 months.
 - (e) The examiners may determine that the candidate has not satisfied them in the examination and that the degree should not be awarded. The examiners shall not, however, save in very exceptional circumstances, make such a decision without submitting the candidate to an oral examination.
- (5) In the event that unanimity is not achieved on the result of the thesis by the examiners, a third examiner, appointed according to the procedure given in paragraph 10 above shall be asked to advise. Each examiner will write a report on the examination and submit these to the Chair of the Academic Board, who will conduct an inquiry, taking advice as s/he shall determine, before reaching a decision in the matter.
- (6) The examiners for the thesis shall provide a detailed and reasoned statement of their judgement of the candidate's performance and for the decision they have reached, and this report shall be made available to the candidate for her/his personal information.

Appendix 4: Regulations governing the Doctor in Philosophy by Prior Publication

1. Award
2. Eligibility
3. Admission
4. Registration
5. Supervision
6. Requirements of the PhD by Prior Publication Submission
7. Examination Entry
8. Appointment of Examiners
9. Submission of PhD by Prior Publication
10. Outcome of the PhD Examination
11. Appeals against the outcome of the Examination

1. Award

- (1) The PhD by Prior Publication programme leads to an award of Royal Holloway and Bedford New College.

2. Eligibility

- (1) In order to be eligible for admission the candidate must be an established member of the academic staff, senior teaching fellow, or teaching fellow, who has been in post for at least two years.

3. Admission

- (1) A member of staff wishing to apply for the award must first seek approval from the Director of Graduate Studies in the relevant department or school who will establish if there is the appropriate expertise within the department or school's academic body to supervise the candidate and seek the agreement of the relevant supervisor.
- (2) If appropriate expertise is available in the department or school, the candidate should complete the online application form, available on the [Student Administration website](#), and submit a 1000-1,500 words statement, or equivalent in the case of some performing and creative arts disciplines, accompanied by the relevant evidence (normally a list of the publications the candidate intends to submit) to Student Administration, Registry, and pay the fee for application assessment. Once the fee has been paid, the application will be forwarded to the relevant Director of Graduate Studies in order to be assessed for acceptance on to the programme. In order for admission to be granted, the submission must provide prima facie evidence that:
 - (a) there is a coherent body of work;
 - (b) there is evidence of a significant contribution made to the field;
 - (c) the extent of the work is equivalent to that expected of a standard Doctor of Philosophy.

- (3) The assessment for admission to the programme will be carried out by the member(s) of staff who will be the supervisor(s) for the candidate. The recommendation for admission to the programme will be subject to approval of the relevant Director of Graduate Studies. External expertise may be sought, if considered necessary, to provide advice to the supervisor and Director of Graduate Studies on whether the submission contains the prima facie evidence required in paragraph 4 (a-c) above.
- (4) If the application is rejected, a candidate may not put forward a new application until a period of 24 months has elapsed since the original application.

4. Registration

- (1) If admission is granted, a supervisor will be appointed and the candidate will be registered for the programme.
- (2) The submission must normally be made within twelve months of registration.
- (3) The candidate must pay the appropriate fee to the College.

5. Supervision

- (1) The role of the supervisor is:
 - (a) to provide guidance on the coherence and quality of the candidate's published work to be submitted for examination;
 - (b) to advise on the preparation of the supporting critical appraisal;
 - (c) to provide guidance on the preparation for the oral examination.
- (2) The supervisor will normally arrange up to six supervisory meetings per year.

6. Requirements of the PhD by Prior Publication Submission

- (1) The candidate must submit:
 - (a) a portfolio of peer-verified outputs which are in the public domain and/or published research, subject to paragraph 14 below, which must constitute a substantial and coherent body of work that is comparable to the extent of work required of a standard Doctor of Philosophy programme;
 - (b) a critical appraisal of 15,000 – 30,000 words in length which must:
 - (i) explain how the outputs form a coherent body of work;
 - (ii) demonstrate methodological and conceptual rigour;
 - (iii) articulate the contribution to the field;
 - (iv) for co-authored work, identify the individual contribution made by the candidate.

- (2) For performing and creative arts submissions the criteria included in Section 13 (2) to (8) of the above Research Degree Regulations should be followed in relation to the nature of the submission apart from the requirements for submission which are set out in paragraph 12 above of these regulations. Further guidance will be provided by the supervisory team.
- (3) If the outputs are not immediately demonstrable as publishable, as in the case of some performing and creative arts disciplines, additional external peer scrutiny may be required.
- (4) The total submission, including the critical appraisal, should not normally exceed 130,000 words or the equivalent.
- (5) No work submitted for the award of a degree at the College or any other degree-awarding body should be included in the submission.

7. Examination Entry

- (1) Each candidate must submit to Student Administration, Registry, his/her formal entry to the final examination at least two months before submitting the critical appraisal and portfolio, in accordance with the [guidance issued by Student Administration, Registry](#).
- (2) If the candidate does not submit the critical appraisal and portfolio within 6 months of submitting the entry form, his/her entry to the final examination will be cancelled.

8. Appointment of examiners

- (1) Two examiners, or exceptionally three if the Faculty Dean determines that the scope of the critical appraisal and portfolio is such that it cannot be examined adequately by two individuals, will be appointed from outside the University of London according to the following criteria:
 - (a) the examiners will be of sufficient authority in the discipline to command the respect of the wider academic community and familiar with current standards and procedures of Research Degrees in the UK;
 - (b) the examiners will be experts in the field of the thesis; whilst it is accepted that each examiner individually may not have expertise in all parts of the precise topic, the examiners together should be able to cover all aspects of the work to be presented by the candidate;
 - (c) the examiners will be able to make an independent assessment of the candidate and will not therefore have had any other involvement with the candidate or supervisor which might reasonably lead to an allegation of bias.
- (2) The examiners for the critical appraisal and portfolio will be nominated in the first instance by the lead supervisor. In order to ensure that examiners are sufficiently independent, supervisors should avoid repeatedly nominating the same individual and should not enter into reciprocal examining arrangements. The supervisor may contact potential nominees informally in order to establish whether or not they would be willing and able to act as examiners.

- (3) The supervisor's nominations will be considered by the Board of the department or school of the lead supervisor either at a formal meeting or by correspondence. The consultation will include a range of discipline specialists and the Director of Graduate Studies, and a record of the process will be kept in the department or school. Where the candidate is registered in more than one department or school, discipline specialists from the other department(s) or school(s) will also be consulted.
- (4) If the nominations are deemed to be acceptable by the school or department, they will be submitted to the Dean of the relevant Faculty for final consideration and approval, on behalf of the College Board of Examiners' Executive Committee, at the time of the candidate's formal entry to the examination. The Faculty Dean may seek advice on individual nominations from senior academics in the College or elsewhere. The Faculty Dean may refer any cases to the Chair of the College Board of Examiners' Executive Committee if deemed appropriate.

9. Submission of PhD by Prior Publication

- (1) Two copies of the critical appraisal and portfolio must be submitted by the candidate to Student Administration, Registry. The candidate may be required to submit a third copy of the critical appraisal and portfolio in the event that a third examiner is appointed at any stage in the examination process. The thesis must be submitted within the maximum period of registration (see paragraph 8 above). Failure to submit within the required period will normally result in the candidate failing the degree without the option to submit for a second time, unless there are severe extenuating circumstances which are deemed acceptable by the College Board of Examiners' Executive Committee.
- (2) All components of the thesis must be presented for examination in accordance with the [Instructions on the Submission, Format and Binding of Theses for Research Degrees](#).
- (3) A candidate may apply for permission to present the critical appraisal and portfolio in an alternative format where there is a demonstrable need. Applications must be submitted in writing by the candidate to [Student Administration, Registry](#), no later than the time of the candidate's entry to the examination and must be supported in writing by the candidate's supervisor(s). Applications will be considered by the Faculty Dean on behalf of the College Board of Examiners' Executive Committee. The candidate will be notified in writing of the Faculty Dean's decision, the reasons for the decision and, if appropriate, the right to request within two weeks of notification that the decision be reviewed by the Vice-Principal or his/her nominee.
- (4) The final examination will be based on the critical appraisal and portfolio submitted by the candidate and an oral examination, which in all cases will be conducted in English.
- (5) Each academic department/school must have a policy to either appoint an independent chair to be present at the oral examination in addition to the examiners, or to have an audio recording made of the oral examination. In the event of the independent chair not being available for the examination, an audio recording will be made. The recording will be kept by the candidate's academic department/school for two months, after which time it will normally be destroyed. The recording will only be listened to in the event of an academic appeal or complaint, and only by those involved with investigating the appeal or complaint.

In cases where an independent chair is appointed, his/her role will be to act as an observer and to ensure that the procedures are followed. S/he will not be directly involved with the examination of the critical appraisal and portfolio. The independent chair will normally be a member of the academic staff, but not the Head of Department or School, who has had no involvement with the candidate's programme of study. It is expected that the independent chair will normally have had experience of conducting at least three Research Degree viva voce examinations as an examiner.

- (6) Before holding the oral examination each examiner will write an independent, preliminary report on the submission. The preliminary reports will be submitted to Student Administration section, Registry, prior to the examination, but will not normally be made available to the candidate.
- (7) The oral examination will be held at the College or in one of the buildings owned by the University of London in central London, unless both the candidate and the College agree that it is expedient to hold the oral examination elsewhere. The viva will normally be held within three months from the submission of the critical appraisal and portfolio.
- (8) The lead supervisor will be invited to attend the oral examination as an observer, unless the candidate indicates otherwise at the time of his/her formal entry to the final examination. The supervisor will not participate in the examination of the candidate unless invited to contribute by the examiners. Otherwise the oral examination will be held in private.
- (9) The candidate must bring to the oral examination a copy of his/her submission paginated in the same way as the copies submitted to the College. This may be an electronic copy.
- (10) After any oral examination, a joint final report shall be prepared by the examiners for submission to the College Board of Examiners. The joint final report will be released routinely to candidates for their personal information.
- (11) Candidates with any disability or Specific Learning Difficulty may ask for reasonable adjustments to be made to the conduct of the final examination under the provisions of the [Regulations on Access Arrangements for Assessment](#). Such requests should be submitted to Student Administration, Registry, at the time of the candidate's formal entry to the final examination where possible and not later than two weeks before the date of the oral examination.
- (12) Where a candidate feels that his/her academic performance on the date of the oral examination may be substantially affected by unexpected medical or other personal circumstances, the candidate should inform the examiners of his/her situation no later than the start of the oral examination so that they can make a decision on whether or not to proceed. The examiners may require the candidate to submit evidence of his/her condition to Student Administration, Registry, within seven days.

10. Outcome of the PhD examination

- (1) If the submission fulfils the criteria for the PhD degree set out in Sections 6 and 7 of this Appendix and the candidate satisfies the examiners in all other parts of the examination, the examiners will report to the College Board of Examiners that the candidate has satisfied them in the examination for the PhD degree.

- (2) If the submission otherwise fulfils the criteria for the PhD degree set out in Sections 6 and 7 of this Appendix, but requires minor amendments, and the candidate satisfies the examiners in all other parts of the examination, the examiners may require the candidate to make amendments to the critical appraisal and portfolio (if appropriate) specified by them within three months. The amended submission shall be submitted to the examiners, or to one of their number nominated by them, for confirmation that the amendments are satisfactory. If the amendments are satisfactory, the examiners will report to the College Board of Examiners that the candidate has satisfied them in the examination for the PhD degree. If the amendments are not satisfactory, the examiners will either give the candidate a further three months in which to make the amendments, or determine that the candidate has not satisfied them in the examination under the provisions of paragraph (3) below.
- (3) The examiners may determine and report to the College Board of Examiners that the candidate has not satisfied them in the examination and the degree should not be awarded.
- (4) If the examiners are unable to reach agreement, their reports shall be referred to the College Board of Examiners' Executive Committee, which shall determine the action to be taken. This will normally involve the appointment of an independent third or fourth examiner who will be external to the College as well as the institutions in which the original examiners are members of staff.

11. Appeals against the outcomes of the examination

- (1) A candidate may appeal against the outcome of the outcome of the final examination, only on one or more of the following grounds:
 - (a) that the candidate's performance in the examination was substantially affected by circumstances of which the examiners had not been made aware and which the candidate could not with reasonable diligence have disclosed before the outcome had been determined;
 - (b) that there were procedural irregularities in the conduct of the examination, or administrative errors, which might cause reasonable doubt as to whether the outcome would have been the same if the irregularities or errors had not occurred;
 - (c) that there is evidence of bias on the part of one or more of the examiners such that the outcome should not be allowed to stand.
- (2) Appeals must be submitted in writing by the candidate to the Academic Registrar within 15 working days of the date on which the candidate was formally notified of the outcome of the examination. The candidate's submission must include:
 - (a) a statement of all the matters which the candidate wishes to be investigated and taken into account, which specifies how these matters relate to the grounds for appeal in paragraph (1) above and lead the student to believe that the outcome of the review, examination or other assessment was unfair;
 - (b) a statement of the student's desired outcome from the appeal;
 - (c) copies of all documentary evidence on which the student wishes to rely in the appeal, and where relevant an explanation for why the student was previously

unable to submit any of the evidence or information for consideration by the panel or examiners;

- (d) in the case of appeals made in reference to paragraph (1) above of these regulations, a signed record by the candidate of all comments or remarks made by the examiners which, in the candidate's view, indicate prejudice, bias or inadequate assessment.
- (3) The case will be considered by a senior member of the academic staff, normally a Vice-Principal. The appointed member of staff may dismiss any appeal which in his/her opinion does not fall within the remit of these regulations, fails to present reasonable grounds or fails to provide sufficient evidence in support of the candidate's claims. Where there are inadequate grounds for an appeal or insufficient evidence, the candidate may be given one opportunity to address the deficiencies before a decision is taken to dismiss the appeal. Where the appeal does not fall within the remit of these regulations the appointed member of staff may recommend an alternative route for consideration of the candidate's concerns.
- (4) Appeals which are not dismissed under the provisions of paragraph (3) above will be investigated by a senior member of the Academic Quality and Policy Office team on behalf of the appointed member of staff. The investigation will normally be conducted through written correspondence and may include requests to any individual or party for representations, additional information or an expert opinion.
- (5) A candidate who wishes to abandon or withdraw an appeal at any stage must inform the Academic Registrar immediately in writing. The appointed member of staff will determine how to proceed, taking account of the available evidence and the matters raised by the student in the appeal.
- (6) The findings from the investigation by the senior member of the Academic Quality and Policy Office team will be presented in writing to the appointed member of staff, who will determine one of the following courses of action:
- (a) to reject the appeal, in which case the original outcome of the examination shall stand;
 - (b) to convene an Appeals Committee, to investigate the matter further through a formal hearing; the Appeals Committee will comprise the Vice-Principal as Chair, the Dean from the faculty in which the candidate has been supervised, and two other members of academic staff from the faculty/faculties in which the candidate has been supervised, but not from the candidate's own department(s) or school(s). The senior member of the Academic Quality & Policy Office shall be responsible for setting the date and place of the hearing, for notifying members of the Committee and the candidate of the arrangements, and for sending copies of all relevant documentation to members of the Committee and the candidate in advance. The candidate may be accompanied by another member of staff of the College to assist in presenting his/her case, otherwise the hearing will be conducted in private;
 - (c) to ask the original examiners to reconsider their decision, normally after holding another oral examination with the candidate, the outcome of which shall be final;

- (d) to set the original examination aside and to arrange for another examination to be conducted, the outcome of which shall be final. This shall be with entirely new examiners appointed in accordance with Section 8 of this Appendix.
- (7) In addition to the provisions of paragraph (6) (a-d) above, the appointed member of staff may make any recommendations which s/he deems to be appropriate in the light of the investigation.
- (8) The Academic Registrar or his/her nominee will inform the candidate in writing of the decision and the reasons for it, as well as the candidate's right to request that the decision be reviewed by the Office of the Independent Adjudicator for Higher Education.

Appendix 5: Regulations governing the Doctorate in Medicine (MD)

1. Award
2. Admission to the MD
3. Enrolment and registration with the College
4. Period of Study
5. Supervision
6. Reviews of academic progress
7. Requirements of the MD thesis
8. Examination Entry
9. Appointment of MD examiners
10. Conduct of the MD examination
11. Outcome of the MD examination
12. Appeals against the outcome of the examination

1. Award

- (1) The Doctorate in Medicine (MD) leads to an award of the University of London.

2. Admission to the MD

- (1) In addition to relevant provisions outlined in Section 3 of these regulations, in order to be eligible for admission to the MD programme an applicant must:
 - (a) have obtained either an M.B. or B.S. degree from a UK medical school or equivalent or hold a medical degree from any other university that is recognised for registration by the General Medical Council (GMC) of the United Kingdom;
 - (b) have practiced medicine for a minimum of two years after graduation, or have been employed in an appropriate and equivalent clinical or scientific role.

3. Enrolment and registration with the College

- (1) Where an applicant satisfies the requirements of admission to the MD and receives a formal offer from the College, they may register for the MD under the provisions of Section 6 of these regulations.
- (2) The initial enrolment and subsequent re-enrolment with the College shall be conducted in line with the provisions outlined in Section 8 of these regulations.
- (3) In exceptional circumstances, students registered on the MD may be considered for transfer to registration for a PhD programme. The decision to transfer to the PhD will normally be taken at the confirmation review and will be subject to formal approval from the College.

4. Period of Study

- (1) The minimum length of programme for the degree of MD shall be twenty-four months for students registered on a full-time basis and forty-eight months for those registered part-time.

- (2) In certain cases, the College may permit a student registered on the MD to change their mode of attendance with the agreement of the College Board of Examiners' Executive Committee.

5. Supervision

- (1) The arrangements for supervision of the MD will be conducted in line with the provisions outlined in these regulations and the *Code of Practice for Research Degrees*.
- (2) At the time of admission to the MD programme, the College will allocate a principal and second supervisor. The principal supervisor shall normally be a member of academic staff from within the College and the second supervisor will normally be from a partner NHS Trust Hospital of the College who will hold full registration with the GMC.
- (3) both the principal and second supervisor shall have access to the clinical or laboratory area of the student's research in order to examine experimental work and facilities.

6. Reviews of academic progress

- (1) Each student's academic progress on the MD will be subject to a confirmation review, held nine months (eighteen months for part-time students) after the date of initial registration. The confirmation review will include:
 - (a) the submission of a written component of between 8,000 and 12,000 words, including a literature review, which covers results to date and a plan for future work;
 - (b) a face-to-face meeting with at least one assessor, who is completely independent of the supervisory team, in addition to at least one member of the supervisory team (normally the principal supervisor);
 - (c) confirmation of satisfactory completion of, or exemption from, the requirements for training and development which apply for the period under review;
 - (d) determining new objectives and training requirements, and a schedule of work, which will help to ensure timely submission of work for the final examination.
- (2) A further review of a student's progress will be undertaken between eighteen and twenty-four months (between thirty and thirty-six months for part-time candidates) after the date of initial registration where they do not enter for final examination by that point. Any further review of academic progress for students registered on the MD will be conducted in line with Section 6, paragraph (1) of this addendum.
- (3) A student's continued registration on the MD will be subject to the successful completion of any training requirements and attendance at any training courses as part of the schedule of work agreed by the supervisory team and/or set through the course of the review of academic progress.

7. Requirements of the MD thesis

- (1) A thesis for the MD degree will deal with any branch of medical science, medicine, or surgery. It is a condition of the award of the degree that the clinical research involved in the

thesis shall conform to both the College's ethical standards and those of external stakeholders and sector regulators.

- (2) In addition to the provisions outlined in Sections 13 and 14 of these regulations, a thesis submitted toward the fulfilment of the MD degree shall:
 - (a) consist of the student's own account of their investigations, the greater proportion of which shall have been undertaken during the period of registration under supervision for the degree;
 - (b) form a distinct contribution to the knowledge of the subject and afford evidence of originality by the discovery of new facts and/or by the exercise of independent critical power;
 - (c) form an integrated whole and a coherent argument that demonstrates relevant research skills;
 - (d) give a critical assessment of the relevant literature, describe the method of research and its findings, include discussion on those findings and indicate in what respects they appear to the candidate to advance the study of the subject; and, in so doing, demonstrate a deep and synoptic understanding of the field of study, (the student being able to place the thesis in a wider context), objectivity and the capacity for judgment in complex situations and autonomous work in that field;
 - (e) not exceed 60,000 words in length and include a full bibliography and references;
 - (f) achieve a standard sufficient to merit publication in whole or in part or in a revised form, such as a monograph or as a number of articles in relevant academic journals.
- (3) A candidate may apply for permission to present the critical appraisal and portfolio in an alternative format where there is a demonstrable need. Applications must be submitted in writing by the candidate to Student Administration, Registry, no later than the time of the candidate's entry to the examination and must be supported in writing by the candidate's supervisor(s). Applications will be considered by the Faculty Dean on behalf of the College Board of Examiners' Executive Committee. The candidate will be notified in writing of the Faculty Dean's decision, the reasons for the decision and, if appropriate, the right to request within two weeks of notification that the decision be reviewed by the Vice-Principal or his/her nominee.

8. Examination Entry

- (1) Students registered on the MD on a full-time basis shall normally submit a research degree examination entry form within thirty months of their registration, or sixty months for those registered on a part-time basis.
- (2) In addition to the examination entry form, students will be required to submit a summary of the content of the thesis to assist in the appointment of suitable examiners.
- (3) The College will not normally permit submission of the examination entry form after a period of thirty-six months has elapsed, or seventy-two months for those registered on a part-time basis. Where there are cases with evidenceable exceptional circumstances, an

extension to this period may be granted following consideration and agreement by the College Board of Examiners' Executive Committee.

- (4) Students registered on a full-time basis must submit their thesis for examination within thirty-six months of the date of the initial registration, or seventy-two months for those registered on a part-time basis.
- (5) Students must submit the examination entry form at least two months before submitting the MD thesis, using the form issued for this purpose by the Academic Registrar. The decision to submit a thesis rests with the candidate alone.
- (6) In cases where a student has not submitted their thesis for examination within twelve months of the submission of the examination entry form, the College will cancel their examination entry.
- (7) The submission of a thesis toward the award of the MD shall be in accordance with the provisions of Section 15 of these regulations.

9. Appointment of MD examiners

- (1) The appointment of examiners will be conducted in line with the provisions of these regulations relating to the award of a doctoral degree.

10. Conduct of the MD examination

- (1) The final examination of the MD Degree will be based on a thesis submitted by the student and an oral examination, which in all cases will be conducted in English. The examiners may additionally require the student to undertake practical and/or written examinations on the subject of the thesis and/or other relevant subjects at times and places determined by the College.
- (2) The examination will include either an independent chair to be present at the oral examination in addition to the examiners, or to have an audio recording made of the oral examination. In the event of the independent chair not being available for the examination, an audio recording will be made. The recording will be kept by the student's academic department/school for two months, after which time it will normally be destroyed. The recording will only be listened to in the event of an academic appeal or complaint, and only by those involved with investigating the appeal or complaint. In cases where an independent chair is appointed, his/her role will be to act as an observer and to ensure that the procedures are followed. S/he will not be directly involved with examining the thesis. The independent chair will normally be a member of the academic staff, but not the Head of Department or School, who has had no involvement with the student's programme of study. It is expected that the independent chair will normally have had experience of conducting at least three Research Degree viva voce examinations as an examiner.
- (3) All matters relating to the final examination must be treated as confidential. Examiners are not permitted to divulge the content of previously unpublished material contained in a student's thesis until such time as the thesis has been placed in the public domain and any restrictions on access to the thesis which have been granted by the College under the provisions of Section 20 of these regulations are removed.

- (4) Before holding the oral examination, or before preparing a joint report in those cases where the student is to be re-examined without holding an oral examination, each examiner will write an independent, preliminary report on the thesis. The preliminary reports will be submitted to Student Administration, Registry, prior to the examination, but will not normally be made available to the student.
- (5) Where an examiner deems the thesis to be incomplete or unfinished, such that it will not be examined, the examiner(s) will not write a report but will instead write a brief statement giving the reason for his/her decision. This statement will be submitted to Student Administration, Registry, and will be made available to the student. This first, unexamined submission of the thesis for examination will be counted as a first submission.
- (6) The oral examination will be held at the College or in one of the buildings owned by the University of London in central London, unless both the student and the College agree that it is expedient to hold the oral examination elsewhere. The viva will normally be held within three months from the submission of the thesis.
- (7) The principal supervisor will be invited to attend the oral examination as an observer, unless the student indicates otherwise at the time of his/her formal entry or re-entry to the final examination. The supervisor will not participate in the examination of the student unless invited to contribute by the examiners. Otherwise the oral examination will be held in private.
- (8) The student must bring to the oral examination a copy of his/her thesis paginated in the same way as the copies submitted to the College. This may be an electronic copy.
- (9) After any oral examination, a joint final report shall be prepared by the examiners for submission to the College Board of Examiners. The joint final report will be released routinely to students for their personal information.
- (10) Students with any disability or Specific Learning Difficulty may ask for reasonable adjustments to be made to the conduct of the final examination under the provisions of the Regulations on Access Arrangements for Assessment. Such requests should be submitted to Student Administration, Registry, at the time of the student's formal entry or re-entry to the final examination where possible and not later than two weeks before the date of the oral examination.
- (11) Where a student feels that his/her academic performance on the date of the oral examination may be substantially affected by unexpected medical or other personal circumstances, the student should inform the examiners of his/her situation no later than the start of the oral examination so that they can make a decision on whether or not to proceed. The examiners may require the student to submit evidence of his/her condition to Student Administration, Registry, within seven days.

11. Outcome of the MD examination

- (1) If the thesis fulfils the criteria for the MD set out in Section 7 of this addendum and the student satisfies the examiners in all other parts of the examination, the examiners will report to the College Board of Examiners that the candidate has satisfied them in the examination for the MD degree.

- (2) If the thesis otherwise fulfils the criteria for the MD degree set out in Section 7 of this addendum, but requires minor amendments, and the student satisfies the examiners in all other parts of the examination, the examiners may require the student to make amendments to the thesis specified by them within three months. The amended thesis shall be submitted to the examiners, or to one of their number nominated by them, for confirmation that the amendments are satisfactory. If the amendments are satisfactory, the examiners will report to the College Board of Examiners that the candidate has satisfied them in the examination for the MD degree. If the amendments are not satisfactory, the examiners will either give the student a further three months in which to make the amendments, or determine that the student has not satisfied them in the examination under the provisions of Section 11, paragraph (8) of this addendum.
- (3) Where the examiners have required the student to submit a finished thesis as the original one was not examined by reason of being incomplete, the completed thesis shall be submitted to the examiners within three months of the original decision. In such a case the candidate must undergo an oral examination. If the amended thesis is satisfactory, the examiners will report to the College Board of Examiners that the candidate has satisfied them unconditionally in the examination for the MD degree. If the amended thesis is not satisfactory, the examiners will either (i) require the student to make minor amendments to the thesis specified by them within three months or (ii) require the student to make moderate amendments to the thesis specified by them within a period of up to nine months or (iii) determine that the student has not satisfied them in the examination under the provisions of Section 11, paragraph (8).
- (4) If the thesis otherwise fulfils the criteria for the MD degree set out in Section 7 of this addendum, but requires amendments to address errors of substance or omission, and the student satisfies the examiners in all other parts of the examination, the examiners may require the student to make amendments to the thesis specified by them within a period of up to nine months. The amended thesis shall be submitted to the examiners, or to one of their number nominated by them, for confirmation that the amendments are satisfactory, without the requirement to conduct a further viva. If the amendments are satisfactory, the examiners will report to the College Board of Examiners that the candidate has satisfied them in the examination for the MD degree. If the amendments are not satisfactory, the examiners will either give the student a further three months in which to make the amendments, or determine that the student has not satisfied them in the examination under the provisions of Section 11, paragraph (8).
- (5) If the thesis, though inadequate, shall seem of sufficient merit to justify such action, the examiners may determine that the student be permitted to re-present his/her thesis in a revised form within twelve months. The examiners shall not make such a decision without first submitting the candidate to an oral examination. The examiners may at their discretion exempt from a further oral examination a student who under this regulation has been permitted to re-present the thesis in a revised form.
- (6) If the thesis satisfies the criteria for the MD degree set out in Section 7 of this addendum, but the student fails to satisfy the examiners at the practical or written examination prescribed under Section 10 of this addendum, the examiners may determine that the student be exempted on re-entry from presentation of the thesis and be permitted to submit to a further practical or written examination within a period specified by them and not exceeding twelve months. The examiners may at their discretion exempt the student from taking a further oral examination.

- (7) If the thesis satisfies the criteria for the MD degree set out in Section 7 of this addendum, but the student fails to satisfy the examiners at the oral examination, the examiners may determine that the student be permitted to re-present the same thesis, and submit to a further oral examination within a period specified by them and not exceeding twelve months.
- (8) The examiners may determine and report to the College Board of Examiners that the student has not satisfied them in the examination. The examiners shall not, however, save in very exceptional circumstances, make such a decision without submitting the student to an oral examination. A student who fails to satisfy the examiners will not be permitted to re-enter for the examination.
- (9) If the examiners are unable to reach agreement, their reports shall be referred to the College Board of Examiners' Executive Committee which shall determine the action to be taken.
- (10) In all cases where the outcome requires re-submission of the thesis and/or a further form of examination, students must submit the thesis by the deadline and/or undertake the examination on the date(s) set. Failure to do so will normally result in the student failing the degree, unless there are severe extenuating circumstances which are deemed acceptable by the College Board of Examiners' Executive Committee.

12. Appeals against the outcome of the examination or the termination of registration

- (1) Students may submit an appeal to the College against the outcome of the examination or the termination of registration in line with the provisions of Section 21 and 22 of these regulations.

Code of Practice for Research Degree Students and Supervisors 2016/17

Section	Page
1. Introduction	2
2. Roles and Responsibilities	2
a. Responsibilities of the Student	2
b. The Supervisory Team	4
c. Responsibilities of the Principal Supervisor	4
d. Responsibilities of the Second Supervisor/Advisor	7
e. Responsibilities of Directors of Graduate Studies (DoGS)	8
f. Responsibilities of Academic Departments	9
3. Research Skills Training	9
4. Period of Study	10
5. UK Visa and Immigration (UKVI) Requirements	11
6. Changes to Registration Status	11
a. Interruption	11
b. Change to Mode of Study	12
c. Extension to Writing-Up Period	12
d. Withdrawal	12
7. Teaching and other paid work	13
a. Teaching	13
b. Departmental Assistantships and College Awards	13
8. Council Tax	13
9. Jury Service	14
10. Maternity, Paternity and Adoption Leave	14
11. Feedback, Appeals and Complaints	15

1. Introduction

1. *The Code of Practice for Research Degree Students and Supervisors* (henceforth 'this Code' or 'the Code') is reviewed and republished on an annual basis by the Academic Quality and Policy Office (AQPO).
2. This Code is compliant with the requirements of *Chapter B11: Research Degrees* in *Part B: Assuring and Enhancing Academic Quality* of the Quality Assurance Agency's (QAA) *UK Quality Code for Higher Education*.
3. Research degree students¹ (henceforth student or students) pursue independent research as part of a research degree within one of the College's academic departments². Successful progress depends primarily on their own efforts, supported by those of their supervisors, but also on the research environment in the department and on the quality of their research training. The purpose of this Code is to specify the practices and procedures that underpin these efforts. It should be read in conjunction with the College's *Research Degree Regulations*³. Where any discrepancy exists, the *Research Degree Regulations* will always take precedence.
4. Disciplines differ markedly in the day-to-day conduct of a research degree. While some students will spend long periods in the field or in distant libraries and archives, others will be in daily contact with their research groups in laboratories. Consequently, the appropriate procedures for guiding their research will vary. Students should not be surprised by these variations, and should not be disconcerted if their department requires, for example, more frequent reviews or more extensive written reports than are specified in the *Research Degree Regulations*, which set out minimum requirements based on sector-wide good practice.
5. A research degree requires a considerable commitment of time from all students, however, the challenges to part-time students are often different from those encountered by full-time students as in many cases part-time students will be in full-time employment and/or have other responsibilities.
6. Responsibility for implementing this Code is shared between the student, the supervisory team, the Director of Graduate Studies (DoGS) in the department and the Head of Department. This Code sets out the specific responsibilities of each of these individuals and the relationships between them.

2. Roles and Responsibilities

a) Responsibilities of the Student

7. Students must acquaint themselves with this Code and other relevant College documentation⁴ at the earliest opportunity in their research degree, including the *Research Degree Regulations*, the *General Regulations*⁵ and any School or Department research degree student handbooks.
8. Students' responsibilities will include, but are not limited to:
 - a. attending a schedule of agreed supervisory meetings, keeping a record of the meetings and any agreed actions points, and providing their supervisor(s) with an agreed version of the notes of each meeting;

¹ The term 'research degree student' refers to students on any research-based programme within the College, including Master of Arts by Research, Master of Science by Research, Master of Philosophy (MPhil), Doctor of Philosophy (PhD), Doctor of Clinical Psychology (DClinPsy), Doctorate in Professional Studies (DPS). The Doctor of Philosophy by Prior Publication (PhD) is a research degree awarded of Royal Holloway and Bedford New College. Where references to an individual programme are made, the paragraph is relevant solely to that award.

² Please note, the term 'Department' may be used to refer to a 'Department', 'Centre' or 'School'.

³ A copy of this document can be downloaded at <https://www.royalholloway.ac.uk/ecampus/academicssupport/regulations/home.aspx>.

⁴ Further relevant documentation can be found on the Doctoral School website at <https://www.royalholloway.ac.uk/iquad/doctoralschool/fromenrolmentto graduation/overview.aspx>.

⁵ A copy of the General Regulations can be accessed online here <http://www.students.royalholloway.ac.uk/study/read-our-college-regulations-and-procedures/>.

- b. with the supervisor(s), agreeing in writing, before the end of the first term, a broad timetable of work and the objectives that should be met in the first year;
- c. discussing with the supervisor(s) the type of guidance and form of comment found most helpful;
- d. undertaking research methods and Research Skills Training⁶ provided by the College, the Department and/or the supervisor;
- e. maintaining the progress of work in accordance with the agreed objectives, including the submission of written work as required in sufficient time to allow for comment and discussion;
- f. taking responsibility for the completion of any documentation required as part of the annual review or MPhil to PhD upgrade process⁷;
- g. attending additional progress reviews when required and writing formal reports for these as necessary;
- h. taking the initiative in raising at the earliest opportunity any personal difficulties which are interfering with their work or any disabilities or special educational needs for which they may require support; students should feel able to confide in their supervisor, but may prefer to speak with their second supervisor and/or advisor, the DoGS, the Head of Department, the Associate Dean of the Doctoral School, Student Welfare⁸ or the Students' Union;
- i. where supervisory problems or difficulties in the supervisory relationship arise, discussing these concerns informally with the supervisor(s) or advisor in the first instance. The College would expect students to take reasonable steps to resolve such problems or difficulties with their supervisor(s) and/or department before referring the matter on.
 - i. where it is not possible or practicable to discuss the matter with the supervisor/advisor or to resolve the difficulties through such a discussion, the matter may then be referred on to the Director of Graduate Studies;
 - ii. where the Director of Graduate Studies is also the supervisor/advisor, the matter may be referred on to the Head of Department;
 - iii. in the event that the supervisory problems or difficulties are of such a nature that they could not reasonably be resolved through discussion with the supervisor(s), Director of Graduate Studies and/or Head of Department, the matter may be referred to the Associate Dean of the Doctoral School;
- j. reporting unforeseen or unavoidable periods of absence (e.g. through illness or personal issues) to the supervisor(s) and Department as soon as possible. Students should interrupt their studies if the circumstances leading to the absence are likely to delay the research for a period longer than one month.
- k. deciding when to submit the thesis, taking due account of the supervisor(s) opinions (which are advisory only), within the timescale prescribed by the *Research Degree Regulations* and those of Research Councils where appropriate (where discrepancies between the deadlines occur, those of the Research Council take precedence);

⁶ Further information on Research Skills Training can be found here

<https://www.royalholloway.ac.uk/iquad/doctoralschool/researchskillstraining/researchskills.aspx>.

⁷ Further information and relevant documentation on the Upgrade process can be found here

<https://www.royalholloway.ac.uk/ecampus/academicssupport/examinations/researchdegrees/students.aspx>.

⁸ Information on Support & Advisory Services can be found here <https://www.royalholloway.ac.uk/ecampus/welfare/home.aspx>.

- l. taking full responsibility for checking the accuracy of grammar, spelling and referencing in drafts submitted to supervisors as well as in the thesis before final submission;
- m. being aware of, and adhering to, ethical⁹, legal and professional requirements for the conduct and presentation of research, including rules relating to plagiarism;
- n. adhering to the College's *Research Degree Regulations*;
- o. ensuring that the Department and Student Administration are provided with current postal and e-mail addresses and telephone numbers and for updating relevant student records to incorporate any change of these contact details.

b) The Supervisory Team

- 9. Each student is allocated a supervisory team, which will include as a minimum two members: a principal (first) supervisor and either a second supervisor or an advisor. The principal supervisor will normally be a non-probationary, doctorate-holding and research-active member of the academic staff of the College, while the second supervisor or advisor will normally be an established or probationary, doctorate-holding and member of the academic staff of the College with an active research profile, an Honorary Research Fellow, Emerita/Emeritus or Visiting Professor or may be external to the College.
- 10. There may be cases where, due to the interdisciplinary nature of the research and/or the subject-specific expertise required (or exceptionally for pastoral reasons), there is a need to appoint an advisor as a third or fourth member of the supervisory team. The advisor will normally be an established or probationary, doctorate-holding and research –active member of the academic staff of the College, an Honorary Research Fellow, Emerita/Emeritus or Visiting Professor or may be external to the College.
- 11. Both principal and second supervisors/advisors, regardless of tenure, should normally be employed by the College. In cases of scarce expertise or where an external funding body requires it, the second supervisor or advisor may be external to the College. Normally, supervision exclusively by persons from outside the College will not be permitted.
- 12. Staff with no prior experience of supervising a research degree student to completion may act as principal supervisor or second supervisor but in each such case they will have an experienced senior colleague as the second member of the supervisory team.
- 13. The supervisory team must clarify for the student at the start of the programme if there are any changes to the allocation of responsibilities of members of the supervisory team. In such cases where an advisor is required, the supervisory team will clarify for the student at the start the programme what the responsibilities of the advisor will be in relation to other members of the supervisory team, in particular the principal supervisor.
- 14. No member of the supervisory team – principal supervisor, second supervisor and/or advisor – may undertake the role of independent examiner at upgrade. This role should be undertaken by a staff member – normally the Director of Graduate Studies (DoGS), Deputy DoGS, Director of Research, Head of Department or member of professorial staff – who has not played a substantive role in the student's academic progress to this point.

c) Responsibilities of the Principal Supervisor

- 15. The principal supervisor bears the major responsibility for providing advice and support to the student on the conduct of their work, however, the independent research will normally be carried out by the student

⁹ Further information on the College's policies and guidance around ethics can be found here <https://www.royalholloway.ac.uk/iquad/services/researchsupport/resources/home.aspx>.

alone. The supervisor is an important resource and is there to offer guidance, ask relevant questions and suggest lines of enquiry but not to provide answers to major research questions.

16. The principal supervisor should be approachable and available for consultation at reasonable times. The success of a student's research depends to a large extent on the help and guidance provided by the supervisor. The College encourages students and supervisors to maintain close contact, particularly in the early stages of the work, in order to avoid difficulties.
17. In line with paragraph 4 (a) and (b), a schedule of supervisory meetings and work should be agreed with the principal supervisor and, where necessary, other members of the supervisory team in advance (e.g. at the start of the academic year).
18. The principal supervisor's responsibilities include, but are not limited to:
 - a. agreeing with the student a suitable research topic that can be completed within time and at an appropriate level, and checking that appropriate resources are available;
 - b. advising on techniques, literature and methods, and encouraging familiarity with developments in the subject;
 - c. ensuring that any necessary internal administrative and other procedures are adhered to (e.g. annual reviews);
 - d. with the student, advising on and agreeing a schedule of meetings, based on a minimum (for full-time students) of one meeting per month in the first year and, on average, one meeting every six weeks throughout subsequent years (and a pro-rata equivalent for part-time students); for laboratory-based projects, students can expect more regular contact, with substantive discussion meetings often on a weekly basis for full-time students (or fortnightly for part-time students); only in exceptional circumstances (e.g. fieldwork or the student working abroad) will communication by e-mail or telephone be an acceptable substitute for face-to-face meetings;
 - e. lodging notes and dates of each substantive supervisory meeting (as agreed with the student) centrally in their department (this would normally be with the annual review notes);
 - f. by the end of the first term, agreeing with the student a broad timetable of work and objectives to be met in the first year; these must be written down and sent to the DoGS for approval and filing;
 - g. agreeing with the student a written statement of research and skills development needs at the start of the programme (by completing a Training Needs Analysis Tool¹⁰) and monitoring and updating the fulfilment of these needs through supervisions, annual reviews and at the upgrade meeting;
 - h. arranging appropriate introductions to the departmental research environment;
 - i. promoting awareness of ethical¹¹, legal and professional issues relevant to the conduct and presentation of research, including plagiarism;
 - j. requesting written work according to an agreed schedule and returning such work with constructive feedback within a reasonable time;

¹⁰The template form for the Training Needs Analysis Tool can be accessed here
<https://www.royalholloway.ac.uk/iquad/doctoralschool/researchskillstraining/researchskills.aspx>.

¹¹Further information on the College's policies and guidance around ethics can be found here
<https://www.royalholloway.ac.uk/iquad/services/researchsupport/resources/home.aspx>.

- k. making students aware of the procedures for annual review and upgrade from MPhil to PhD and arranging reviews of student progress; ensuring that the student is fully aware of the progress of the work in relation to the expected standard and the agreed programme; writing to students to make them aware if progress is inadequate, offering support and advising them how to rectify the situation; making an annual written report to the DoGS;
 - l. offering support to students with their personal development planning by encouraging them to attend research skills training courses and conferences and, where appropriate, facilitating the presentation of papers; providing opportunities for the student to present work to appropriate seminars; advising on making grant and job applications; giving guidance on identifying learning, achievement and employment goals;
 - m. completing documentation for Research Councils and other funding bodies, where required;
 - n. ensuring that adequate supervision is maintained where they may no longer be able to fulfil the responsibilities of the role (e.g. where the supervisor is leaving the employment of the College or undertaking a period of sabbatical) and consulting the DoGS and/or Head of Department as necessary;
 - o. submitting reports on student progress to the DoGS and department, jointly agreed and signed by the second supervisor. Exceptionally, the principal and the second supervisors may decide to submit separate reports;
 - p. co-ordinating and advising on the submission of examination entry forms, the nomination of examiners, and arrangements for the *viva voce* examination; supervisors may attend the *viva voce* examinations of their students, provided the student has no objections to this;
 - q. offering to meet with students after the release of the final examination report to provide advice and guidance on the examiners' requirements and how these could be addressed. Where minor amendments or re-presentation of the thesis in a revised form are required, supervisors should make themselves available for further consultation at times to be agreed between student and supervisor as appropriate;
 - r. making students aware of the services offered by Student Welfare and the Students' Union for students with personal difficulties;
 - s. exercising their duty of care towards students with disabilities and specific learning difficulties in line with advice from the Disability and Dyslexia Services (DDS)¹²;
 - t. alerting students to the various courses and types of support offered by the College as part of the research skills training programme, and the Centre for the Development of Academic Skills (CeDAS) to support academic writing skills;
 - u. reporting to the College any students who hold a Tier 4 (general) student visa and who have failed to meet the attendance and/or engagement requirements set out by UK Visas and Immigration (UKVI).
19. Members of College staff assigned as principal or second supervisors will have continuing responsibility for supervision throughout any period of sabbatical. Where they may be unable to continue to act as principal or second supervisor (e.g. for reasons of overseas research fieldwork), they will be responsible for working with the DoGS to make alternative arrangements as necessary.

¹² Further information on support for students available from Disability and Dyslexia Services (DDS) can be found online here <https://www.royalholloway.ac.uk/ecampus/welfare/disabledstudents/home.aspx>.

20. Where the principal supervisor is due to leave the College, or will be unable to supervise the student for a protracted period (e.g. period of maternity leave), a meeting will be held beforehand to agree future supervision arrangements. The meeting will be arranged by the principal supervisor, or the DoGS, and will include the student, the principal supervisor, the second supervisor/advisor, the DoGS and any staff who it is proposed will be involved in the future supervision arrangements.
21. A principal supervisor who leaves the employment of the College may continue to be involved as the student's second supervisor, provided the Department appoints, at the earliest opportunity, an appropriately qualified replacement principal supervisor who is a member of the College's academic staff and will take responsibility for ensuring that the student is supervised and supported in line with the requirements of the College's *Research Degree Regulations* and this Code. In such cases, the student will also still have a second supervisor and or advisor.
22. If, for any reason, the student or the principal supervisor believes that a change of supervisor is necessary, this must be agreed by all parties and the DoGS. A written record of the agreed arrangements, with the student's signature of consent, must be circulated to all those involved and placed on file in the Department and in Student Administration.

d) Responsibilities of the Second Supervisor/Advisor

23. Each student will be allocated, as a minimum, either a second supervisor and/or advisor as an additional source of academic and pastoral support. The following section outlines the responsibilities of the second supervisor and advisor.
24. Where the specialised nature of the student's research and/or staff availability make the appointment of a second supervisor impractical, an advisor will be appointed in place of a second supervisor. An advisor may also be appointed as an additional member of the supervisory team where departmental practice and/or gender considerations require.
25. Where the student's principal supervisor is of the opposite gender and the student has expressed a wish to have a member of their supervisory team of the same gender, this should be accommodated in appointing the second supervisor/advisor.
26. Where departmental staff expertise and availability allow, a second supervisor will be appointed (in line with funding body and/or Research Council policy) whose responsibilities are normally to:
 - a. have reasonable familiarity with some aspect of the work and progress of the student so that they are able to advise and support the student as appropriate, both academically and pastorally;
 - b. read the student's work and provide informed (but not necessarily detailed) feedback;
 - c. maintain contact with the student throughout the period of their studies by meeting with them at a minimum frequency of three times each academic year;
 - d. participate in annual reviews and any other periodic reviews of the student's progress and in the upgrade from MPhil to PhD as required;
 - e. provide additional pastoral support and advice to the student as necessary;
 - f. where appropriate and agreed, contribute to the discussion of the planning of research and any associated training, timetable and objectives in consultation with the principal supervisor.
27. The advisor is not expected to have expertise in the student's research area or to offer guidance on academic work and has an essentially pastoral role. The advisor's responsibilities are normally to:

- a. maintain contact with the student throughout the period of their studies by meeting with them at a minimum frequency of three times each academic year to monitor progress and offer pastoral support as necessary;
- b. participate in annual reviews and any other periodic reviews of the student's progress and in the upgrade from MPhil to PhD as required.

e) Responsibilities of Directors of Graduate Studies (DoGS)

28. Each Department has a DoGS , whose responsibilities include:

- a. exercising overall responsibility for the welfare and academic progress of the students in the Department;
- b. ensuring that a departmental electronic record is maintained for each student;
- c. ensuring that a departmental handbook containing information about research degrees, procedures and resources both within the department as well as the College is available to all members of the department and to students;
- d. co-ordinating and maintaining an up-to-date record of departmental admissions procedures in respect of research degrees that comply with College guidelines;
- e. arranging an appropriate departmental induction for all students;
- f. ensuring that supervisors submit reports of annual reviews and other periodic reviews of the work of students and reports of their upgrades according to the procedures laid down in the *Research Degree Regulations*;
- g. taking appropriate action where students' annual review of upgrade fails to take place or if the outcomes are unsatisfactory;
- h. ensuring that reports of students' upgrades are submitted to Student Administration as soon as possible after the upgrade has taken place;
- i. ensuring that students participate in relevant skills training activities;
- j. appointing second supervisors/advisors and notifying Student Administration of the names and roles of all members of the supervisory team for each student. This should normally be within four weeks of the student's date of registration;
- k. with the principal supervisor, ensuring adequate supervision is maintained in the event of the appointed supervisor being unavailable, and notifying Student Administration of any change;
- l. seeking special permission from the Dean of the Doctoral School before an offer is made, if it is necessary to charge an overseas or privately-funded applicant a supplementary fee;
- m. ensuring that data from completed College feedback questionnaires along with other sources of feedback such as the cyclical review report of research degree activity is considered by the department and shared with students;
- n. giving advice and guidance, in strict confidence, to assist in resolving any difficulties where a breakdown of relations between a supervisor and the student has occurred and, in other circumstances, where a change of supervisor is desirable, and, where necessary, to arrange the appointment of a replacement supervisor;

- o. making suitable alternative arrangements where a supervisor leaves the College's employment, to ensure that the student continues to receive appropriate support and supervision.

f) Responsibilities of Academic Departments

- 29. Academic Departments are responsible for ensuring that students are only admitted for a research degree where there are suitable arrangements for supervision and the necessary equipment and facilities are available.
- 30. Academic Departments are responsible for exercising collective oversight of research degrees. This may be achieved either by making suitable arrangements to establish a Departmental postgraduate committee or research committee reporting to the Departmental Board or by the inclusion of research degree affairs as a standing item of business on the Departmental Board's agenda. Whichever practice is adopted, minutes must be kept and made available for scrutiny by the Faculty Board if required.
- 31. The responsibilities of the committee (including in cases where these are standing items of business for Departmental Board) will include:
 - a. monitoring the implementation of this Code within the department;
 - b. under reserved business, receiving reports of the annual reviews of students' progress and of upgrades from MPhil to PhD and deciding what action to take about students whose progress is unsatisfactory;
 - c. monitoring and, where necessary, amending departmental policy for research degree recruitment and admissions in line with College policy;
 - d. establishing and reviewing departmental procedures to which students may have recourse if they feel that their work is not proceeding satisfactorily for reasons outside their control;
 - e. establishing and reviewing a departmental procedure for upgrade of registration status from MPhil to PhD, within the provisions of the *Research Degree Regulations*.

3. Research Skills Training

- 32. The College provides skills training for students at Department, Faculty and institutional level through a combination of subject-specific research training, and researcher development (transferable skills) training. The training may be delivered by staff of the College or external facilitators/ organisations.
- 33. All students must engage in research skills training over the first three years of full-time study (pro-rata for part-time students), as identified and agreed with their supervisor.
- 34. All students are required to complete an average of a minimum of five days of researcher development training per academic year over their first three years of full-time study (pro-rata for part-time students) with a total of fifteen days across three years of study. Some departments may specify a higher number of days. Activities such as conference posters and papers may be counted towards this total at the discretion of departments.
- 35. Students are provided with a Training Needs Analysis Tool and a Research Training Log at the start of their first year, designed to help them assess and log their training needs and to monitor whether these needs have been met. The Training Needs Analysis Tool should be used as a starting point for a discussion on specific training requirements. Completion of the agreed skills and researcher development training is monitored by supervisors at annual review and during the upgrade. This provides the opportunity for students to discuss and agree any new training needs which they have identified during the course of the year. Satisfactory completion of any agreed research skills training objectives prior to the upgrade is one of the criteria for successful upgrade from MPhil to PhD.

4. Period of study

36. Students in receipt of funding from a Research Council or other approved funding body are expected to observe any requirements and deadlines set by that body in addition to the requirements set out in the College's *Research Degree Regulations*.
37. Students who are on a Tier 4 general or student visa must comply with the time limits set by the UK Visa and Immigration Service (UKVI), or apply for an extension.
38. In order to complete the thesis within the prescribed time, it is essential that students agree a realistic timetable with their supervisor(s). This applies particularly to the completion of practical work and the writing-up of the thesis, a stage which very often takes far longer than is anticipated. Reasonable periods must also be allowed for supervisors to read and comment on drafts of various chapters of the thesis. Students are strongly advised to review the requirements of a thesis set out in the *Research Degree Regulations* prior to or at an early stage in their degree with the College.
39. MPhil or PhD students who submit their thesis during their writing-up year are eligible for a pro-rata refund of tuition fees according to the date of submission as set out in the College's *Student Fee Regulations*¹³. Students who are in receipt of an award from College, a Research Council, or any other external funding body, should check the implications of early submission for their funding.
40. For those students holding awards from external funding bodies, the College will follow the guidelines of the funding body with regard to absences allowed for holidays, illness, interruptions and maternity/paternity/adoption leave, the last of which is dealt with in section 10 of this Code. Otherwise the following guidelines apply. Full details on interruption of studies including the maximum period of interruption permitted are detailed in the *Research Degree Regulations*.
 - a. Holidays: students are entitled to up to eight weeks holiday (including public holidays and College closure days) in a 12 month period of registration. Students should notify their supervisor in writing of any holidays taken. The holiday entitlement of students who are registered or funded for less than 12 months at a time is reduced on a pro rata basis.
 - b. Illness: If a student is absent through illness for a continuous period of more than two weeks, they must inform the supervisor immediately after this period has elapsed and submit a medical certificate. Students who are ill for a month or more should seek an interruption of studies. A student is also expected to inform the supervisor if they suffer frequent short absences for medical or other reasons that are likely to result in a considerable delay to the programme of research and training. Periods of leave notified in this way may be taken into account when calculating the thesis submission date.
 - c. Placements, internships and other engagement opportunities: the College may approve interruptions to the period of registration for the purposes of placements or internships. Students in receipt of funding should note that the College will only normally approve interruptions where these are stipulated requirements of the relevant award. Students in receipt of Research Council funding should also note that the deadline of the thesis may not always be extended where they interrupt for the purposes of a placement or internship and that it is their responsibility to consult the conditions of their grant or award.

¹³ Further information on fee payment and the *Student Fee Regulations* for the College can be accessed online via <https://www.royalholloway.ac.uk/ecampus/finance/feepayments/home.aspx>.

5. UK Visa and Immigration Requirements

39. The Points Based Immigration regulations from UKVI require all overseas students from outside the EEA who wish to study in the UK for six months or longer to apply for a Tier 4 (General) Student Visa¹⁴.
40. Although the majority of students will complete their thesis within the timescales provided for students on a Tier 4 visa, some students with more complex circumstances and unusual patterns of study may not do so. There is a five year cap on International Students who are studying at degree level or above in the UK whilst on a Tier 4 (General) or Student visa. Students already in receipt of a Tier 4 visa who are likely to exceed this period will need to apply for a CAS (Confirmation of Acceptance for Studies) in order to continue their studies¹⁵.

6. Changes to Registration Status

a) Interruption

41. Students seeking an interruption of studies should contact their Department in the first instance. A request for interruption of studies must be submitted online by your department, following consultation with your supervisor. Such requests will be considered by the Vice-Principal (Education) on behalf of the College Board of Examiners' Executive Committee (CBEEC).
42. Students are required to provide adequate supporting evidence alongside the request for interruption¹⁶. Students and supervisors should note that requests will only be approved when accompanied by adequate supporting evidence.
43. Students in receipt of Research Council¹⁷ funding are required to check whether the conditions of the funding permit the interruption before requesting the College's approval¹⁸.
44. International students who interrupt their studies will need to re-apply for a CAS in all but the most exceptional circumstances¹⁹, the College will withdraw its sponsorship for the duration of the interruption and students are required by the Home Office to leave the UK for the duration of the interruption.
45. The College will not normally approve a period of interruption of studies during the writing up year. Interruptions at this stage will only normally be permitted for long-term and very serious extenuating circumstances that prevent the student from undertaking any research at all.
46. Students are strongly encouraged to discuss an interruption of studies with their supervisor(s) as soon as it becomes clear that circumstances may require them to interrupt their studies. It should be noted that a back-dated / retrospective interruption will only be approved in exceptional circumstances.

¹⁴ Further information on the various processes within the College relating to student visas can be found online here <https://www.royalholloway.ac.uk/international/afterapplying/applyingforastudentvisa/simplestep-by-stepguide.aspx>.

¹⁵ Further information on this can be found on the UK Government website at <https://www.gov.uk/apply-uk-visa> or from the UK Council for International Student Affairs <http://www.ukcisa.org.uk/International-Students/Preparing--planning/Visas-and-immigration/Applying-for-a-Tier-4-General-visa/>. Students should note that procedures and regulations in this area may change at short notice and students are advised to check on UKVI websites that the information provided above is the latest available.

¹⁶ Where students are uncertain over what evidence is suitable they can contact Student Administration at researchdegrees@royalholloway.ac.uk for further advice.

¹⁷ Further information on the process Research Council funded students requesting an interruption of studies can be found here <https://www.royalholloway.ac.uk/iquad/doctoralschool/support/interruptionsforrucstudents.aspx>.

¹⁸ Where students are unsure about the requirements of their funding they should contact scholarshipadministration@royalholloway.ac.uk for advice.

¹⁹ International students may be permitted to remain in the UK during the period of interruption in exceptional circumstances, and if the proposed interruption of studies is less than sixty days. In such cases, students should contact Student Administration to discuss an 'authorised absence'.

47. Where an interruption of studies request is approved, the thesis submission deadline is adjusted accordingly (e.g. a student with a 22 September 2018 deadline who interrupts for six months would have a revised submission deadline of 22 March 2019). The following exceptions apply to students in receipt of Research Council funding:

- a. Although the thesis submission deadline set by the College may be extended, it may not be extended by the Research Council. In such cases, the Research Council deadline takes precedence.
- b. Where a student requests up to thirteen weeks sick leave, the thesis submission deadline will not be affected by this period of leave.

b) Change to Mode of Study

48. Where a student wishes to change from full-time to part-time or vice versa, they are required to complete the change of mode of attendance form²⁰ and submit this to Student Administration. The change of mode must first be approved by the DoGS or Head of Department.

49. Students who wish to change their mode of attendance should note that a change from full-time to part-time study will not normally be approved after the end of the second year of the MPhil or PhD programme.

50. The thesis deadline will be adjusted in line with the change to mode of study, with part-time attendance counted as 0.5 FTE.

c) Extension to Writing-Up Period

51. Students should note that an extension to the thesis submission deadline will only be considered in very exceptional circumstances. In such cases, students should first consult their DoGS, as any request for an extension to the writing-up period must have the support of the department.

52. In such cases where the DoGS agrees to support the request on behalf of the department, they must submit a request directly to the Academic Quality & Policy Office (AQPO) at least two months in advance of the current thesis deadline. The request must be accompanied by appropriate documentary evidence and a detailed work plan on the appropriate form.

53. Any requests for an extension to the thesis deadline will be considered by the Vice-Principal (Education) on behalf of the College Board of Examiners' Executive Committee (CBEEC).

d) Withdrawal

54. Where a student wishes to withdraw from their degree and terminate their registration with the College, they should complete a withdrawal form²¹ and submit this to Student Administration.

55. Students who wish to withdraw from their degree and are sponsored by the College on a Tier 4 visa should note that sponsorship will cease on the date of withdrawal. In such cases, students who withdraw from their degree will be obliged to leave the UK.

²⁰ The change of mode of attendance form can be accessed online via <https://www.royalholloway.ac.uk/ecampus/documents/pdf/studentrecords/changeofmodeofattendancepgr201516.pdf>.

²¹ The withdrawal form is available online via <https://www.royalholloway.ac.uk/ecampus/documents/pdf/studentrecords/withdrawalofstudypgr201516.pdf>.

7. Teaching and other paid work

56. Full-time students may undertake paid work (please see paragraph 55 in relation to teaching duties) in order to support themselves during their studies. In line with the *Research Degree Regulations*, the amount of such work shall not exceed 20 hours per week. In the case of part-time students no limit exists.

a) Teaching

57. Students may be offered teaching opportunities by their departments. This activity is beneficial in that it helps to equip students with transferable communication skills and to develop good practice in teaching that contributes to career development.

58. Teaching duties undertaken by full-time students should not normally exceed six hours per week in term time (i.e. 168 hours in the year), inclusive of time spent on marking. Time spent in preparing for classes is not taken into account in this six hours but inSTIL training is. This limit is set so that students will be able to submit their theses within the specified period; it is also congruent with the formal limits that apply to Departmental Assistantship award holders and Research Council award holders.

59. Teaching duties should not be assigned to students by departments where it may result in a delay in the completion of the thesis beyond the normal period. Heads of Department are encouraged to timetable the work required of students in such a way that it minimises the disruption to their studies (e.g. by concentrating the teaching on one or two days in the week).

60. Students employed by the College in a lead teaching role (i.e. conducting teaching sessions entirely on their own) are required to register for (and complete) the College's programme in Skills of Teaching to Inspire Learning (inSTIL). Upon successful completion students will be awarded 15 M level credits and will automatically qualify for Associate Membership of the Higher Education Academy.

61. Students who are employed only to teach as part of a team (e.g. a demonstrator alongside an academic staff member), are required to complete a day of demonstrator training.

b) Departmental Assistantships and College Awards

62. All formal offers of Departmental Assistantships must be made by Human Resources. Departments may, however, inform candidates that they have been recommended to the Faculty for the award of a Departmental Assistantship.

63. The letters from Human Resources, in which the award is made, will clearly specify the period and value of the award, and the exact amount and type of work that will be expected from the student in return for the award. The department may not ask the student to carry out more teaching than is specified within this Code. A student engaged in non-teaching duties may only be required to work for an average of six hours a week over the academic year (i.e. for a maximum of 288 hours across 48 working weeks in the year).

64. Students who are employed by the College to teach are entitled to attend courses offered by the College's Staff Development team.

8. Council Tax

65. Research students who are in their 1st writing-up year (and who were previously enrolled as full-time) can get a letter exempting them from Council Tax. This arrangement does not apply for any subsequent writing-up period and does not apply to students enrolled on a part-time basis prior to their writing-up year. Eligible students who live within the Borough of Runnymede are automatically exempt from Council Tax.

66. To qualify for an exemption from Council Tax during their 1st writing-up year, students are expected to be undertaking an average of 21 hours of work each week on their thesis, for at least 24 weeks, from the start of their fourth year and they must not be in full-time employment in line with Section 8 of the College's *Research Degree Regulations*. To qualify students must previously have been studying on a full-time basis.

9. Jury Service

67. Eligible students may be approached by HRM Courts and Tribunal Service for jury service during their studies. The College suggests that students establish whether they can either accommodate the request for jury service or ask for a postponement. They may also request exemption from service if they have strong grounds, such as an upcoming fieldwork trip or viva.

68. If such a request is turned down, there is the right of appeal when appearing in court to serve on the jury as the presiding judge has the discretion to excuse jury members who they deem to have compelling reasons not to serve at that point.

69. Students whose initial request for exemption has been refused should discuss this with their principal supervisor who can provide a supporting statement outlining why the student should be exempted by the presiding judge (e.g. if the trial is likely to be longer than the statutory two weeks which would impact on current field or lab based research or that the service would conflict with a submission deadline or viva).

10. Maternity, Paternity and Adoption Leave

70. Where students interrupt²² their studies on the grounds of maternity, paternity or adoption leave²³, their registration (including the thesis deadline) will be extended by this period.

71. Where a student on a College studentship²⁴ becomes pregnant with an expected date of childbirth that occurs during the period of their research degree, or adopts a child during that time, they are entitled to six months of maternity/adoption leave during which the College will continue to pay their maintenance grant and the studentship will be extended accordingly. Students may also request an interruption of the award for a further six months after this period, during which no maintenance grant or tuition fees are payable. The paid period of absence and the unpaid interruption should be taken consecutively. Students must follow the procedures for requesting an interruption, ensuring that they include a copy of the MATB1 certificate if they are pregnant or other relevant evidence from an adoption or other agency if they are adopting. There is no qualifying period for maternity, paternity or adoption leave. As such, students may take leave regardless of when they commenced their research degree provided they are still receiving a stipend.

72. Full-time research students who are new fathers have the right to apply for an interruption of studies for up to 13 weeks, within the first 12 months after the birth of the child.

73. Students who have interrupted their studies on the grounds of maternity, paternity or adoption leave continue to have the right to attend classes, use College facilities, and receive tuition or supervision by arrangement.

74. Where students are in receipt of College scholarships, they will be supported on maternity or adoption leave to the extent of six months leave equivalent to their stipend.

²² Students must follow the College's process for requesting an interruption, ensuring they include a copy of the MATB1 certificate for pregnancy or an alternative form of evidence from an adoption or other agency if adopting.

²³ The College's Maternity Leave Policy can be accessed online here

<https://www.royalholloway.ac.uk/iquad/collegepolicies/documents/pdf/humanresources/maternitypolicypostapr11.pdf>.

²⁴ The College provides financial support for students in a variety of ways, including a complete funding package provided by an external body such as a UK Research Council. Many students are also either partially or wholly supported by College funds.

75. The College supports students through scholarships in a variety of ways. The College will pay a stipend during maternity, paternity or adoption leave that is informed by Research Council UK guidelines and is based on the actual amount of the stipend that the College pays to the student. Where College funds support a student (Home, EU or international), the stipend paid to the student over the course of the maternity or adoption leave will be six months of that stipend, irrespective of its value.
76. The College may also provide a reduced period of stipend funding for international students holding visas. This will, however, be governed in relation to the maximum number of days allowed for pregnant international students to remain in the UK whilst interrupting their studies. The College will support such students according to the time allowed under the terms of their visa away from working on the studentship in the UK and will not pay any additional stipend over and above that figure. For example, where sponsorship compliance obligations mean that a student may only take a maximum of sixty days off from a studentship in the UK during Maternity, then the College will not pay any additional stipend over and above the sixty days, even if the student leaves the country for a longer period.

11. Feedback, Appeals and Complaints

77. Students who wish to appeal against the outcomes of formal reviews, other required assessments, and the final examination are referred to section 21 of the *Research Degree Regulations*.
78. Students who wish to appeal²⁵ against the termination of their registration are referred to section 22 of the *Research Degree Regulations*.
79. Students who wish to submit an appeal must do so no later than 15 working days after the date they were formally informed about the decision (e.g. by letter for failed MPhil to PhD upgrades outcome of final viva examination).
80. Students who are unhappy with any aspect of their degree (e.g. quality of supervision) should follow the *Student Complaints Procedure*²⁶.
81. Students who are uncertain of the process regarding a complaint or an appeal, or who require further information or assistance with these procedures, should contact the Students' Union or the Student Services Centre.
82. Students should note the College's policy for investigating and resolving allegations of research misconduct²⁷ and the College's *Intellectual Property Policy*²⁸.
83. All students are asked to complete the College's online feedback questionnaire for research degrees. This internal survey is conducted every two years, and is available to complete online from early April until mid-May. Successful completion of this questionnaire is a requirement for a student's annual review or upgrade in some departments. Each alternate year, the College takes part in the national Postgraduate Research Experience Survey (PRES).

²⁵ Further information on the College's process for student appeals can be found here <https://www.royalholloway.ac.uk/ecampus/academicsupport/appeals/home.aspx>.

²⁶ The College's *Student Complaints Procedure* can be accessed online via <https://www.royalholloway.ac.uk/ecampus/documents/pdf/support/complaintsprocedure.pdf>.

²⁷ The *Code of Practice for Inquiring into Allegations of Misconduct in relation to Academic, Research and Scientific Activities* can be accessed online via <https://www.royalholloway.ac.uk/iquad/collegepolicies/documents/pdf/research/codeofpracticeforinquiryintoallegationsofmisconductinrelationtoacademicresearchandscientificactivity.pdf>.

²⁸ The College's *Intellectual Property Policy* can be found here <https://www.royalholloway.ac.uk/iquad/collegepolicies/documents/pdf/research/intellectualpropertypolicy2014.pdf>.

Regulations on Access Arrangements for Assessment

1. Submission of applications
2. Consideration of applications
3. Requests for reconsideration

APPLICATIONS

1. Submission of applications

- (1) Applications must be submitted to the Registry, or in the case of collaborative provision to a partner institution, as early as possible, such as during an application for admission to the College, or in the case of accidental injury or acute illness, immediately after the event. Each application must be supported by documentary evidence as follows:
 - (a) for Specific Learning Difficulties, a full Educational Psychologist's report, or a report by a suitably qualified Specialist Teacher, based on an assessment conducted when the student was at least 16 years old and written in English;
 - (b) for physical disabilities and medical conditions, a recent certificate written in English by a suitably qualified medical practitioner who has seen the student during the period of the condition.
- (2) Students with conditions which do not vary over time may, at the discretion of the College Board of Examiners' Executive Committee, be granted access arrangements for assessment for the duration of their period of registration with the College without the need to re-apply each year, except in order to request a change to their previous arrangements. Otherwise students must submit new supporting documentation in English for consideration in each academic year in which they require access arrangements.

2. Consideration of applications

- (1) Save for the provisions of paragraphs (2) and (3) below, applications will be considered by the College Board of Examiners' Executive Committee, constituted under the provisions of the [Regulations on the conduct of assessment](#), which include an arrangement whereby the Committee may seek the advice of an appropriately qualified professional such as a medical practitioner. Students will be informed of the outcome of their application in writing.
- (2) The College Board of Examiners' Executive Committee will devolve authority to consider applications for which there is a clear precedent to the Committee Secretary, on the condition that s/he will not turn down any application without first seeking the approval of the Chair and one other member of the Committee. The Secretary may also grant requests for additional rest time, special seating arrangements, the use of an amanuensis and/or the use of technological aids, but not requests for additional writing time or extensions to coursework deadlines, for which there is no precedent but for which justification exists in the documentary evidence submitted in support of the application. All decisions taken by the Secretary under these provisions will be reported at the next meeting of the Committee.

- (3) The Chair of the College Board of Examiners' Executive Committee may at his/her discretion consider applications on behalf of the Committee arising from accidental injury or acute illness, for which a rapid decision is needed and for which the provisions of paragraph (2) above are not appropriate. In such cases the Chair will first seek the view of another member of the Committee, and may also decide to seek the advice of an appropriately qualified professional such as a medical practitioner. All decisions taken by the Chair under these provisions will be reported at the next meeting of the Committee.
- (4) In considering applications, account will always be taken of:
 - (a) the student's normal working practice and any specific learning support which is normally put in place by the College, or in the case of collaborative provision by a partner institution, for that student;
 - (b) any implications for the security of the assessment;
 - (c) the principle that the arrangements must not give the student an unfair advantage over others, or give rise to a misleading impression of his/her attainment.
- (5) For Specific Learning Difficulties, appropriate access arrangements for assessment will be determined in reference to the Educational Psychologist's report, and may include:
 - (a) additional writing time in timed assessments and extensions to coursework deadlines;
 - (b) provision for the student's difficulty to be brought to the attention of the examiners, in order to ensure that his/her work is not unduly penalised for features of spelling, grammar and presentation;
 - (c) the use of a word processor with spell check facility, or an amanuensis, according to the student's normal working practice.
- (6) For physical disabilities and medical conditions, appropriate access arrangements for assessment will be determined in reference to case law and the recommendations of the medical practitioner. These may take the form of additional rest and/or writing time in timed assessments, extensions to coursework deadlines, special seating arrangements, the use of an amanuensis and/or the use of technological aids.
- (7) Students who are granted access arrangements for timed assessments will normally be seated separately from other students so that the arrangements can be properly monitored.

RECONSIDERATION OF DECISION

3. Requests for reconsideration

- (1) A student may request that his/her application be reconsidered by the College Board of Examiners' Executive Committee on one or more of the following grounds:
 - (a) that there is new documentary evidence to be taken into account which s/he could not with reasonable diligence have disclosed at the time of the original application;

- (b) that there is evidence of administrative or procedural errors, which might cause reasonable doubt as to whether the outcome would have been the same if the irregularities or errors had not occurred;
 - (c) that the original conclusion reached by the College Board of Examiners' Executive Committee was unreasonable given the evidence with which it was presented.
- (2) Requests for reconsideration must be submitted to the Academic Registrar within 15 working days of the student being informed of the outcome of his/her original application. The Academic Registrar will consider all such requests and either:
- (a) dismiss any which do not satisfy the requirements of paragraph (1) above and inform the student in writing accordingly;
 - (b) forward any which on a prima facie basis satisfy the requirements of paragraph 1 (a-b) above to the College Board of Examiners' Executive Committee for consideration, the outcome of which will be communicated to the student in writing;
 - (c) forward any which on a prima facie basis satisfy the provisions of paragraph (1)(c) above to the Principal, or a nominee not involved in the original decision, for consideration, the outcome of which will be communicated to the student in writing.

Regulations on the Conduct of Assessment

These regulations apply to the assessment of all awards made by the College, except that the examination of the thesis for the specialist doctorates and the assessment of the degrees of MPhil, PhD, MA/MSc by Research and PhD by Prior Publication are governed by the Research Degree Regulations. These regulations are to be read in conjunction with any special instructions or contractual arrangements for individual programmes.

1. College Boards of Examiners
2. College Board of Examiners' Executive Committee
3. Sub-boards of examiners
4. Internal Examiners
5. External Examiners
6. Assessors and Assistant Examiners
7. Chairs and Deputy Chairs of Boards of Examiners
8. Procedures following the appointment of examiners and assessors
9. Quorum for meetings
10. Conduct of meetings
11. Setting work
12. Marking work
13. Publication of results
14. Certification of results

BOARDS OF EXAMINERS

1. College Boards of Examiners

- (1) The Academic Board shall convene a College Board of Examiners for each Faculty to act on its behalf in respect of all undergraduate and postgraduate programmes assessed wholly or partly within that Faculty.
- (2) The membership of each College Board of Examiners shall comprise a Chair and the Chair of each Sub-board of Examiners reporting to the Board, or his/her representative.
- (3) The terms of reference of the College Boards of Examiners will be:
 - (a) to act in accordance with the Regulations and Procedures of the College and to meet as necessary to fulfil this requirement;
 - (b) to consider recommendations from the Sub-boards of Examiners on final award classifications and student progress;
 - (c) to make recommendations to the Academic Board on regulations and procedures governing their business.
- (4) The Chair will have authority to act on behalf of the College Board of Examiners between meetings either individually, or in correspondence with other members. Any action taken in this way will be reported at the next meeting of the Board.

2. College Board of Examiners' Executive Committee

- (1) The Academic Board shall convene a College Board of Examiners' Executive Committee to act on its behalf on matters outlined in paragraph (3) below.
- (2) The membership of the College Board of Examiners' Executive Committee shall comprise a Chair, the Chairs of the College Boards of Examiners and the Associate Deans (Education). The Academic Registrar acts an advisor to the Committee. The Committee may also invite appropriately qualified professionals to meetings to act in an advisory capacity.
- (3) The terms of reference of the College Board of Examiners' Executive Committee will be:
 - (a) to act in accordance with the Regulations and Procedures of the College and to meet as necessary to fulfil this requirement;
 - (b) to convene Sub-boards of Examiners and to note annually the appointment of External Examiners and to approve the appointment of Chairs and Deputy Chairs of Sub-boards of Examiners;
 - (c) to approve guidelines for standard requests from individual students with special circumstances for the provision of exam access arrangements and to approve any exceptional requests not covered by such guidelines;
 - (d) to consider recommendations for the suspension of regulations where these apply to assessment and student progress;
 - (e) to consider recommendations on the award of credit or exemptions for work undertaken outside the College;
 - (f) to review annually its own activity and institutional assessment processes more generally, having particular regard to comparability of standards and process across the College and any relevant partner institutions; to report to the Academic Board on the outcomes of the review as appropriate; and to review and issue guidance, including the *Guidelines for Examiners and Assessors*.
- (4) The Chair will have authority to act on behalf of the College Board of Examiners' Executive Committee between meetings either individually, or in correspondence with other members. Any action taken in this way will be reported at the next meeting of the Board.
- (5) The College Board of Examiners' Executive Committee may determine circumstances under which the Secretary may act on its behalf between meetings. Any action taken in this way will be reported at the next meeting of the Board.

3. Sub-boards of Examiners

- (1) The College Board of Examiners' Executive Committee shall convene Sub-boards of Examiners on an annual basis as required.
- (2) The membership of each Sub-board of Examiners shall comprise a Chair, a Deputy Chair, Internal Examiners, at least one External Examiner and normally a member of the Academic Registry as an observer. Where a Sub-board is convened to consider candidates for joint honours programmes, the membership shall comprise the Chairs, or their representatives, of Sub-boards in subjects

which make a significant contribution to the programmes in question. The Chair of this Sub-board shall be appointed by the College Board of Examiners' Executive Committee.

- (3) The terms of reference of the Sub-boards of Examiners will be:
- (a) to act in accordance with the Regulations and Procedures of the College and to meet as necessary to fulfil this requirement;
 - (b) to make annual recommendations to the Chairs of College Board on the appointment of External Examiners;
 - (c) to be responsible for setting and marking all work necessary for assessment;
 - (d) to make recommendations to the College Boards of Examiners on final award classifications and student progress;
 - (e) to make recommendations to the College Board of Examiners' Executive Committee in respect of students with special circumstances for the provision of exam access arrangements and the suspension of regulations where these apply to assessment and student progress;
 - (f) to make recommendations to the College Boards of Examiners on regulations and procedures governing their business;
 - (g) to consider reports from External Examiners and to take appropriate action arising from such reports.
- (4) Sub-boards of Examiners may convene sub-committees from their membership to undertake duties on their behalf, provided all decisions and actions taken by a sub-committee are reported at the next meeting of the Sub-board. Each Sub-board shall convene sub-committees for both:
- (a) scrutiny of examination papers (see Section 11 (1) of these regulations);
 - (b) consideration of extenuating circumstances, in which case the membership shall be the Chair of the Sub-board, at least one External Examiner and the Head of Department or his/her representative, and normally a member of the Academic Registry as an observer.
- (5) The Chair will have authority to act on behalf of the Sub-board of Examiners in business which may arise between meetings, provided such action will be reported at the next meeting of the Sub-board. Final course outcomes and recommendations on award classifications will be agreed in writing between the Chair and at least one External Examiner from the Sub-board. In addition to the responsibilities outlined in Section 3 (3) of these regulations, the Chair may be required to liaise with the Chair of the Academic Board, the Academic Registrar and the Chairs of the College Boards of Examiners on representations and complaints from candidates.

EXAMINERS AND ASSESSORS

4. Internal Examiners

- (1) Internal Examiners shall be members of the academic teaching staff of the College and other members of staff deemed appropriate by the College Board of Examiners' Executive Committee

and shall serve as ex-officio members of the Sub-board(s) of Examiners to which they are appointed.

- (2) Internal Examiners shall be appointed by the Chair of the relevant Sub-board of Examiners.
- (3) The duties of Internal Examiners shall be determined by the Chair of the relevant Sub-board of Examiners, and will include:
 - (a) to comply with the Regulations and Procedures of the College;
 - (b) to attend meetings of the Sub-board of Examiners when asked to do so by the Chair;
 - (c) to set and mark work for the purpose of assessing candidates;
 - (d) to be available when required to discuss marking, moderation and course performance with the Chair and External Examiner(s).

5. External Examiners

- (1) External Examiners shall be nominated by the Chair of the relevant Sub-board of Examiners and appointed by the Faculty Deans on behalf of the College Board of Examiners' Executive Committee. External Examiners shall be members of the wider academic community who may be external or internal to the University of London, but not members of the College.
- (2) Further to the provisions of Section 5 (1), the following criteria shall apply when considering nominations for the appointment of External Examiners. All External Examiners must demonstrate appropriate evidence of:
 - (a) sufficient standing, credibility and breadth of experiences within their discipline to command the respect of academic peers, and where appropriate, professional peers;
 - (b) familiarity with current standards and procedures of Higher Education in the UK, in particular agreed reference points for the maintenance of academic standards, and assurance and enhancement of provision;
 - (c) competence and experience in the fields covered by the programme of study or parts thereof;
 - (d) relevant academic and/or professional qualifications to at least the level of the qualification being externally examined, and/ or extensive practitioner experience where appropriate;
 - (e) competence and experience relating to designing and operating a variety of assessment tasks appropriate to the subject and operating assessment procedures;
 - (f) fluency in English, and where programmes are delivered and assessed in languages other than English, fluency in the relevant language (s);
 - (g) awareness of current developments in the design and delivery of relevant curricula;
 - (h) competence and experience relating to the enhancement of the student experience;

- (i) meeting applicable additional criteria set by professional, statutory or regulatory bodies;

The College Board of Examiners' Executive Committee will consider and approve the appointment of any External Examiners who do not meet the criteria set out above.

- (3) The External Examiner appointed by the College should not be:
 - (a) a member of a governing body or committee of the College (i.e. Council) or one of its collaborative partners, or a current member of staff of the College or one of its collaborative partners;
 - (b) any person currently or previously associated with the College as a student, member of staff, external validator unless a period of at least five years has elapsed since his/her association with the College ceased;
 - (c) any person who is connected either personally (i.e. a close relative), professionally or contractually with a student falling within the purview of a Sub-board of Examiners or with a member of staff involved in the programmes of study, In cases where a professional connection between an External Examiner from a College of the University of London and a student may occasionally arise from intercollegiate teaching, the External Examiner will inform the Chair of the Sub-board and the other External Examiner(s);
 - (d) any person required to assess colleagues who are recruited as students to the programme of study;
 - (e) any person who is or knows they will be in a position to influence significantly the future of students on the programme of study;
 - (f) any person significantly involved in recent or current substantive collaborative research activities with a member of staff clearly involved in the delivery, management or assessment of the programme(s) or course units in question;
 - (g) a member of staff of an institution for which a member of staff of the College is appointed to act as an External Examiner for comparable programmes, unless the Chair of the College Board of Examiners' Executive Committee is satisfied that such a situation is unavoidable;
 - (h) be a colleague from the home department and institution of the immediately preceding External Examiner;
 - (i) a member of the same department of the same institution as another External Examiner for the same programme.
- (4) An External Examiner shall normally be appointed for a continuous period of up to four years, with an exceptional extension of one year to ensure continuity. Appointments are subject to annual review by the College Board of Examiners' Executive Committee as are requests for extensions to such appointments. On completion of the period of appointment, an External Examiner may only be reappointed in exceptional circumstances and then only after a period of five years or more has elapsed since their last appointment. In order to allow sufficient time for the proper performance of his/her duties, an External Examiner shall normally hold no more than two External Examiner appointments for taught programmes/ course units at any point in time.

Where a nominated External Examiner has no previous experience in such a role, the Department will, where possible, appoint a more experienced External as a mentor.

- (5) The duties of External Examiners will be:
- (a) to comply with the Regulations and Procedures of the College;
 - (b) to attend any meeting of a Sub-board of Examiners of which s/he is a member held to determine the outcomes of examinations, unless s/he has been granted dispensation to be absent on that occasion by the Faculty Dean;
 - (c) to assist in the maintenance of the standard of awards of the College and the University as appropriate, and to help ensure as far as is practicable that the process of assessing students is fair and operated equitably, by:
 - (i) advising on whether marking schemes, award assessment schemes and programme content are consistent with national standards;
 - (ii) advising on whether marking schemes and methods of assessment are appropriate to the discipline;
 - (iii) approving draft examination papers and new or amended summative coursework assessments which constitute more than 20% of the final grade for a course unit. In cases where students develop their own titles, the External Examiner should be sent the assessment guidelines;
 - (iv) moderating the marking of Internal Examiners and adjudicating in exceptional cases of disagreement on marks for work that contributes to a named award;
 - (v) advising Sub-boards of Examiners on decisions relating to awards;
 - (vi) advising on proposals to introduce new courses, course amendments and programme amendments.
 - (d) to sign lists showing the final outcomes of course assessment and awards;
 - (e) to complete an annual report within three weeks following the main meeting of the Sub-board of Examiners, using a proforma issued by the Academic Registrar.

Given the central role played by an External Examiner in confirming the standard of awards made by the College, the College Board of Examiners' Executive Committee may take steps to terminate the contract of an External Examiner early for failure to fulfil the duties set out in (5)(a) above

6. Assessors and Assistant Examiners

- (1) Assessors shall be specialists with particular expertise or knowledge appointed to assist in setting and marking work and to attend examinations.
- (2) Assistant Examiners may be appointed to assist in marking and to attend practical examinations where large numbers of candidates are involved. Assistant Examiners shall not assist with setting work for assessment.
- (3) Assessors and Assistant Examiners shall be appointed by the Chair of the relevant Sub-board of Examiners, who will:
 - (a) assign them with duties, to include compliance with the Regulations and Procedures of the College;

- (b) provide them with appropriate guidance on the assessment process, including the application of marking criteria;
 - (c) ensure that their marking is always confirmed by an Internal Examiner (see Section 12 (2) of these regulations).
- (4) Assessors and Assistant Examiners shall not be members of Sub-boards of Examiners, but at the discretion of the Chair may attend meetings in a non-voting capacity to provide advice.

7. Chairs and Deputy Chairs of Boards of Examiners

- (1) The Chair of the College Board of Examiners' Executive Committee shall be the Vice-Principal (Education).
- (2) Chairs of College Boards of Examiners shall be Faculty Deans or Associate Deans (Education).
- (3) Chairs of Sub-boards of Examiners, and normally Deputy Chairs, shall be senior members of the academic teaching staff of the College, nominated by the Head of the academic department responsible for teaching the subject concerned and appointed by the College Board of Examiners' Executive Committee. In the case of collaborative provision the Chair may be an Associate Dean (Education) appointed by the College Board of Examiners' Executive Committee
- (4) The duties of Chairs of Sub-boards of Examiners will include:
 - (a) to make all arrangements for meetings of the Sub-board, providing members with adequate notice of the meeting (normally at least six months in the case of meetings involving the External Examiner(s));
 - (b) to determine the distribution of work between examiners and assessors, including External Examiners;
 - (c) to ensure that examiners and assessors appointed to the Sub-board are provided with the information required to reach sound decisions, in accordance with the procedures described in the College Regulations and the *Guidelines for Examiners and Assessors*;
 - (d) in collaboration with the Head of the appropriate department, to assess the training needs of examiners and assessors appointed to the Sub-board and to ensure that adequate measures are taken to address any needs which may be identified;
 - (e) to retain responsibility for all decisions and action taken and not taken by the Sub-board in respect of the assessment for which it is responsible;
 - (f) to ensure that External Examiners receive an appropriate written response to any comments or recommendations contained in their annual reports within two months of receipt of their report.

8. Procedures following the appointment of examiners and assessors

- (1) The Academic Registrar shall maintain a record of the membership of all Boards of Examiners for awards conferred by the College.

- (2) The College Board of Examiners' Executive Committee may terminate the appointment of an examiner or assessor who no longer satisfies the criteria on which s/he was appointed, or who is unable to fulfil the duties for which s/he was appointed. In the case of an External Examiner, the appointment may be terminated from either side by giving three months written notice.
- (3) All examiners and assessors will be provided access to the College Regulations, the *Guidelines for Examiners and Assessors*, the College Student Handbook and other relevant information via the External Examiner Online Resource.
- (4) External Examiners will be provided with the following additional items by the Academic Registrar:
 - (a) an Annual Report Form;
 - (b) a statement of impartiality;
 - (c) an expenses claim form and schedule of reimbursable expenses.
- (5) External Examiners will be provided with the following additional items by the Chair of the Sub-board of Examiners:
 - (a) contact details;
 - (b) a list giving the composition of the Sub-board, including a note of the subject areas covered by other External Examiners;
 - (c) the Departmental Student Handbook(s) or Programme Guide(s) and course specifications covering programmes and courses under the Sub-board's purview;
 - (d) a schedule for the assessment process, including the dates of meetings and any domestic arrangements;
 - (e) minutes of the previous year's Sub-board meetings;
 - (f) the Departmental Annual Review Report for the previous year;
 - (g) for new External Examiners, the final report of the outgoing External Examiner.

MEETINGS OF BOARDS OF EXAMINERS

9. Quorum for meetings

- (1) The quorum for any meeting of a Sub-board of Examiners shall be the Chair or Deputy Chair, one External Examiner and at least two Internal Examiners. All meetings of the Sub-Board of Examiners should normally include all Internal Examiners. A meeting at which just the quorum membership is present may only take place under exceptional circumstances.
- (2) The quorum for any meeting of a College Board of Examiners will be the Chair and at least three other members. The College Board shall not approve recommendations from Sub-boards of which there is not a representative present at the meeting, but may consider the Sub-Board's recommendations and determine conditions to be met before the recommendations can be approved by Chair's action.

- (3) The quorum for any meeting of the College Board of Examiners' Executive Committee will be the Chair and at least three other members.

10. Conduct of meetings

- (1) Meetings of the College Boards of Examiners and the College Board of Examiners' Executive Committee, and meetings of Sub-boards of Examiners held to determine recommendations on the final outcomes of course assessment and award classification, will take place at times specified in a schedule circulated at the beginning of each academic year by the Academic Registrar.
- (2) Only the following may attend meetings of Boards of Examiners:
 - (a) appointed members of the Board;
 - (b) designated administrative staff, including departmental administrators and the Academic Registrar or his/her representative(s);
 - (c) the Principal of the College;
 - (d) Assessors or Assistant Examiners invited by the Chair of a Sub-board under the provisions of Section 6 (4) of these regulations;
 - (e) inspectors appointed under Act of Parliament for examinations leading to a registrable qualification.
- (3) Members of Sub-boards of Examiners shall have the right to see any item of work submitted by a candidate for assessment by the Sub-board.
- (4) The Chair shall ensure that a formal and detailed record is kept of the proceedings and lodged with the Academic Registrar within ten working days.
- (5) For meetings of Boards of Examiners held to determine final recommendations on course assessment, award classifications and student progression, the identity of candidates shall be withheld from those present until all decisions have been finalised.
- (6) Decisions of Boards of Examiners will be based only on candidates' work or marks arising thereof and evidence of extenuating circumstances submitted by candidates or found as a result of any investigations into teaching provision or the assessment process conducted by the College or a partner institution in the case of collaborative provision.
- (7) Decisions of Boards of Examiners will be arrived at by consensus, or by a majority vote of those members present and eligible to vote (i.e. External Examiners and Internal Examiners). Abstentions will count as votes against the motion. The Chair shall vote only where there is no majority among other members.
- (8) Decisions on final awards must be based only on the outcomes of course assessment which have been moderated and confirmed by an External Examiner in accordance with the provisions of Section 12 (5) of these regulations, otherwise the decision will be deemed provisional and subject to confirmation by the External Examiner(s) once confirmed marks become available.

- (9) Decisions on course and programme outcomes made by College Boards of examiners are final unless a subsequent error in the recording of marks or incorrect application of relevant academic regulations is identified. In such circumstances the College reserves the right to make a revised determination of the course unit, final award and/ or progression decisions.

SETTING AND MARKING WORK

11. Setting work

- (1) Each Sub-board of Examiners shall convene a sub-committee to be responsible for:
- (a) ensuring that examination papers are set as and when required, and that they are both fair and appropriate to the learning outcomes of the course;
 - (b) ensuring that each examination paper and any associated marking schemes and sample answers are approved by an External Examiner appointed to the Sub-board;
 - (c) reviewing the potential for overlap between coursework and examination papers likely to be sat by any candidate in the same session and across the period of study;
 - (d) obtaining copyright clearance as required for material reproduced in question papers;
 - (e) ensuring the final accuracy of each examination paper;
 - (f) lodging a copy of each examination paper with the Academic Registrar;
 - (g) where appropriate, approving topics for projects, dissertations and presentations, and programmes for recitals and performances.
- (2) Sub-boards of Examiners shall draw up marking schemes at levels appropriate to the courses and awards within their purview and make these available to candidates.
- (3) Sub-boards of Examiners shall determine who may be present at oral examinations and assessed presentations and performances in line with the *Guidelines for Examiners and Assessors*. Audio and video recordings of the examination may be made for the sole use of the examiners.
- (4) All those involved in the assessment process shall be responsible for maintaining the secrecy of question papers and associated marking schemes until the papers have been worked by the candidates, and for maintaining the security of any work submitted by candidates for assessment.
- (5) Where candidates are to be given foresight of the format or content of assessment, including questions in an open-book examination, arrangements must be made to ensure that all candidates have an equal opportunity to access the material at the same time.
- (6) It is a condition of the appointment of examiners and assessors that copyright of question papers and any associated materials prepared in relation to the appointment shall rest with the College or in the case of collaborative provision copyright may rest with the partner institution as set out in the institutional contract.
- (7) Sub-boards of Examiners shall determine precisely the source materials to be used by candidates during each examination, making clear to candidates whether they must provide the materials

themselves or use materials provided by the College or relevant partner institution in the case of collaborative provision, subject to the following conditions:

- (a) candidates will not normally be given use of dictionaries to overcome any deficiency in their command of the English language;
- (b) Sub-boards shall not commit the College or the partner institution in the case of collaborative provision, to any financial expenditure without the prior approval of the Academic Registrar;
- (c) calculators, where used during formal written papers, must be a model approved by the relevant academic department or in the case of collaborative provision by the partner institution;
- (d) candidates should be asked to provide materials only where it is reasonable to expect that they would be able to purchase them.

12. Marking work

- (1) The identity of candidates will be withheld from those marking summatively-assessed work so far as is practicable until after the marking process is complete. The Faculty Dean may approve exemptions from this requirement, of which students will be informed.
- (2) Work submitted for assessment shall be marked using one of the following methods:
 - (a) single marking, where the work is marked by one Internal Examiner;
 - (b) single marking with moderation, where the work is marked in accordance with (2)(a) above, except a second Internal Examiner also marks a sample of the work, which shall include a representative sample from all degree classifications and failed work, in order to ensure consistency with the approved marking scheme;
 - (c) double marking, where the work is marked by two Internal Examiners, or by an Internal Examiner and an Assessor, who shall together agree a single mark for each piece of work;
 - (d) blind double marking, where the work is marked in accordance with (2)c) above, except the second marker shall not have prior sight of the comments of the first marker.
- (3) Any piece of work which contributes towards a candidate's award classification shall normally be assessed using one of the methods outlined in Section 12 (2) (b-d) of these regulations), except in the case of in-course assessments the form or timing of which renders this impractical. Where a student has failed a course unit, substantial pieces (i.e., those which contribute 20% or more to the course unit) of the student's work in that unit must be double marked. In exceptional circumstances the College Board of Examiners' Executive Committee may suspend this requirement.
- (4) Save in the case of formal oral examinations, presentations or performances, External Examiners will not normally mark work. In exceptional cases, however, an External Examiner will be asked to adjudicate where a first and second marker are unable to agree a single mark for a piece of work, even after reference to a third internal marker.

- (5) All final course outcomes shall be moderated by an External Examiner, who shall have regard for matters such as the positioning of candidates at borderlines, the distribution of marks across the cohort and the award of Fail.
- (6) In cases where the External Examiner fails to endorse final course outcomes or degree classifications, the matter will be referred to the College Board of Examiners' Executive Committee.

PUBLICATION AND CERTIFICATION OF RESULTS

13. Publication of results

- (1) Assessment outcomes will be released to students only after they have been confirmed by the appropriate Board(s) of Examiners, as follows:
 - (a) each Sub-board of Examiners will publish anonymised lists showing course outcomes (e.g. Pass, Fail), but not percentage results, after its final meeting at which these have been agreed;
 - (b) the Academic Registrar will publish anonymised award classification lists after the meeting of the College Board of Examiners at which these have been agreed.
- (2) Written confirmation of course outcomes, percentage results, award classifications and field of study may only be issued to candidates individually by the Academic Registrar.
- (3) Save for the exclusions in Section 14 (2) of these regulations, provisional results may be released to third parties, such as funding bodies, employers and other education institutions, if the candidate's application to that party would be compromised by waiting until the results have been confirmed. In such cases, the third party will be apprised of the need to maintain confidentiality pending final ratification of the results.

14. Certification of results

- (1) Subject to the Data Protection Act, services such as the provision of transcripts, references and written notification of results will be withheld for candidates who have tuition or tuition-related debt to the College, the University of London or a partner institution in the case of collaborative provision.
- (2) Certificates of award for degrees of the University of London awarded by the College will be issued by the University of London.
- (3) Certificates of award for degrees, diplomas and certificates of the College will be issued by the Academic Registrar. The certificate shall state the name of the College, the title and date of the award, and where appropriate, the classification and field of study, and shall also carry the signature of the Principal.

Regulations on Assessment Offences

1. Definition of an assessment offence
2. Investigations into and outcomes of alleged minor offences
3. Investigations into alleged major offences
4. Procedure for investigations into alleged major offences
5. Outcomes of investigations conducted by the Assistant Registrar
6. Outcomes of investigations conducted by the Head of Department
7. Outcomes of investigations conducted by the Faculty Dean
8. Referral of cases to a Vice-Principal
9. Appeals

ASSESSMENT OFFENCES

1. Definition of an assessment offence

- (1) In these regulations, an assessment offence is any conduct which attempts to deceive or is in contravention of any rules or regulations governing assessment. An offence may occur in relation to any piece of work submitted for assessment or review, whether or not the piece counts towards a final mark or award. The work in question may take any form, including but not limited to words, graphs and images, musical texts, data, source code, ideas or judgements.
- (2) Specific examples of assessment offences include, but are not limited to, the following.
 - (a) Plagiarism, which is the presentation of another person's work in any quantity without adequately identifying it and citing its source in a way which is consistent with good scholarly practice in the discipline and commensurate with the level of professional conduct expected from the student. The other person's work may exist in any published or unpublished medium, including the internet and essay banks.
 - (b) Duplication, which is the unacknowledged replication of one's own work in any quantity across separate assessments without sufficient redevelopment to make it novel and appropriate to each assessment. This would include the replication of work which was previously submitted for assessment at another institution.
 - (c) Falsification, which is the unacknowledged invention or alteration of data, quotations or references.
 - (d) Collusion, which is to act in agreement with another person in order to obtain an unfair advantage for oneself and/or for that person. Group working may constitute collusion where the discipline or the method of assessment emphasises independent study and collective ideas are presented as uniquely those of the individual submitting the work. Collusion may also include any attempt to impersonate another person, or to allow oneself to be impersonated, in an assessment.
 - (e) Failure to comply with any of the rules which have been set down for the conduct of the assessment, including the [Instructions to Candidates](#) and any instructions given by Examiners, Invigilators or Officers of the College, or in the case of collaborative provision of a partner institution, responsible for the conduct of the assessment. This would include

any irregularity affecting the security or integrity of an assessment, such as cheating, fraud, copying from other students, passing information or materials from one to another without express authorisation, the use of unauthorised materials, including but not limited to notes, texts or instruments, and unacceptable behaviour.

- (3) The identification of certain assessment offences, including plagiarism, duplication, falsification, and collusion is a matter of expert academic judgement, based on a comparison across the student's work and on knowledge of sources, practices and expectations for professional conduct in the discipline. Therefore it is possible to determine that an offence has occurred from an assessment of the student's work alone, without reference to further evidence.
- (4) Circumstances which may imply an attempt by a student to deceive or gain an unfair advantage include:
 - (a) the use of sources which would not normally be available to the student, such as work submitted by others in previous years;
 - (b) an attempt to deny the offence when presented with material evidence;
 - (c) collusion with another person;
 - (d) a repeat offence after the investigation into a previous case involving the same student has been completed and the student has been informed of the outcome in accordance with these regulations, so that it is reasonable to assume that the student was acting in awareness of the possible consequences of his/her actions.
- (5) Within these regulations a distinction is made between minor offences and major offences, which are investigated in different ways and attract penalties and outcomes commensurate with the type of offence.
- (6) A minor offence is one where
 - (a) the student may be unaware of honest scholarly practice or requirements, e.g. in terms of group work or could be assumed to not have fully understood what constitutes plagiarism/collusion, may have lent work to fellow student in all innocence;
 - (b) it is clear that this is case of poor academic practice, rather than a deliberate attempt to gain credit dishonestly;
 - (c) the student has not committed more than one previous minor assessment offence.

Only offences of first year undergraduate students in their first term of study, of Visiting students or of undergraduate students who are direct entrants to the second year of study and in their first term of study at the College can be treated as minor offences. Offences identified for all other categories of students must be treated as major offences as students are deemed to be aware of what constitutes good academic practice.

- (7) A major offence is one where
 - (a) the student is deemed to be aware of what constitutes honest scholarly practice or requirements;

- (b) there is clear evidence of bad academic practice, e.g. plagiarism is significant; In the case of collusion the student has lent work to another student knowing parts will be copied; duplication of work submitted for another course/ programme;
- (c) there is a deliberate attempt to gain credit dishonestly.

MINOR OFFENCES

2. Investigations into and outcomes of alleged minor offences

- (1) A member of staff who suspects that an assessment offence has occurred, and is of the opinion that the offence constitutes a minor offence in terms of the provisions of Section 1 (6) of these regulations, shall assess the work in the normal way with reference to departmental marking schemes provided that the student is not given credit for another person's work and is not given credit more than once for the same work. The student may be required to attempt the assessment again by a specified deadline for formative purposes only, except that, for pieces of work which count towards a final mark or award, the outcome from the original submission will stand. A minor offence will also result in a warning.
- (2) A third minor offence should be investigated as a major offence in line with Section 4 (1) – (7) of these regulations.
- (3) In cases where the student fails the course unit as a result of failing a piece of summative assessment, the Sub-board of Examiners may award a resit with the mark for the course unit capped or require that the course unit be repeated in attendance.

MAJOR OFFENCES

3. Investigations into alleged major offences

- (1) Allegations that a major assessment offence has occurred will be investigated as follows:
 - (a) Where the allegation relates to a formal examination which has been organised by Student Administration, Registry, or by a collaborative partner, and is of a practical or procedural nature, rather than being a matter arising from the academic assessment of the student's work, the investigation will be conducted by an Assistant Registrar.
 - (b) In all other cases, with the exception of (c) below, the investigation will be conducted by the Head of Department or School responsible for the course or programme in question, or his/her nominee from the academic staff.
 - (c) If the examiners for a research degree student identify a suspected assessment offence the investigation will be conducted by the Dean of the appropriate Faculty.
- (2) Normally all allegations will be investigated in accordance with these regulations, even where the student has already been issued with a final outcome for the assessment, or is no longer registered at the College, subject to the procedures for the [Ratification and Revocation of Awards](#).
- (3) A student's final course results, progression status or award outcome may not be finalised and released whilst an allegation against him/her is under investigation.

4. Procedure for investigations into alleged major offences

- (1) A member of staff or an examiner who suspects that a major assessment offence has occurred with respect to either formative or summative work, and is of the opinion that the provisions of Section 1 (6) of these regulations do not apply, shall immediately submit a factual written report of the case to the Assistant Registrar, Head of the Department or School, or equivalent at a partner institution in the case of collaborative provision, or Faculty Dean as appropriate. The report will specify the grounds on which the allegation is made and any supporting evidence. Where the allegation is made by the Head of Department or School, it may be appropriate for a different member of academic staff to conduct the remainder of the process on his/her behalf.
- (2) In the case of Section 3 (1b) or (1c) of these regulations the Head of Department or School, or Faculty Dean shall provide the student with a copy of the written report which sets out the allegation, including the relevant evidence, and a letter inviting him/her to respond to the allegation at a meeting to take place not less than seven days later, and/or in writing, and to provide by the date of the meeting documentary evidence of any extenuating factors which s/he feels should be taken into account.
- (3) The purpose of the meeting will be to ensure that the student understands the allegation, is aware of these regulations and of the process to be followed, and is given a fair opportunity to respond to the allegation. The student may be accompanied at the meeting by another student or staff member of the College. The Head of Department or School, or Faculty Dean, or his/her nominee, will act as Chair and will be accompanied by at least one, but not more than two other academic member(s) of staff, and a note taker. Member(s) of staff who have reported a suspected assessment offence may be invited by the Chair to attend to clarify certain aspects of the allegation contained in the report but should not be present for the discussion and judgement of the outcome and penalty to be applied. A brief written note of the meeting will be produced, and a copy sent to the student, shortly after the meeting. The student may also submit a written note of the meeting if s/he does not agree with the one prepared by the College.
- (4) In the case of Section 3 (1a) of these regulations the Assistant Registrar will provide the student with a copy of the written report which sets out the allegation, including the relevant evidence, as well as details of the relevant regulations and the process to be followed. The student will be given not less than seven days later to respond to the allegation in writing. The Assistant Registrar may in exceptional circumstances decide to hold a meeting with the student if the facts set out in the written report (see Section 4 (1)) are not sufficiently clear.
- (5) The Assistant Registrar / Head of Department or School / Faculty Dean may interview or request written evidence from any other person that s/he deems appropriate in order to establish the facts of the matter.
- (6) If the student does not respond to the allegation in writing or attend the meeting with the Assistant Registrar, if invited to do so, or with the Head of Department or School, or with the Faculty Dean, it will be assumed that s/he does not wish to contest the allegation.
- (7) The Head of Department or School / Assistant Registrar / Faculty Dean investigating the case will contact each department in which the student has studied as necessary in order to establish whether or not the student has committed a minor or major offence on their current programme of study. The Head of Department/ Assistant Registrar will also check all other course units being taken in the current year of study to establish whether there are further instances of assessment offences.

5. Outcomes of investigations conducted by the Assistant Registrar

- (1) The Assistant Registrar will decide whether or not there is prima facie evidence that an offence has indeed occurred based on the findings of his/her investigation. In the most difficult cases, the Assistant Registrar may seek the advice of a Vice-Principal under the provisions of Section 8 (1) of these regulations.
- (2) If the Assistant Registrar decides that an offence has not occurred, s/he will inform the student of this decision in writing as soon as possible. A record of the case, together with a copy of the letter informing the student of the outcome, will be kept on the student's file in the Registry.
- (3) If the Assistant Registrar decides that there is prima facie evidence that an offence of a minor or technical nature has occurred which would not warrant any of the penalties set out in Section 8 (7) of these regulations, s/he will inform the student in writing of this decision and the reasons for it as soon as possible. A record of the case, together with a copy of the letter informing the student of the outcome, will be kept on the student's file in the Registry, as will any subsequent written statement from the student which contests the evidence.
- (4) If the Assistant Registrar decides that there is prima facie evidence that an offence has occurred which would warrant one of the penalties set out in Section 8 (7) of these regulations, s/he will refer the matter to a Vice-Principal under the provisions of Section 8 (1) of these regulations.

6. Outcomes of investigations conducted by the Head of Department

- (1) The Head of Department or School will decide whether or not a major offence has indeed occurred based on the findings of his/her investigation. In the most difficult cases, s/he may seek the advice of a Vice-Principal under the provisions of Section 8 (1) of these regulations by writing to the Assistant Registrar.
- (2) If the Head of Department or School decides that a major offence has not occurred, s/he will inform the student of this decision in writing as soon as possible. A record of the case, together with a copy of the letter informing the student of the outcome, will be kept on the student's files in the relevant academic departments/schools and in the Registry.
- (3) If the Head of Department or School decides that a major offence has occurred, s/he will select the appropriate course of action from the following.
 - (a) Where the work contains sufficient evidence that the student has satisfied the requirements to pass, the Head of Department or School will select one of the following penalties:
 - (i) cap the mark for the piece of work at a minimum Pass;
 - (ii) subtract ten percentage marks from the final mark for the course overall and return a mark for the piece of work based on the portion which is deemed to be acceptable for assessment;
 - (b) Where the student has not satisfied the requirements to pass and the provisions of (c) below are for whatever reason inappropriate, the student will be deemed to have failed the assessment. The mark will be set to zero;
 - (c) Where it is the view of the Head of Department or School that the implications of the offence are grave, including cases of a repeat major offence by the student, e.g. multiple instances of plagiarism/ collusion or other assessment offences identified more or less

simultaneously across a number of course units, cases where data has been falsified, cases where substantial parts of the assessment or the entire assessment are not the student's own work and have been copied and/ or purchased, and that a more severe penalty is merited, s/he will refer the matter to a Vice-Principal under the provisions of Section 8 (1) of these regulations, by writing to the Assistant Registrar, with a recommendation for one of the penalties set out in Section 8 (7) of these regulations. In cases where a student denies a major offence, the case will automatically be referred to a Vice-Principal following departmental investigation.

- (4) The Head of Department or School will inform the student in writing of any penalty imposed under the provisions of Section 6 (3)(a) or (3)(b) of these regulations and the reasons for it as soon as possible. A record of the case, together with a copy of the letter informing the student of the outcome, will be kept on the student's files in the relevant departments/schools and in the Registry.
- (5) The consequences of any penalty for the course or programme as a whole, and any recommendation for the student to resit or repeat the assessment, will be determined in reference to the student's performance overall and at the discretion of the Sub-board of Examiners unless the Head of Department or his/ her nominee has indicated that the failed course unit must be repeated in attendance. The student may additionally be required to attempt the assessment again by a specified deadline for formative purposes only, except that, for pieces of work which count towards a final mark or award, the outcome from the original submission will stand.

7. Outcomes of investigations conducted by the Faculty Dean

- (1) The Faculty Dean will decide whether or not an offence has indeed occurred based on the findings of his/her investigation.
- (2) If the Faculty Dean decides that an offence has not occurred, s/he will inform the student of this decision in writing as soon as possible. A record of the case, together with a copy of the letter informing the student of the outcome, will be kept on the student's files in the academic department/school and in the Registry.
- (3) If the Faculty Dean decides that an offence has occurred, s/he will refer the matter to a Vice-Principal, via the Assistant Registrar, under the provisions of Section 8 (1).

8. Referral of cases to a Vice-Principal

- (1) Cases may be referred to a Vice-Principal only under the provisions of Section 5 (3 – 5), Section 6 (3c) and Section 7 (3). The following information must be provided:
 - (a) a note setting out the reasons for the referral together with recommendations on the course of action to be taken (where appropriate);
 - (b) the written report which sets out the allegation, and where relevant a copy of the student's work in question, which has been marked to indicate the offending sections, together with references to any supporting evidence;
 - (b) evidence of the procedure followed to investigate the allegation, including copies of correspondence to and from the student and notes of any meetings which took place;

- (d) the student's written response to the allegation and details of any extenuating circumstances which have been disclosed by the student, if provided.
- (2) The Assistant Registrar will write to the student informing him/her that the case has been referred to a Vice-Principal, and inviting him/her again to respond to the allegation in writing, providing documentary evidence of any extenuating factors which s/he feels should be taken into account, within seven days.
- (3) Based on the evidence set out in Section 8 (1) and any further material submitted by the student, the Vice-Principal will:
- (a) refer the matter back to the Assistant Registrar / Head of Department or School/ Faculty Dean on the grounds that the correct procedure was not followed; or
 - (b) conduct a further investigation, which in exceptional circumstances may include a hearing with the student; or
 - (c) reach a decision based on the evidence already available.
- (4) If the Vice-Principal decides that a hearing should be held, the Assistant Registrar shall convene a Hearing Committee comprising the Vice-Principal as Chair and two other members of academic staff from departments or schools in which the student has not studied, whose role will be to advise the Vice-Principal. The Assistant Registrar shall be responsible for setting the date and place of the hearing, for notifying members of the Committee and the student of the arrangements, and for sending copies of all relevant documentation to members of the Committee and the student in advance. The Hearing Committee may invite one or more representatives from the student's department or school to attend all or part of the hearing for the purpose of answering questions. The student may be accompanied by another student or member of staff of the College to assist in presenting his/her case, otherwise the hearing will be conducted in private.
- (5) The Vice-Principal will decide whether or not a major offence has indeed occurred based on the findings of the investigation.
- (6) If the Vice-Principal decides that a major offence has not occurred, the Assistant Registrar will inform the student of this decision in writing as soon as possible. A record of the case, together with a copy of the letter informing the student of the outcome, will be kept on the student's files in the department/school and in the Registry. For research degree students, the decision will be communicated to the examiners who will be asked to continue with the examination.
- (7) For all students, with the exception of research degree students, who will be subject to Section 8 (8) of these regulations, if the Vice-Principal decides that a major offence has occurred, s/he will impose one or more of the following penalties. The penalty for a repeat offence will normally be more severe, on the grounds that it is reasonable to assume that the student was acting in awareness of the possible consequences.
- (a) Where the work contains sufficient evidence that the student has satisfied the requirements to pass, the Vice-Principal will select one of the following penalties:
 - (i) cap the mark for the piece of work at a minimum Pass;
 - (ii) subtract ten percentage marks from the final mark for the course overall and return a mark for the piece of work based on the portion which is deemed to be acceptable for assessment;

- (b) Where the student has not satisfied the requirements to pass and the provisions of (c) below are for whatever reason inappropriate, the student will be deemed to have failed the assessment. The mark will be set to zero;
 - (c) Where the implications of the offence are grave, the student will be deemed to have failed the course overall. For courses which carry a percentage mark, the mark will be set to zero. The Vice-Principal may decide in such a case to recommend that the student is not permitted to resit these failed course(s), but must repeat them in attendance
 - (d) Where the gravity of the offence warrants such a course of action, the Vice-Principal may decide to terminate permanently the student's registration with the College and in line with Section 8 (7) of these regulations will set the marks for the courses in question to zero. Students who have their registration terminated would not normally be permitted to reapply to the College for any programme.
- (8) For research degree students, if the Vice-Principal decides that an offence has occurred, he/she will impose one of the following penalties:
- (a) Where the extent of the offence is such that there is sufficient remaining original material to be examined, the case and the thesis will be returned to the examiners to determine an outcome in accordance with the [Research Degree Regulations](#). Where the outcome is not a fail, in all cases the student will be required to re-present his/her thesis in a revised form within no less than 18 months. In addition, the student will be required to undergo a further oral examination.
 - (b) Where the extent of the offence is considered grave, or it is a second offence, the penalty set out in Section 8 (7d) of these regulations will be imposed.
- (9) The Assistant Registrar will inform the student in writing of any penalty imposed and the reasons for it as soon as possible. A record of the case, together with a copy of the letter informing the student of the outcome, will be kept on the student's files in the academic department/school and in the Registry.
- (10) For all students the consequences of any penalty for the course or programme as a whole, and any recommendation for the student to resit or repeat the assessment, will be determined in reference to the student's performance overall and at the discretion of the Examiners. The student may additionally be required to attempt the assessment again by a specified deadline for tutorial purposes, except that, for pieces of work which count towards a final mark or award, the outcome from the original submission will stand.

APPEALS AGAINST DECISIONS

9. Appeals

- (1) A student may appeal against a decision made under these regulations only on one or more of the following grounds:
 - (a) that there is evidence of a failure to follow the procedures set out in these regulations which might cause reasonable doubt as to the fairness of the decision;

- (b) that fresh evidence can be presented which the student could not with reasonable diligence have disclosed before the decision was made and which might cause reasonable doubt as to the fairness of that decision;
 - (c) that the decision was perverse given the evidence which was available at the time.
- (2) Appeals must be submitted in writing by the student to the Academic Registrar within 15 working days of the date on which the student was formally notified of the decision. The student's submission must include:
- (a) a statement of all the matters which the student wishes to be investigated and taken into account, which specifies how these matters relate to the grounds for appeal in Section 9 (1) of these regulations and lead the student to believe that the decision was unfair;
 - (b) a statement of the student's desired outcome from the appeal;
 - (c) copies of all documentary evidence on which the student wishes to rely in the appeal, and where relevant an explanation for why the student was previously unable to disclose any of the evidence or information.
- (3) The Academic Registrar or his/her nominee may dismiss any appeal which in his/her opinion does not fall within the remit of these regulations, fails to present reasonable grounds or fails to provide sufficient evidence in support of the student's claims. Where there are inadequate grounds for an appeal or insufficient evidence, the Academic Registrar or his/her nominee has the option to give the student one opportunity to address the deficiencies before deciding to dismiss the appeal. Where the appeal does not fall within the remit of these regulations the Academic Registrar or his/her nominee may recommend an alternative route for consideration of the student's concerns.
- (4) Appeals which are not dismissed under the provisions of Section 9 (3) of these regulations will be investigated in the first instance by a senior member of the Academic Quality and Policy Office. The investigation will be conducted through written correspondence and may include requests to any individual or party for representations, additional information or an expert opinion.
- (5) The findings from the investigation by the senior member of the Academic Quality and Policy Office will be presented in writing to a Vice-Principal, who will determine one of the following courses of action:
- (a) to amend or set aside the decision;
 - (b) to set aside the original decision and refer the case back to the department for reconsideration;
 - (c) to confirm the decision;
 - (d) to convene an Appeals Committee under the Section 9 (6) of these regulations to investigate the matter further through a formal hearing.
- (6) The Appeals Committee will comprise the Vice-Principal as Chair and two other members of academic staff from departments or schools in which the student has not studied, whose role will be to advise the Vice-Principal. The senior member of the Academic Quality and Policy Office shall be responsible for setting the date and place of the hearing, for notifying members of the Committee and the student of the arrangements, and for sending copies of all relevant

documentation to members of the Committee and the student in advance. The Appeals Committee may invite one or more representatives from the student's department or school to attend all or part of the hearing for the purpose of answering questions. The student may be accompanied by another student or member of staff of the College to assist in presenting his/her case, otherwise the hearing will be conducted in private.

- (7) A student who wishes to abandon or withdraw an appeal at any stage must inform the senior member of the Academic Quality and Policy Office in writing. The senior member of the Academic Quality and Policy Office will then determine how to proceed, taking account of the available evidence and the matters raised by the student in the appeal.
- (8) The senior member of the Academic Quality and Policy Office will inform the student in writing of the Vice-Principal's decision and the reasons for it, as well as the student's right to request that the decision be reviewed by the Office of the Independent Adjudicator for Higher Education.

Ratification and Revocation of Awards

1. University of London awards
2. College awards
3. Date of the award
4. Revocation of awards
5. Joint awards

RATIFICATION OF AWARDS

1. University of London awards

- (1) The College is authorised to grant awards of the University of London to students registered on its programmes under the terms of the University of London Ordinances and Regulations. This authority is exercised by the Principal through regulations and procedures made by the Academic Board.
- (2) Recommendations for University of London awards are submitted to the relevant College Board or the Chair of such a Board for approval having been confirmed:
 - (a) in the case of Research Degrees, by the examiners who conducted the final examination of the thesis;
 - (b) in the case of all other awards, by the Chair of the Sub-board of Examiners and the External Examiner(s).
- (3) Following approval by the relevant College Board, pass lists for University of London awards are produced and signed by the Academic Registrar on behalf of the Principal.
- (4) Address labels and copies of the pass lists for University of London awards are sent to the University for the production and despatch of certificates of award.
- (5) Students deemed to have a tuition or tuition-related debt to the College or the University of London are excluded from the pass lists. On clearance of the debt, supplementary pass lists are produced and signed by the Academic Registrar and sent to the University.

2. College awards

- (1) The College is authorised to grant awards of Royal Holloway and Bedford New College to students registered on its programmes under the terms of its Degree Awarding Powers. This authority is exercised by the Principal through regulations and procedures made by the Academic Board.
- (2) Provision for the award of certificates and diplomas of Royal Holloway and Bedford New College is made within the College Statutes.
- (3) Recommendations for Royal Holloway and Bedford New College Awards are submitted to the relevant College Board or the Chair of such a Board for approval having been confirmed:
 - (a) in the case of Research Degrees, by the examiners who conducted the final examination of the thesis;

- (b) in the case of all other awards, by the Chair of the Sub-board of Examiners and the External Examiner(s).
- (4) Following approval by the relevant College Board, pass lists for awards are produced and signed by the Academic Registrar on behalf of the Principal.
- (5) Certificates of award are produced by the Academic Registrar and signed by the Principal.
- (6) Students deemed to have a tuition or tuition-related debt to the College and/or in case of collaborative provision a partner institution, are excluded from the pass lists. On clearance of the debt, supplementary pass lists are produced and signed by the Academic Registrar.

3. Date of the award

- (1) The date of the award will normally be:
 - (a) in the case of Research Degrees, the last day of the month in which the last element of the examination has been completed;
 - (b) in the case of all other awards, the earliest of the following dates to fall after the last element of the examination has been completed – 1 March, 1 August, 1 November or 31 December.

REVOCATION OF AWARDS

4. Revocation of awards

- (1) The Principal may revoke any award made by the College as outlined in Sections 1 and 2 of these regulations and all privileges connected therewith if it shall be discovered at any time and proved to the satisfaction of the College that either:
 - (a) there was an administrative error in making the award under regulations and procedures approved by the Academic Board; or
 - (b) the examiners, having taken into account information which was unavailable at the time the award was made and which has been accepted under regulations and procedures made by the Academic Board, determine that the award should be revoked or that any details of the award should be altered.

JOINT AWARDS

5. Joint awards

- (1) Procedures for awards made jointly with other institutions will respect the above principles and, where applicable, the terms set out in the University of London Ordinances and Regulations, but will be detailed in the formal agreement between the two institutions.

FITNESS TO PRACTISE PROCEDURES

Scope of the procedures

1. These procedures apply to students registered on programmes which lead to the award of a professional qualification in one of the regulated health or social care professions.
2. Under the terms of accreditation of such programmes by the professional bodies, the College has a responsibility to assess the fitness of students to interact with service users, and their suitability for a demanding and responsible career as a health professional, and to take appropriate action in respect of that assessment.
3. The College discharges this responsibility in part through its procedures for the selection and screening of applicants. The present procedures, however, treat questions of fitness to practise which may arise after a student has been admitted, and which cannot be addressed appropriately through the normal assessment arrangements for the programme.
4. These procedures cease to apply after the award of the professional qualification has been made to the student. Any concerns which are raised with the College about the fitness of one of its graduates to practise in his/her profession will be referred to the professional body.

Situations under which the procedures may be invoked

5. It is in the public interest to safeguard the well being of service users. To this end, students registered on programmes which are encompassed by these procedures must ensure that their behaviour in the practice setting, on campus or in other public environments, is at all times seen to be commensurate with that of somebody who is fit to assume the responsibilities of a health professional.
6. Without prejudice to the generality of the above statement, concerns over a student's fitness to practise may include any behaviour which:
 - (a) could be damaging or dangerous to other people, including service users, programme providers and other students;
 - (b) creates an unacceptable risk for him/herself, or for others;
 - (c) shows a serious or persistent failure to follow recognised codes of conduct in the profession.
7. Concerns must be presented in writing. Concerns which are raised anonymously, or by somebody without a professional relationship with the student, will only be investigated at the discretion of the Programme Director. Any concerns that are of a serious nature (eg involving abuse) will be investigated.

Preliminary investigation and action in light of concern

8. Any concern over a student's fitness to practise should be raised immediately with the Programme Director, or an appropriate nominee, who will first either satisfy him/herself that a reasonable attempt has been made to resolve the matter informally, or will make arrangements for this to be done, normally within five working days.

9. If the matter cannot be resolved informally, the Programme Director will determine an appropriate and constructive way in which to conduct a preliminary investigation, such as through meetings¹ and written or verbal correspondence. S/he will provide the student with details of the allegation(s) and any supporting evidence, and an opportunity to respond in person and in writing. The Programme Director will also inform the student if it is decided to suspend, postpone or place other limitations on his/her attendance on placement in order to safeguard service users while the matter is investigated.

10. If as a result of the preliminary investigation it is decided that the concern is unjustified, the matter will be regarded as closed, and the student and all those party to the investigation will be informed accordingly in writing. Any suspended placement will be resumed forthwith, or if this is not possible or appropriate, an alternative placement will be arranged.

11. If as a result of the preliminary investigation it is decided that the concern is justified, but it would be unwarranted to seek to terminate the student's training as a health professional, the student will be notified in writing of clear targets for change, together with specific criteria against which his/her achievement will be measured, and an appropriate deadline. The student may also be asked to interrupt his/her training for an agreed period of time. Any suspended placement will otherwise be resumed forthwith, or if this is not possible or appropriate, an alternative placement will be arranged.

12. If as a result of the preliminary investigation it is decided that the concern is justified and it is warranted to seek to terminate the student's training as a health professional, the matter will be referred to a formal review panel. The student will be notified of this decision in writing, and his/her attendance on placement will be suspended in order to safeguard service users until the decision of the review panel is known.

Referral to the formal review panel

13. The recommendation to terminate a student's training as a health professional will be considered by a formal review panel comprising:

(a) in the Chair, a senior member of the academic staff of the College who is responsible for training health professionals in a discipline other than that of the student;

(b) a member of the profession from outside the College who has experience of training students whilst on placement;

(c) another member of the academic staff of the College who is responsible for training health professionals in the same or a different discipline to that of the student;

(d) a service user who is involved in the programme(s) at the College.

14. The Faculty Registrar, or a nominee, will act as secretary to the panel.

¹ including Interim Suitability Procedures (for Social work Students) – see Appendix B

15. The panel will hold a hearing, following the procedures set out in the Guidelines on the Conduct of Academic Disciplinary Hearings (Fitness to Practise)².

16. If the review panel decides that the student's training should be terminated, the outcome will be conveyed in writing to the student, the professional body and the Chair of the Sub-board of Examiners, who in turn will recommend to the College Board of Examiners either that the student's registration with the College must be terminated for failing to satisfy the requirements to proceed on the programme, or that the student must be required to transfer onto an alternative programme at the College which does not lead to a professional qualification, provided such an appropriate alternative exists. The student will be notified of the right to appeal under the terms set out below.

17. If the review panel decides that the student's training should not be terminated, the outcome will be conveyed in writing to the student and the Programme Director, who will then determine, in consultation with relevant parties, an appropriate way for the student to resume the programme.

18. Where the review panel decides not to terminate the student's training, but nonetheless agrees that there are concerns which must be addressed, it may recommend clear targets for change on the part of the student, together with specific criteria against which his/her achievement will be measured, and an appropriate deadline. Failure to meet these targets may result in termination of a student's training. The student may also be asked to interrupt his/her training for an agreed period of time.

Appeals

19. A student whose training is terminated by the review panel may appeal against the decision on any of the following grounds:

(a) there is fresh evidence to be taken into account which the student could not, for valid reasons, have divulged at the time of the original hearing and which casts reasonable doubt on the reliability of the decision to terminate the student's training;

(b) there is evidence that the procedures set out in this document were not followed in such a way which casts reasonable doubt on the reliability of the decision to terminate the student's training;

(c) the panel's decision was contrary to natural justice given the evidence available to it at the time.

20. Appeals must be submitted in writing to the Head of Academic Development within two weeks of the date on which notification of the panel's decision was sent. Once an appeal is lodged, the student's registration on the programme will be provisionally reinstated pending the outcome of the appeal, but the appellant will not be permitted to attend any placement.

21. The Head of Academic Development, or a nominee, will consider any appeal in the first instance to determine whether it satisfies the grounds set out in 19 above. If it is decided that there are sufficient grounds for appeal, the Head of Academic Development will arrange for the appeal to be considered by an appeal panel, which will be convened and will operate as set out in 13-15 above, but with the panel members and secretary selected from people who were not involved in the original hearing. If however it is decided that there are not sufficient grounds for appeal, the Head of Academic Development will notify the student and the Programme Director in writing that the appeal has been dismissed and will rescind the student's provisional registration on the programme.

22. If the appeal panel upholds the decision to terminate the student's training, the outcome will be conveyed in writing to the student and the Programme Director, and the student's provisional registration on the programme will be rescinded.

² Appendix A

23. If the appeal panel decides that the student's training should not have been terminated, the Principal will reinstate the student's registration on the programme on a substantive basis. The outcome will be conveyed in writing to the student, the professional body and the Programme Director, who will then determine, in consultation with relevant parties, an appropriate way for the student to resume the programme.

24. Where the appeal panel decides that the student's training should not have been terminated, but nonetheless agrees that there are concerns which must be addressed, it may recommend clear targets for change on the part of the student, together with specific criteria against which his/her achievement will be measured, and an appropriate deadline. The student may also be asked to interrupt his/her training for an agreed period of time.

Revised September 2009

APPENDIX A

GUIDELINES ON THE CONDUCT OF ACADEMIC DISCIPLINARY HEARINGS (Fitness to Practise)

TERMS OF REFERENCE

1. A Fitness to Practise Panel will be convened by the Head of Department to deal with cases as they arise, and will comprise:

- (a) the Chair, a senior member of the academic staff of the College who is responsible for training health or social care professionals in a discipline other than that of the student;
- (b) a member of the profession from outside the College who has experience of training students whilst on placement;
- (c) another member of the academic staff of the College who is responsible for training health or social care professionals in the same or a different discipline to that of the student;
- (d) a service user who is involved in the programme(s) at the College.

To ensure impartiality, no member of the panel must have had any significant prior involvement with the case.

2. The panel will meet to conduct the hearing of the student case, and, will have the power to
 - i) terminate the student's training towards the award of a professional qualification, including awards for Social Work and Clinical Psychology;
 - ii) Should the panel consider that it is not necessary to terminate the student's training, a lesser penalty may be imposed: -
 - the student may also be asked to interrupt his/her training for an agreed period of time;
 - the panel may recommend clear targets for change on the part of the student, together with specific criteria against which his/her achievement will be measured, and an appropriate deadline.
3. Any penalty imposed will be proportionate and relevant to the concerns raised. In determining a penalty, the panel will be mindful of the consequences for the student of the penalty imposed, and will balance this against the perceived level of risk for the student themselves and for others including service users, programme providers, employers and other students. The student's previous conduct and behaviour may also be taken into account.
4. If the panel decides that the student's training should not be terminated, the case will be referred back to the Programme Director, who will then determine, in consultation with relevant parties, an appropriate way for the student to resume the programme.
5. The student will be notified in writing of the outcome by the Head of Department together with a reminder of his or her right of appeal. The reasons for the decision will be given.

6. The consequences of any penalty for the programme as a whole will be determined by the sub-board of examiners according to the College's assessment regulations.

GENERAL PRINCIPLES

7. (a) Any student whose conduct, health or character falls outside the standards required by professional regulatory bodies in one of the regulated health and social care professions and who is therefore subject to a Fitness to Practise Hearing, will be presumed innocent until proved guilty. The burden of proof applicable will be for it to be established that on the balance of probability Codes of Professional standards have been breached.

(b) All formal notices to the student will be in writing and may be handed to the student personally by a College Officer or delivered to the student's College room or local residence or sent by receipted email or by departmental or internal mail; a period of seven days will be allowed to elapse between delivery and further action.

(c) The student will be presented with details in writing of the complaint or allegations made against him or her before the hearing. The student will be given the opportunity to speak or write in his or her own defence.

(d) If a student fails to attend the hearing without having provided adequate reason the hearing will proceed as planned. In the event that a student is prevented from attending for reasons which are judged to be acceptable, the hearing may be adjourned and another date set.

(e) The student may choose to be accompanied by someone who is a member of the College such as fellow student, representative of the Students' Union or other member of staff who may speak at the hearing, though the student is expected to represent him/herself. Similarly the Panel may call upon other members of the College to speak at the Hearing if necessary, though the judgement reached will be determined by the Panel only. Prior to the hearing both parties will inform the other if any additional members of the College are to be present.

(f) The College or student may request an adjournment if more time is reasonably required. At their discretion and on such terms as they think fit, those chairing hearings will allow either side reasonable time for private consultation or reflection during hearings if they so request.

(g) A student whose behaviour is in significant breach of professional standards of practise may be subject to these procedures even if it can be shown that the breach is due to reasons of incapacity such as a serious emotional or psychiatric condition. In such cases the College will be mindful of its duty to make reasonable adjustments in order to mitigate the effects of any impairment.

(h) Further detail on the scope of the Fitness to Practise Procedures, and situations which may give rise to the procedures being invoked are contained in the College Fitness to Practise Procedures.

NOTICE OF HEARING AND EVIDENCE

8. The Student will be given a minimum of ten days notice for a hearing of the Fitness to Practise Panel, and will be given seven days in which to supply a written statement and/or evidence of mitigating circumstances for circulation to panel members, if they wish to do so.
9. The Panel will take all reasonable steps to hold the hearing on a date on which the student and his or her representative are able to attend. Exceptionally, if this proves impossible or the student does not make reasonable efforts to make him/herself available, the Chair of the Hearing Panel may decide upon a date and, if the student does not appear, may proceed with the hearing in his or her absence.
10. All members of the Panel and the student will be supplied with copies of the following documentation seven days before the hearing:
 - (a) a statement of the allegation(s) made against the student;
 - (b) the recommendation from the Programme Director on how the matter should be dealt with in accordance with the available options, set out under Point 2 of these Guidelines, together with the documents put forward in support of the recommendation.
 - (c) any additional documentation, including any further representations made by or on behalf of the student, will be circulated to all parties at least three days in advance of the hearing itself.

CONDUCT OF HEARINGS OF THE FITNESS TO PRACTISE PANEL

11. The College representative (normally the Programme Director) will present the College's case and the student, with the support of the member of the College who has accompanied him/her (if the student has chosen to be accompanied), will have a right of reply.
12. The student, his or her chosen member of the College to be accompanied by, and the College representative will be entitled to be present throughout the whole of the proceedings except where the Panel wishes to retire for private discussions. In every case, the student directly will be given an opportunity to be heard fully.
13. The Panel will decide whether or not the College's recommendation is accepted. If the College's recommendation is not accepted, the Panel will decide what other penalty, if any, is appropriate. The Panel will, whenever practicable, reach a decision on the day of the hearing.
14. The decision of the Panel on the action recommended by the Programme Director, will be on a simple majority with a second and casting vote to the Chair in the event of a tie.
15. There will not be any disclosure of information regarding the way in which any member has voted or on whether the decision was arrived at unanimously or by a majority vote.

APPEALS

16. A student may appeal against the decision of the Fitness to Practise Panel only on one or more of the following grounds:
- (a) that there is evidence of a failure to follow the procedures set out above, and which might cause reasonable doubt as to the fairness of that decision;
 - (b) that fresh evidence can be presented which the student could not with reasonable diligence have disclosed before the decision was made and which might cause reasonable doubt as to the fairness of that decision;
 - (c) that the Panel's decision was perverse given the evidence which was available at the time.
17. Appeals must be submitted in writing by the student to the Head of Academic Development (via the Academic Development Services Office) within one month of the date on which the student was formally notified of the decision. Appeals will be conducted in line with College procedures as set out in the Regulations on Assessment Offences.

OFFICE OF THE INDEPENDENT ADJUDICATOR

18. When a student has exhausted College procedures, if they consider that their case has not been appropriately conducted in line with College Procedures and Regulations, they may be able to complain to the Office of the Independent Adjudicator for Higher Education (OIA) providing that the complaint is eligible under its Rules.
19. The student will need to send to the OIA a Scheme Application Form within three months of the conclusion of the case as notified to the student in the College's Completion of Procedures letter. A Scheme Application Form can be obtained from the College Secretary's Office or the Students' Union, and also may be downloaded from the OIA website www.oiahe.org.uk (or may be obtained by telephoning or writing to the OIA for a form). A copy of the Completion of Procedures letter must be sent to the OIA with the Scheme Application Form.
20. If a student does decide to take a complaint to the OIA, the College Secretary or his/her nominee will deal with the complaint on behalf of the College.

RELATED POLICIES

21. These Guidelines should be read in conjunction with:
- (a) Academic Regulations including the Regulations on Assessment Offences, and College Policies and Procedures which apply specifically to students registered on programmes which lead to the award of a professional qualification in one of the regulated health professions. This includes the Fitness to Practise Procedures and the Interim Suitability Policy (Social Work);
 - (b) The requirements (for standards of conduct and good health) of the professional regulatory bodies including the General Social Care Council (GSCC) and the Health Professions Council (HPC), the British Psychological Society (BPS) and the British Association for Behavioural and Cognitive Psychotherapy (BABCP);

- (c) Students may also wish to consult the University of London Ordinances, the Royal Holloway and Bedford New College Act (1985), the College Statutes and Regulations of the Council and the College Student Handbook, which also includes regulations governing non-academic aspects of life as a student of the College.

Revised September 2009

APPENDIX B

Royal Holloway Social Work Programmes

Interim Suitability Panel (ISP)

Purpose: this is an Investigatory Panel which has been set up to provide further information in cases where doubts have been raised as to a student's suitability for Social Work.

Membership:

- Senior Academic (Head of Department or Programme Director) – to act as Chair of Panel
- External Agency representative
- Academic member of staff from Social Work department (independent – not related to student's case).

Terms of Reference:

- To meet the requirements of GSCC (2007) Suitability for Social Work: Ensuring the suitability of social work students to access and continue their training.
- To protect student social workers and potential services users / carers in line with the GSCC Codes of Practice (2002)
- To make preliminary enquiries into concerns raised about a student's possible Fitness to Practice.
- to agree a schedule of remedial action with the student & a timeframe for review (where appropriate)
- in serious cases, to refer a case to a Fitness to Practice Panel

Where does this fit into the Department's current processes such as Practice Assessment Panels, Fitness to Practice Procedures?

Whilst revising our processes to ensure that they are in line with GSCC requirements, it has come to our attention that there is not a suitable arena in which concerns raised about potential Fitness to Practice issues can be raised, prior to formally referring any cases to a Fitness to Practice Panel.

Concerns can be raised in many ways and at many stages of a student's study life. Examples include:

- at a Practice Assessment Panel;
- from a CRB check
- from a student – e.g. declaration to Head of Department of a criminal conviction
- student's tutor or practice assessor is concerned that student is experiencing serious personal and/or academic difficulties
- student's conduct raises concern e.g. poor attendance, plagiarism, academic dishonesty, oppressive or discriminatory behaviour or behaviour in conflict with GSCC (2002) Codes of Practice

It is our view that not all instances would merit immediate referral to a Fitness to Practice Panel, and so we have established an *Interim Suitability Panel* to investigate concerns. It is anticipated that some concerns might be subsequently found to be unmerited, or that issues raised could be addressed without recourse to a Fitness to Practice Panel. This would mean that only the most serious cases would need to be referred to a Fitness to Practice Panel.

Process

- Students will be given at least seven days notice of an ISP
- GSCC are alerted that an ISP is taking place regarding this student via an 'early alert letter'.

- Students can arrange to be accompanied by a friend (member of the College) or by a Student's Union Representative if they wish.
- Students will be given a formal report of the meeting, and if they feel the notes do not accurately reflect the discussions held in any way, they may submit their own version.
- GSCC are advised of outcome via a 'complaint letter'.*
- All records go on student's file.

*This is to comply with GSCC guidance, templates are available.

Revised September 2009

Approval and Suspension of College Academic Regulations

1. Responsibility of Academic Board
2. Delegation by Academic Board
3. Approval of academic regulations
4. Suspension of academic regulations

ROLE OF ACADEMIC BOARD

1. Responsibility of Academic Board

- (1) Regulation 1 of the University of London requires that the Academic Board shall be responsible for making arrangements for:
 - (a) the approval of academic quality assurance procedures, including the consideration and approval of general and subject specific academic regulations, and their amendment;
 - (b) the suspension of academic regulations.

2. Delegation by Academic Board

- (1) College Statute 16 states that the Academic Board may establish committees, boards or panels, and delegate responsibilities to such bodies as appropriate, in accordance with any requirements laid down by the Statutes or by Council.
- (2) College academic regulations and related procedures shall in all cases comply with the provisions and requirements of the University of London Ordinances and Regulations. In particular the authority to award degrees under Regulation 1 may not be delegated by the College to any individual, organisation or body outside the College.
- (3) The Academic Board shall have the power to enquire into any aspect of the operation of individuals or bodies to which it has delegated its responsibilities, and to require a written response.

APPROVAL AND SUSPENSION OF ACADEMIC REGULATIONS

3. Approval of regulations

- (1) Additions and other amendments to the College academic regulations shall be subject to approval by the Academic Board. The Academic Board shall consider and determine the date from which such regulations take effect and the categories of students to whom they shall apply. The Academic Board's powers of approval may, when circumstances require, be exercised by its Chair subject only to the requirement that any such action be reported to the members of the Board at its next meeting or otherwise.
- (2) Academic regulations approved by the Academic Board may permit the prescription by departments of individual programme requirements, such as submission dates for assessed work and the like, which shall normally be notified annually to students. Where the regulations so

permit, such requirements shall be regarded as part of the relevant programme regulations but the amendment of such requirements shall not otherwise be subject to consideration and approval by the Academic Board.

- (3) The College academic regulations are published annually in September. Amendments which may be approved in the course of an academic year will be published in the regulations for the following academic year. Major amendments will normally be incorporated in the published regulations not later than the beginning of the year in which they come into force.

4. Suspension of academic regulations

- (1) All requests for the suspension of College academic regulations will be considered by the Academic Board, by the Chair acting on its behalf, or by appropriate bodies to which the Academic Board has delegated this responsibility.
- (2) Requests must be submitted in writing to the Academic Registrar or his/her nominee by the Head of an academic department or some other appropriate officer of the College, stating the reason for the request. All requests and the decisions taken shall be recorded by the Academic Registrar or his/her nominee.
- (3) Suspension of academic regulations will be considered only in exceptional cases, in particular where an urgent decision is necessary in the interests of an individual student and where amendment of these regulations is inappropriate. No regulation may be suspended where to do so would breach any of the University of London Ordinances or Regulations.
- (4) No amendment to the method of assessment of courses and programmes shall be approved after the first day of the academic year unless the students concerned have been consulted and given an opportunity to comment in writing.



IT regulations & legal information

All students are encouraged to utilise the IT facilities in support of their learning and research. Training and support is readily available, and staff are on hand to help with all information technology requirements.

PC Labs are available for use within the Computer Centre, around the Campus, and at other locations including Kingswood Hall and Bedford Square, London. Access to the Computer Centre and most PC Labs is 24/7, with access outside normal working hours via a College Card.

In most areas, students may access the College network using their own devices.

You are still bound by the terms and conditions set herein, any legislation and any other College policies and/or terms and conditions in force at the time.

Use of computer facilities

The College's computing facilities are provided primarily for use in pursuit of academic study. Social and recreational use is permitted under certain circumstances (see notices on display in PC Labs) but only if students or staff doing academic work are not disturbed or inconvenienced in any way. Commercial use is not permitted without explicit prior authorisation by the IT Director.

All users will be bound by the terms and conditions set herein, any legislation and any other College policies and/or terms and conditions in force at the time.

Privacy

The Regulation of Investigatory Powers (RIP) Act 2000, the Lawful Business Practice Regulations (2000), and the Information Commissioner Code on Monitoring at Work (2003) provide the College the right to access all material, including email, held on College computing facilities where abuse is suspected or where there is a pressing academic or business need. Communications on or through the College's computer systems may be monitored or recorded to secure effective system operations and for other lawful purposes.

Please note that the content of individual communications is not routinely monitored. However the College does reserve the right, within the law, to monitor in detail if there is some evidence of illegal or serious misuse of facilities, or if provision of the service may be compromised.

Responsibility for controlling access to student material resides with the Director of Information Services, or the appropriate Head of Department.

For security purposes, College PC Labs may be monitored and/or videotaped using CCTV cameras.

Personal accounts and file store

All users are given a personal account (with a unique username and password) allowing use of the College's computing facilities. It is a condition of use that only the owner uses the account.

The **Computer Misuse Act 1990** (<http://www.legislation.gov.uk/ukpga/1990/18/contents>) makes it a criminal offence to commit any of the following:

- unauthorised access to computer material;
- unauthorised access with intent to commit or facilitate commission of further offences;

unauthorised modification of computer material.

Therefore, you **MUST NOT**:

- use or attempt to use another user's account;
- allow your own account to be used by someone else;
- attempt to discover another user's password;
- use computer facilities to falsely claim to be someone else.

Most users will have data stored on the College's computer systems. Any attempt to interfere with another user's data, or to otherwise gain access to such data without the owner's permission, will be treated as a serious offence. In pursuing a complaint against a user or any suspected computer misuse the IT Director may authorise access to a user's file store.

All users should read the College's guidelines regarding personal harassment and note that this includes harassment through the use of computer equipment. For example, displaying pornographic images will be offensive to many and will lead to disciplinary action.

Viruses and intentional damage

Users must take precautions to ensure that their own devices are kept free from "computer viruses" and must not knowingly introduce any virus, trojan horse, or other 'nuisance' program into the College network. In this context, a 'virus' is a computer program which can 'infect' other computer programs by modifying them in such a way as to include a (possibly modified) form of itself. A 'trojan horse' is a computer program which deliberately and secretly performs some function which the person running the program does not wish to happen.

Actions which deliberately render College computer systems unusable (whether by physical damage or otherwise) are not permitted and may result in disciplinary and/or legal action.

Use of email

All students are provided with a College email account. Official communications from the College to the student will be sent to this account and departments may require course-work to be submitted by students from this account. The College therefore requires that students access their College email account at frequent and regular intervals. Students must also ensure that their College email account is kept operational by ensuring that it does not exceed its permitted capacity.

Students may forward email from their College account to a personal mailbox of their choice, however, it will remain the student's responsibility to ensure that the forwarding process is correctly implemented.

The College will ensure that personal mailboxes will be accessible from College systems where technically possible.

You MUST NOT:

- send unsolicited, non work-related email or other mass emails (spam). Unsolicited mass email is permitted only when authorised in advance by the Director of Information Services and will otherwise result in the immediate withdrawal of computing facilities;
- forward on chain letters;
- forward on virus alerts or other similar warnings to other users (as most are hoaxes) – instead, please contact the IT Service Desk for more information;
- include personal or other abuse in messages.

Please see the [email guidelines \(/it/tos/emailguidelines.aspx\)](/it/tos/emailguidelines.aspx) for further information.

Use of the academic network and the internet

The College's Campus network is connected to SuperJANET (the UK Academic Network), and hence to the Internet. The **JANET Acceptable Use Policy** (<https://community.ja.net/library/acceptable-use-policy>) governs use of SuperJANET. This will not be quoted here, since much of it duplicates the College's own regulations; however, all users are advised to read it.

Users wishing to publish material to the internet must first read the College's **guidelines on web publishing** (</it/cms/home.aspx>). Note: the College reserves the right to withdraw any material from a College web server which is considered inappropriate.

Personal data held on computers by students

Personal data consists of information about a living individual who can be identified from that information.

A student must not hold or process personal data on a computer for a purpose related to his or her studies in the College without being expressly authorised to do so by an appropriate member of staff (normally, for a postgraduate, this will be the supervisor, and for an undergraduate, the person teaching the relevant class or course).

Students who are authorised to hold or process personal data on a computer must familiarise themselves with, and operate in accordance with, the Data Protection principles and the College's registrations under the Data Protection Act 1984 and 1998, details of which are available from Heads of Departments. Copies of the College's registrations are also available for inspection in both Bedford and Founder's Libraries.

PC laboratories

Sensible eating and drinking within the PC Labs is allowed, provided that the computer equipment is not damaged in any way, and that all rubbish is cleared away before leaving the room.

Smoking is not permitted within 5 meters of any College building; doing so will result in disciplinary action.

You should note that additional conditions of use may from time to time be displayed in PC Labs or notified directly to users.

Legal framework

There are a number of statutory laws that have a bearing on the use of the College's computer facilities, and all users must obey these laws.

Computer Misuse Act (1990) **(<http://www.legislation.gov.uk/ukpga/1990/18/contents>)**

This Act makes it a criminal offence to commit any of the following:

- Unauthorised access to computer material
- Unauthorised access with intent to commit or facilitate commission of further offences
- Unauthorised modification of computer material

These offences are punishable by law with prison sentences ranging from six months to five years and unlimited fines.

Copyright, Designs and Patents Act (1988) **(<http://www.legislation.gov.uk/ukpga/1988/48/contents>)**

Users must respect the copyright of all material and software made available by Information Services and third parties. Such material is often obtained by the College at special rates, and this arrangement is jeopardised by unauthorised copying. If copyrighted material is to be incorporated into material published 'online' (for example, via the world wide web), the permission of the copyright holder must first be obtained.

For further information on copyright law, see the [Copyright Licensing Agency's website \(http://www.cla.co.uk\)](http://www.cla.co.uk).

Data Protection Act (1998) **(<http://www.legislation.gov.uk/ukpga/1998/29/contents>)**

The Data Protection Act applies to data on living persons which is stored in a computer or other electronic information system. The permission of a data subject should be sought and obtained before any information (irrespective of the medium) relating to them is collected or processed (where processing includes recording, holding disclosing, disposing, or carrying out any operation).

See the [College's Policy \(/aboutus/governancematters/accesstoinformation/home.aspx\)](#) relating to Data Protection, for further information.

Equality Act (2010) **(<http://www.legislation.gov.uk/ukpga/2010/15/contents>)**

Any material which discriminates against any person on the grounds of age, disability, gender reassignment, marriage/civil partnership, pregnancy/maternity, race, religion/belief, sex, or sexual orientation (or encourages such discrimination), contravenes this act.

Libel laws

The libel laws cover publishing via electronic media. Facts concerning individuals or organisations must be accurate and verifiable and views or opinions must not portray their subjects in any way which could damage their reputation.

Obscene Publications Act (1964) **(<http://www.legislation.gov.uk/ukpga/1964/74/contents>)**

Criminal Justice and Public Order Act (1994) **(<http://www.legislation.gov.uk/ukpga/1994/33/contents>)**

Protection of Children Act (1999) **(<http://www.legislation.gov.uk/ukpga/1999/14/contents>)**

Using computer facilities for the storage, transmission or display of obscene material is not allowed - irrespective of the legality of material in the country of origin. In addition to the serious penalties faced by the offender, investigation may result in confiscation of computer equipment by the police, causing severe disruption to the College.

Using computer facilities for the storage, transmission or display of obscene material is not allowed - irrespective of the legality of material in the country of origin. In addition to the serious penalties faced by the offender, investigation may result in confiscation of computer equipment by the police, causing severe disruption to the College.

Sanctions

The main sanction taken against those who breach the computer regulations is withdrawal of the use of computer facilities. In serious cases the full range of disciplinary action will be taken and may include police action. Any

complaint against a student will result in an instant response with immediate suspension of the account while the complaint is investigated. With many offences (including defamation, computer misuse and obscene publication) it is likely that a zero-tolerance approach will be pursued with a permanent withdrawal of computing facilities.

[Accessibility \(/it/tos/accessibility.aspx\)](/it/tos/accessibility.aspx) | **[Policies \(/iquad/collegepolicies/home.aspx\)](/iquad/collegepolicies/home.aspx)** | **[Privacy \(/it/tos/privacystatement.aspx\)](/it/tos/privacystatement.aspx)** | **[Regulations & legal \(/it/tos/regulations.aspx\)](/it/tos/regulations.aspx)** | **[Scope of support \(/it/tos/scopesupport.aspx\)](/it/tos/scopesupport.aspx)**



Search...

Library regulations

The Library's Aims

To support the College's teaching and research by collecting, recording, conserving and disseminating information acquired in whatever format is appropriate (conventional publications, electronic, microform, video, compact disk, etc.)

To provide services that assist and encourage users to make the best possible use not only of the Library's collections but also of sources of information available within the University of London and throughout the United Kingdom and beyond.

To provide an environment conducive to productive study and research in the Library.

In pursuit of these aims the Library expects that:

Library users and staff treat each other with respect and consideration.

Library users and staff respect private and College property.

Library users comply with requests made by library staff.

Library users act in a manner consistent with these regulations and other library policies.

The Library's regulations

A. Access

1. Members of the Council, Fellows, Honorary Associates, members of staff of the College, registered students and retired staff are entitled to free membership of the Library.
2. Intercollegiate students attending the College as an integral part of a taught course are entitled to free membership of the Library.
3. Members of external organisations which have been granted permission to use the Library under specified conditions are entitled to membership. In some instances charges may apply. Please see our website for further information about membership schemes for external users.
4. All members of the public can have free reference access to the Library.
5. All users and others entering, or found in, Library premises may be required to present their reader cards, day tickets or other form of identity if requested to do so by a member of the library staff. Library cards and day tickets are not transferable. Their loss should be reported immediately.
6. Advanced notice and permission is required before groups of visitors are admitted to the Library. Please contact the Library for further information.

B. Borrowing

1. All library material on the open shelves may be borrowed unless the material is marked for reference purposes only.
2. Borrowing procedures and rules, loan entitlements, loan periods and rate of fines applicable to the various categories of users and materials, as recommended by the Library Advisory Body and approved by the Academic Board, are laid out in the current Library Guide.
3. Items loaned to a user are for the personal use of that user and may not be transferred to another person. They remain the responsibility of the user until returned to the Library and the loans cancelled.
4. All items on loan must be returned by their due date and time.
5. Any item on loan is subject to recall before the date or time due if requested by another user. Recalled items must be returned without delay.
6. Any loan may be renewed if not required or reserved by another user providing no outstanding fines exist on the user's record

C. Conduct

1. Smoking is forbidden in the Library.

2. Conversation and noise are acceptable in designated areas of the Library but should be kept to a minimum so as not to disturb others.
3. Some areas are designated for silent study only. Conversation and noise are strictly forbidden in these areas.
4. Mobile phones are permitted in group study areas but should be kept to a minimum as not to disturb other users. Mobile phones are not permitted in silent study areas.
5. Consumption of food or drink is only permitted in designated areas of the Library and users are asked to take personal rubbish with them or use the bins provided. Hot food is not permitted in the Library.
6. With the exception of guide dogs, animals are not permitted in the Library.
7. Users are required to vacate the Library at designated closing times, upon hearing alarm bells or at other times when requested by library staff.

D. General regulations

1. Users of the Library's services and collections are obliged to abide by current legislation on copyright, data protection and computer misuse. Those using the photocopiers shall comply with the terms of the Copyright, Designs and Patents Act 1988 and will be held personally responsible for any breach of this and related legislation. When using IT equipment or software the [Computer Centre regulations \(/Information-Services/Computer-Centre/facilities-and-services/service-overview-and-regulations/computer-use.html\)](#) should be adhered to at all times.
2. Users shall comply with the terms of such licences that the College shall arrive at from time to time with organisations for the dissemination of information.
3. Registered users shall inform the Library of any change of name or address.
4. Such personal property as may be brought into the Library is done so at the owner's risk and may be inspected by the library staff at any time.
5. Users are forbidden to deface, damage or interfere with any Library material, equipment, furniture or fixtures.
6. Reading places may not be reserved and library staff may remove any item left at an unoccupied place.
7. Library staff cannot be held responsible for non-receipt of communications from the Library regarding overdue or recalled material or other matters.

E. Penalties

1. The University of London, Conditions of Admission to a degree, diploma or certificate shall apply by which any outstanding account as defined by the University shall prevent the reporting of examination results until the account is settled.
2. Users failing to observe borrowing regulations will be subject to fines and to suspension of borrowing privileges. Fines should be paid at once and in full.
3. Users responsible for damage to or loss of library materials, equipment or premises will be required to pay the full replacement cost, and an administrative fee will be charged.
4. In the case of a user attempting to steal or damage Library property, or having been discovered to have done so, the matter will be referred to College disciplinary procedures.
5. Users failing to observe silence in designated silent study areas will be asked to leave the Library premises and may risk suspension of borrowing privileges for specified periods.
6. Serious or persistent offences against Library regulations may lead to College or University disciplinary procedures.

F. Guarantee of service

The Library is committed to providing the highest possible levels of service to all of our users. Your opinions on our services are always welcome and can be made known to us by emailing [library @rhul.ac.uk](mailto:library@rhul.ac.uk) ([/mailcontacts/library++rhul+ac+uk](#)).

.Last revised: April 2010

College Card Policy



Introduction

Your College Card identifies you as a student of Royal Holloway, University of London. It acts as proof of your identity on campus and allows you to access a range of University facilities and services including the Library, Sports Centre (if you are a member), IT Services and the Students' Union.

Conditions of Use

When starting a new programme of study at Royal Holloway you will be issued with a College Card on completion of all three stages of College enrolment:

1. Online Sign-Up
2. Tuition Fee Payment
3. Identity Check

The expiry date on the card will be the anticipated end date for your programme of study at the time of issue.

As a College Card holder you are expected to:

1. Carry your card with you at all times when you are on University premises.
2. Present your College Card on request to University staff. You will be asked to present your College Card when accessing a range of facilities and also to gain entry into formal examinations.
3. Use your card responsibly. The card is unique to you and is non-transferrable. You should never allow anyone else to borrow or use your College card.
4. Only have one card. If you lose your card and get a replacement and then find your old card you will need to hand-in the old card to the Student Services Centre.

Please note that the card remains the property of Royal Holloway, University of London at all times.

If you find a College Card on campus please hand it immediately to the Student Services Centre in the Windsor Building (open 10-6pm during term-time or 10-5pm during vacations). Outside of these hours please hand it to the Security team in Founder's East.

If you have lost your card or it has been stolen it is important that you report it straightway to the Student Services Centre. We can then apply a temporary block on your card until you find it or get a replacement.

Campus Account

Your College Card will also give you access to your Campus Account. When your Account is in credit, you will be able to pay for purchases in the many dining halls, cafes, bars and shops on campus with your College Card. Your Campus Account works in much the same way as a MAESTRO or Visa Delta account and offers a number of benefits including:

1. All students automatically save paying the VAT (20 per cent) on most food and hot drinks bought in College run outlets with their Campus Account.

2. You can top up online through **UpayChilli** or at any of the automatic Top-up Points across campus.
3. There is a 'Campus Account Fast Track' till at The Store on Campus for those paying by College Card.
4. You can set up a link between your Campus Account and bank account, making budgeting and checks on spending really easy and, have ready access to your money on campus.
5. We provide a £2 overdraft on all Campus Accounts. This means if you spend a little too much or have forgotten to top up, you can still get your savings.
6. For every pound you spend in a transaction, we'll give you a loyalty point which can be cashed in once you have amassed a minimum of 100 points (each loyalty point is equivalent to 1 pence) saving you even more.
7. Using your Campus Account is a lot more secure than cash. Your College Card carries a photograph of you, which decreases the likelihood of it being used fraudulently.

Please see the following terms and conditions of the Campus Account:

1. The Campus Account is only available to students, staff and contractors of Royal Holloway, University of London.
2. Royal Holloway, University of London is not liable for any financial loss incurred prior to a card being reported lost/stolen.
3. The Campus Account is strictly non-transferable and may not be used by other people.
4. Sufficient funds must be in place before a purchase can be made from the Campus Account.
5. The Campus Account may be used in all catering/retail outlets managed by Campus Services.

Card Replacement

In the event that you need a replacement card please read the relevant option below:

Expired cards

If your card has expired please bring the card to the Student Services Centre and we will replace it, free of charge, while you wait.

Lost or Stolen cards

We know things don't always go to plan so we offer one free replacement if your card is lost or stolen during your programme of study. Visit us in the Student Services Centre with another form of identification (bank card, driving licence or passport) and we will be able to issue you with a replacement, while you wait.

Once you have had your free replacement, if your card is lost or stolen again you will be charged a fee of £10 for every future replacement. You will need to pay the £10 fee online via the Online Store before visiting the Student Services Centre to collect your new card. You should bring another form of identification (bank card, driving licence or passport) when you go to collect your new card.

Damaged cards

If your card is damaged as a result of reasonable wear and tear, please bring the card to the Student Services Centre and we will replace it, free of charge, while you wait.

Please note we reserve the right to charge £10 for the replacement if your card has been wilfully damaged.

College Card Photo

You are required to provide a photo for your College Card. The photo can be provided in one of two ways:

1. Before starting a programme of study you will be given the opportunity to upload a passport sized photo via the Enrolment tab in the student portal Campus Connect. Please note photos are subject to approval before being used on the College Card.
2. If you cannot upload a photo in advance your photo will be taken on the day that you complete College enrolment.

If you request to change your photo after you have submitted a photo or had your photo taken at Enrolment, you will be charged a fee of £10 to re-print your College Card. If during your programme of study your appearance changes significantly we will not charge a fee to re-print your College Card.

Interruption of Studies or Withdrawal

If a student interrupts their study they should retain their College card for use on their return. Once they have resumed their studies they can replace their College Card shortly before it expires as per the Card Replacement process.

If a student withdraws from the University he/she must hand their College Card back to the Student Services Centre prior to leaving the University.

Further Information

If you have any other questions about your College Card please contact the Student Services Centre, e-mail: student-enquiries@royalholloway.ac.uk or telephone 01784 276641.

Version No.	2
Approved by:	College Executive Committee
Date:	22 February 2016

Introduction

1. Royal Holloway, University of London (the College) is committed to ensuring the processing of information relating to individuals is carried out in such a way as to protect the privacy of individuals and to comply with relevant legislation, in particular the Data Protection Act 1998 (DPA). The College needs to collect, store and use information about its staff, students, applicants, former students and others in order to carry on its business as an institution of higher education and to meet its legal obligations to funding bodies and government. All such information will be processed in accordance with the Data Protection principles that are set out in the DPA.
2. This policy has been approved by the College Council and the Planning and Resources Committee. It forms part of the Data Management Policy, which ensures the College manages its data securely whilst maintaining data quality.

Responsibilities of the College

3. The College is the Data Controller as defined in the DPA and is ultimately responsible for the implementation of the Act.
4. The College appoints a Data Protection Officer (DPO) who is the primary contact to the Information Commissioner's Office (ICO) and is responsible for maintaining the annual notification to ICO. The DPO is also required to ensure there is a suitable DPA advisory and training service, for handling DPA subject access requests and for keeping the College Council and Secretary aware of relevant issues.

Responsibilities of Staff

5. Heads of Departments and Professional Services are responsible for ensuring this policy is observed in their units.
6. Anyone who collects, stores or uses personal data on behalf of the College must comply with the DPA principles. Staff whose role requires them to process information about other people (including information connected with employment, academic study or personal circumstances) must comply with this policy and any associated guidelines.
7. Staff who process or access personal data must complete Data Protection training as part of their College induction and any refresher training as required by their line manager.
8. Staff who commission or employ third parties to process or handle personal data on behalf of or in connection with the College must ensure that the details of such processing is subject to a written agreement between the College and the third party. Third parties include suppliers, partners or external examiners.

Responsibilities of Students

9. Students who are considering processing personal data as part of their programme must do so under the supervision of the member of staff responsible for their course. Students processing personal data, other than as part of their course, are required to make an individual notification to the Information Commissioner's Office.

Individual Rights under the Data Protection Act 1998

10. Individuals have the right to access the data held about them, to ensure that it is correct and to know how it will be used.
11. All requests to access personal data will be handled in accordance with the DPA and as detailed in the Data Protection Guidelines. Requests should be directed to the Data Protection Officer.

Monitoring and Reporting

12. The Planning and Resources Committee will receive an annual report about the ongoing operation of these procedures which must include:
 - a. confirmation of the annual notification to ICO.
 - b a summary of related training and development activity across College
 - c. a summary and analysis of all data breaches over the past year
 - d. the number of all requests for access to personal data
 - e. an analysis of any complaints from individuals or ICO.
13. All suspected data breaches must be handled in accordance with the Data Breach protocol.

Further Information and Guidance

14. If anyone considered that this policy has not been followed they should raise the matter with the Data Protection Officer.
15. Further information on the interpretation and application of this policy may be obtained from FOI@rhul.ac.uk.

Approved by:	Council
Review by:	May 2018

Change of Name Policy



When you apply to study at Royal Holloway, University of London the name you provide should match the name shown on your passport, EU National Identity Card or Marriage Certificate. As part of your enrolment process we will ask to see your passport or EU National Identity Card to check that we have the correct name recorded on the student record system.

Once verified at enrolment, this is the name that will be used throughout your academic career at Royal Holloway and it will be the name that is used on your degree certificate if you successfully complete your programme of study.

First name and family name

Your name will be recorded in the following format: **First Name** (or given name) *followed by your Family Name*.

If you are known by a single name (and do not have a first name and a family name), your name will be recorded as your 'First Name' on our records and your 'Family Name' will be left blank.

Preferred first name

If you prefer to be known by a different or abbreviated first name (e.g. Nick instead of Nicholas), this can be entered as your preferred first name during the Online Sign-Up process. If you choose to enter a preferred first name this will be the name that is used on any informal correspondence or course and College documentation. Your full name will be used for all formal documentation including your College Card and Student Status Certificate.

Changing your name during your programme of study

If you wish to be known by a different name you can change your name at any time, provided you do not intend to deceive or defraud another person. There is no legal procedure to follow in order to change a name. You can simply start using the new name. You can change your forename or surname, add names or rearrange your existing names. As a public organization we have a duty to prevent fraud, therefore we require you to provide evidence of the change before we can update your student record.

To update your name with the College you will need to present **one** of the following documents (original or a certified copy) in person at the Student Services Centre:

- Passport
- Marriage Certificate
- Decree Absolute
- Change of Name Deed or Deed Poll
- Statutory Declaration
- Public Announcement
- Police Report (if you have adopted a new name for personal safety reasons)

If you have only recently adopted your new name, we strongly advise that the name you choose to register with us, is the name that you are planning to use on all official documents (e.g. your passport) otherwise certain institutions or organisations may not recognise your qualification in future, if the name on your degree certificate does not match your name on other official documents.

We reserve the right to request additional evidence if there is any doubt that you are not intending to abandon use of your former name and use your new name for all purposes.

In addition to updating your name on the student record system we will also issue you with a new College Card and submit a request to IT on your behalf to update your College Email Address.

If you also wish to change your title e.g. Mr, Mrs, Miss, Ms, Mx please just let the member of staff know when they are processing your change of name.

Keeping a record of your previous name

We will keep a record of your previous name on the student record system but this will only be used to connect any documentation or records relating to your previous name to your student record.

Changing your name once you have completed your programme of study

Once you have been awarded and/or left the College it is not possible for you to change your name on our records or on any official award documentation (unless the name change is associated with gender transition in which case proof of name change and proof of ID will be required).

Further Information

If you have any questions about changing your name on your student record please contact the Student Services Centre, e-mail: student-enquiries@royalholloway.ac.uk or telephone 01784 276641.

Version No.	2
Approved by:	College Executive Committee
Date:	22 February 2016



Schedule 1: Union Affairs

A Code of Practice issued by the College Council in accordance with the Education Act 1994, Section 22(3)

16.1 Preamble

1. The Council greatly values and appreciates the contribution made by the Students' Union, over many years, to the life of the College, particularly with regard to the provision of sporting and social facilities, student representation on committees and boards, and welfare advice to students. This Code of Practice has been issued as required by the Education Act 1994, Section 22(3). There is a separate Code of Practice on Freedom of Speech, which was issued by the Council as required by Section 43 of the Education (No.2) Act 1986 (Schedule 4 to this Constitution). That Code of Practice is binding on the Students' Union.

Scope of the Code of Practice

2. The Code of Practice sets out how the Council of Royal Holloway, University of London, seeks to ensure, as required by the Education Act 1994 that the College Students' Union operates in a fair and democratic manner and is accountable for its finances.
3. The Code applies to staff and students of the College, and to the Students' Union and its staff and Officers.

The College Statutes

4. The Students' Union is established by Statute 23, viz.:

"23 (1) There shall be a Students' Union of the College for the benefit of the students of the College.

23 (2) The functions of the Students' Union shall be as follows:

(a) to promote co-operation among members for educational, cultural, social and sporting purposes;

(b) to cater for the welfare of its members and to represent them in all matters affecting their interests.

23 (3) The Students' Union shall conduct and manage its own affairs in

accordance with a constitution approved by the Council.”

Requirements of the Code of Practice

Eligibility

5. All registered full-time and part-time students shall be members of the Students' Union, but all students have the right not to be members of the Union. Non-members may not participate in the democratic processes of the Union as outlined below, nor may they be involved in any position where they would be in a decision-making role involving the Union's funds, policies, procedures or services. In particular:
 - 5.1 Non-members may not hold elective or appointed office in the Students' Union, i.e. Sabbatical or Non-Sabbatical Officer, or any other Union-elected representative.
 - 5.2 Non-members are not eligible to vote in the General or sectional elections or in General Meetings.
 - 5.3 Non-members may not serve as an officer of any Union society or sports club.
 - 5.4 Non-members may not vote in any election or AGM of any Union society or sports club.
 - 5.5 Non-members may not serve as Union representatives on committees which are part of the governing structure of the College or its departments.
6. All registered students of the College are automatically members of the Students' Union. Any student has the right not to be a member of the Union. The procedures for exercising that right are as follows:
 - 6.1 Each year, a membership period, which shall normally be the third and fourth weeks of the autumn term, will be published.
 - 6.2 Any student wishing to declare their non-membership may do so only during that period, using the appropriate forms. This declaration remains in effect until the end of that academic year.
 - 6.3 A list of non-members will be maintained by the President of the Students' Union.

Constitution of the Students' Union

7. The Students' Union of Royal Holloway, University of London, shall have a written constitution, which shall be approved by the Council and reviewed at intervals of not more than 5 years.
8. Appointment to major Union offices, specifically to all Sabbatical posts and for Non-Sabbatical members of the Union Operations Committee and Student Affairs Committee, shall be open to all members of the Union, subject only to paragraph 9

below; appointment shall be by election in a secret ballot, in which all members are entitled to vote.

9. Clear and comprehensive election procedures for major Union offices shall be laid down either in the constitution or in Bye-Laws or Regulations, and shall be subject to approval by the Council. The President of the Students' Union will, at the request of the Council or the College Secretary, provide a written report on the conduct of any such elections. The College Secretary or his or her nominee may, at the request of Council, investigate the conduct of any Union election.
10. A person may not hold Sabbatical Union office, or paid elected Union office, for more than two years in total, or a shorter period as specified in the constitution.

Annual Report to the Council

11. The Students' Union shall make an Annual Report on its activities to the Council.

Financial Matters

12. The financial affairs of the Students' Union shall be conducted properly and efficiently. The annual budget of the Union shall be approved by the Finance Committee in advance of the financial year to which it relates. The Union shall provide quarterly reports of income and expenditure to the Director of Finance, and shall make reports to the Finance Committee in a form and at such times as the Committee requires.
13. Financial reports of the Union shall be published at least once in each academic year, and shall be submitted to the Finance Committee. Such reports shall contain a list of the external organisations to which the Union has made donations in the period to which the report relates, and details of these donations. The Students' Union Annual Accounts shall be made available to any member of the Students' Union on request to a Union Officer and a copy will be lodged in the library with the Finance Committee papers.
14. The procedures whereby Students' Union funds are allocated to clubs and societies shall be laid down either in the Constitution, Policy or Regulations; a copy of the procedures shall be provided at least once in each academic year to the College Secretary. A copy of the procedures shall be made available to members of the Students' Union on request to a Union Officer.

Affiliations

15. The Students' Union shall publish (to students) at least once in each academic year the names of any organisations to which it is affiliated and details of any subscriptions, fees or donations paid to any such organisations. This information shall also be provided to the College Secretary at least once in each academic year. The Student Handbook shall either contain this information or details of how to obtain it.
16. The Students' Union shall publish written procedures for the review of affiliations to

external organisations. These procedures must include provision for the current list of affiliations to be submitted for approval by members of the Union at least once in each academic year.

17. A requisition may be made by 3% of the members of the Students' Union - not more than once a year - that the continued affiliation to an external organisation be reviewed. Such reviews shall be decided upon by a secret ballot of all members of the Union.

Clubs and Societies

18. The Students' Union must ensure that all Clubs and Societies follow the Safety Framework produced jointly by the College and the Union, and other safety rules and regulations.

Complaints

19. The Students' Union Constitution or Policy shall contain a written complaints procedure. Students or groups of students have the right to complain if they are dissatisfied by their dealings with the Union or if they feel they have been unfairly disadvantaged by reason of having exercised their right not to be a member of the Union. Complaints shall be handled as follows:
 - 19.1 The student or group of students must follow the Union's internal complaints procedures as outlined in the Constitution.
 - 19.2 If the complainant is dissatisfied with the Union's response, s/he may appeal to the Head of Student Services. The Head of Student Services will investigate the matter promptly, and if the circumstances justify, will convene a panel of two other persons to assist them. The Head of Student Services will notify the complainant promptly of their decision and remedy, if any.
 - 19.3 If the student or group of students is dissatisfied with the Head of Student Service's response, s/he may request an independent review. The reviewer will be a person external to the College, with significant experience of Students' Unions and university affairs, who shall be appointed by Council. The outcome of any such review shall be reported to the Council.

ROYAL HOLLOWAY, UNIVERSITY OF LONDON

HEALTH AND SAFETY POLICY STATEMENT

&

ORGANISATION AND ARRANGEMENTS FOR CARRYING OUT THE POLICY

SECTION 1 – POLICY STATEMENT

- 1) The Council of Royal Holloway, University of London sets out in this document its commitment as both employer and provider of higher education, to the provision of a safe and healthy environment and working conditions for staff and students, as well as to visitors and contractors working on its premises.
- 2) The Council attaches great importance to the management of Health, Safety and Fire-related risks (hereafter collectively referred to as '*Health and Safety*'), treating them as seriously as other corporate objectives. This importance is reflected in a pro-active approach to the management, planning, organisation, control, monitoring and review arrangements established under individual policies and procedures and associated formal documents and the detailed arrangements contained in this Health and Safety Policy.
- 3) The Council's health and safety duties will be conducted in accordance with the relevant statutory provisions and in doing so the resources necessary to discharge such obligations will be made available. Staff, students, contractors and visitors to College premises must meet their own legal responsibilities and not do anything that may prejudice the health, safety and welfare of themselves or others and assist the College authorities to achieve the objectives contained in this and other formal documents.
- 4) The Council recognises the need for the support of staff and students and for them to be consulted and involved, particularly where allocated specific health and safety functions. An essential element in this communication process is the College Health and Safety Committee which draws together management, staff and students to achieve a safe and healthy place of work and study.
- 5) Information, instruction, training and support will be provided to those charged with specific responsibilities under Section 2, subsections 1) and 2) below and individual policies and procedures and associated formal documents. It will also be extended to those who may be subject to potential risks to their health and safety in order that they are able to competently recognise and manage such risks. In this respect, particular attention must be paid to the minimisation of risks arising from the use of chemicals, radiation, or other harmful materials.
- 6) Health and safety is a line management responsibility requiring managers to undertake the duties identified in Section 2 (below) of this Policy, individual policies and procedures and associated formal documents.
- 7) The College Health & Safety Adviser will be involved from the outset in issues/projects having major risk-related implications. The post holder will normally

act as the principal contact in formal communications/discussions with the regulatory bodies, where these have major risk-related implications.

SECTION 2 – ORGANISATION AND ARRANGEMENTS FOR CARRYING OUT THE POLICY

- 1) In meeting its statutory obligations, Council has vested in the Principal, as Chief Academic and Administrative Officer, responsibility for the management of health and safety. The Principal and Health & Safety Adviser will formally report to Council, via the Audit and Compliance Committee, annually and more frequently as may be necessary, on the College's health and safety performance. The Principal is supported in his/her duties by the Vice-Principals. However, it is the Deans of Faculty, Directors, Heads of Department and Managers, who have prime operational, day-to-day responsibility for ensuring the health, safety and welfare of persons and for meeting the specific requirements identified in this Policy and in individual policies and procedures and associated formal documents, thereby facilitating the effective management of risk.
- 2) These organisational arrangements, as they relate to lines of communication and levels of responsibility, are detailed below.
 - a. The Council is responsible for:
Ensuring the College is compliant with health and safety legislative requirements.
 - b. The Principal is responsible to Council for:
 - (i) Implementing the College's Health and Safety Policy and associated formal documents;
 - (ii) Identifying and allocating health and safety responsibilities to those senior staff referred to under sub paragraphs c. - h. below;
 - (iii) Monitoring and reviewing the effectiveness of College health and safety activities and its Health and Safety Policy, individual policies and procedures and associated formal documents and for ensuring that, at the strategic level, performance standards and timescales are adhered to.
 - (iv) The setting of health and safety standards and objectives;
 - (v) The allocation of the necessary financial resources;
 - (vi) Keeping under review this Health and Safety Policy;
 - (vii) Reviewing College health and safety performance.
 - c. Vice-Principals are responsible to the Principal and support him/her in the execution of his/her duties.
 - d. The Deans of Faculty are responsible to the Principal for:
 - (i) Ensuring that the requirements laid down in this Health and Safety Policy, individual policies and procedures and associated formal documents including timescales set, are adhered to throughout their areas of responsibility;
 - (ii) Overseeing the allocation of health and safety responsibilities at departmental level;

- (iii) Ensuring that consistency of approach is achieved throughout their areas of responsibility;
 - (iv) Working with heads of department where limited resources may present difficulties in meeting the health and safety standards set, in order to resolve such difficulties.
- e. The Director of Finance, Registrar and Director of Operations, College Secretary, Director of Communications and External Relations and Director of Strategic Operations are responsible to the Principal for those duties identified in d. above within their areas of responsibility.
- f. Directors (other than those referred to in e. above), Heads of Department (academic and non-academic) and Managers are responsible to either a Dean of Faculty, or Director (as is administratively appropriate) for:
- (i) Ensuring that departmental activities are conducted in accordance with College, legislative, and other formal standards and that those hazards having the potential to cause harm are risk assessed and identified controls implemented.
 - (ii) Producing safe systems of work and the methodology for complying with this Policy, individual policies and procedures and associated formal documents within their area of responsibility;
 - (iii) Organising supervision to control the working environment and the maintenance of safe standards;
 - (iv) Investigating accidents to establish causes and prevent recurrence, if necessary, with the advice and assistance of Health and Safety Office staff;
 - (v) The health and safety induction of new staff and students and ensuring that information, instruction and training is provided to meet individually identified needs, if necessary with the advice and assistance of a member of the Health and Safety Office;
 - (vi) Identifying, allocating and monitoring the adequacy of the specific health and safety responsibilities of staff and students, including departmental Health and Safety Co-ordinators while ensuring their roles and responsibilities are met;
 - (vii) Producing departmental code(s) of safe working practice and implementing them on a day-to-day basis, where identified necessary, normally by risk assessment.
 - (viii) Reviewing the above arrangements at regular intervals, making such adjustments as may be identified necessary.

Note: Heads of Department should appoint a Health and Safety Co-ordinator(s) to assist them with the execution of the above duties.

- g. The Director of Facilities Management is responsible to the Registrar and Director of Operations for:
- (i) The overall management of health and safety within the Facilities Management Department. Specifically within the Academic Estate, this relates to the provision and maintenance of the buildings, their operating systems and relevant services provided, together with the grounds in which they are situated. For the Residential Estate, this covers all aspects of the provision and maintenance of the buildings, their operating systems, the grounds in which they are situated and all services provided within them.
 - (ii) Building operating systems noted above, paying particular attention to those of fire and security, ensuring appropriate levels of protection and safety are provided for individuals and the properties concerned;
 - (iii) Any part of the functions referred to in (i) above, ensuring that arrangements are in line with legislative requirements and/or other relevant standards and wherever possible, endeavouring to make such provision a model of best practice.
 - (iv) Undertaking those duties identified in 2), f. above.
- h. The College Health & Safety Adviser is responsible to the College Secretary for providing comprehensive services on health, safety and fire matters to Council, the Principal, Vice-Principals, Deans of Faculty, Directors, Heads of Department (academic and non-academic) Managers, Safety Representatives and Health and Safety Committee members, and other relevant personnel. The post holder will also:
- (i) Keep all levels of management informed of statutory, best practice and other health and safety-related requirements, as well as members of the Health and Safety Committee, and advise them of action necessary to meet such demands;
 - (ii) Provide, wherever possible, necessary training;
 - (iii) Liaise with safety representatives and departmental health and safety co-ordinators;
 - (iv) Provide advice on policy, procedure and other relevant documents, as is necessary to enable the Council, its senior officers and other College personnel, to meet their formal health and safety-related obligations;
 - (v) Undertake such other duties as are identified in this document.
 - (vi) Monitor compliance with the requirements of this Policy.
- i. Safety Representatives (trades union or non-trades union) should, within the department or area they represent:
- (i) Assist with the promotion of safe working practices;
 - (ii) Familiarise themselves with this Health and Safety Policy, individual policies and procedures and associated formal documents;
 - (iii) Liaise with their head of department, and the College Health & Safety Adviser, in accident investigations and health and safety audits;
 - (iv) Where a member of the Health and Safety Committee, take part in proceedings, representing their staff and presenting to them information gathered from meetings;
 - (v) Report personally, or endeavour to ensure that other staff report, any hazardous or potentially hazardous situations;

- (vi) Familiarise themselves with the action required in cases of emergency such as those related to fire, accidents or security issues.
- j. Individual Members of Staff and Students will co-operate and comply at all times with the health and safety information, instruction and training provided and bring without delay to the attention of their line manager/department office, any hazards identified, or improvements identified necessary. They do, therefore, have a duty to take reasonable care for the health and safety of themselves, and of other persons whom their actions or omissions may affect.

All persons must co-operate with the College to enable it, or any other person, to comply with any duty or requirement imposed by health and safety legislation. Specifically, no person shall intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions (Section 8 of the Health and Safety at Work Act 1974).

3) **The College Health and Safety Committee**

The Committee will monitor and keep under review the measures necessary to ensure the health, safety and welfare of College employees, students and others engaged in legitimate activities on its premises. It promotes co-operation between management, staff and students in instigating, developing and carrying out measures to achieve health, safety and welfare at work, as well as in study and recreational activities. This work is an essential element in the development of the College's 'health and safety culture'.

4) **Individual Policy and Procedure etc. Documents and Safe Systems of Work**

The detailed arrangements for dealing with specific health, safety and welfare issues are identified in this Policy, individual policies and procedures and associated formal documents. These are available on the College Health and Safety Office website.

The above documents identify the College's management arrangements for health and safety and the manner in which departmental risks are controlled. Specifically, the health and safety standards to be attained, who is to do what and when, and the specific results to be achieved. They set performance standards and connect individual responsibilities to required outputs, with the achievement of objectives based on specific tasks, the results of which are measurable.

Each department will produce a health and safety policy identifying its management arrangements for health and safety and specifically risk assessment. It is not practicable to set the standards for all activities centrally and the following are examples of where managers, working with the Health & Safety Adviser, are required to set their own:

- (a) Procedures for dealing with potential problem areas such as the guarding of machinery, good housekeeping, effective inspection and maintenance of plant and equipment, such as fume cupboards and electrical equipment;

- (b) Procedures for introducing new machinery, plant and equipment, substances or processes, and for examining and addressing the health and safety aspects prior to a new project being undertaken;
- (c) Procedures for dealing with risks such as ionising radiation, noise, biological hazards, the selection, storage and transport of gases and toxic chemicals, and the safe and environmentally appropriate disposal of toxic wastes;
- (d) Safe systems and methods of work;
- (e) The selection, use and provision of suitable personal protective equipment;
- (f) Arrangements for dealing with the use of premises outside of normal working hours;
- (g) Accident investigation and reporting procedures;
- (h) The arrangements for obtaining and communicating to staff and students, information about health and safety matters, including articles and substances used;
- (i) Providing training to meet identified needs for new and existing staff, together with retraining, including when staff undertake new responsibilities or move from another department.

5) **The Management of Risk at Departmental Level**

A key element of the effective management of risk at departmental level is the production of written risk assessments which may only be undertaken by staff and/or students trained by a member of the College Health and Safety Office, using the College's 'General' risk assessment form. This risk assessment process will identify areas of potential risk and the manner in which activities are to be executed safely including, for example, the need for safe systems of work, rules and procedures. It will include activities, curricular or extra curricular and include the planning and execution of field trips and expeditions as well as school visits or other events held at the College. Risk assessment will also be an essential element in the allocation of resources. This should ensure that funding is apportioned according to the level of risk identified.

All persons must adhere to the requirements of relevant College policies and procedures, associated formal documents, departmental rules and safe systems of work. They should bring any instances of potential or actual risk arising to the attention of their line manager at the earliest opportunity in order that effective remedial action can be taken.

6) **Health and Safety Information**

Comprehensive information, including copies of Health and Safety Executive publications relating to all subjects likely to be relevant to College activities, are available for reference from the College Health and Safety Office.

MONITORING THE POLICY

- 7) The implementation of this Policy and the requirements of individual policies and procedures and associated formal documents will be monitored at departmental level during a formal health and safety audit. The Health & Safety Adviser will develop a three-year rolling programme for such audits.
- 8) Accredited staff representatives may wish, in accordance with the relevant statutory provisions, to carry out more frequent inspections with local management.
- 9) The Health & Safety Adviser will produce annual accident/incident and occupational health statistics. Copies will be circulated to the Audit and Compliance Committee, the Principal and Health and Safety Committee members. Such reports will facilitate a critical review of trends and necessary corrective action.

Dr Richard Fisk
Health & Safety Adviser
28/01/11

Signed by the Principal, Professor Paul Layzell on 7th March 2011.

In accordance with the College's commitment to equality and diversity, this Policy has been written and screened to avoid discrimination and promote a positive approach to race, disability and gender issues. Comments on its content should be directed to Mrs Leanie DuToit in the College Health and Safety Office.

SMOKING POLICY

(Version 4)

Introduction

The College is committed to creating a healthy and safe working environment for staff, students and visitors and, therefore, recognises the right of all staff and students to work in a smoke free environment. It has operated for a number of years a policy of no smoking within most areas of its academic and administrative buildings in order to ensure, as far as is possible, that everyone is protected from the dangers of smoke.¹

Where any doubt exists as to the action to be taken, or advice or assistance is required, contact should be made with the Director of Health and Safety.

Objectives

1. Compliance with the requirements of this Policy will ensure:
 - a) The College meets its obligations in respect of legislation
 - b) All staff, students and visitors are protected from the harmful effects of passive smoking
 - c) Everyone is aware of their rights and responsibilities
 - d) The protection of life and property, where smoking could present a fire risk

Roles and Responsibilities

2. In meeting its statutory obligations, the College has instituted the following organisational arrangements:
3. Heads of Department/School/Directors are responsible for:
 - Ensuring that staff, students and visitors and, where applicable, contractors are made aware of the requirements of this Policy and adhere to its requirements
 - Taking reasonable steps, within their area of responsibility, to resolve breaches of this Policy.
4. The Director of Campus Services is responsible for:
 - The provision of 'no smoking' signage in accordance with the Health Act 2006
 - The provision of additional facilities and/or services to dissuade smoking following reported persistent offences or complaints in relation to breaches of this Policy where it has not been possible to resolve the issue at a departmental/local level
 - Leading on any educational campaign to raise the awareness of campus users to the requirements of this Policy.
5. The Director of Health and Safety is responsible for:
 - The provision of advice and guidance on the requirements of this Policy
 - Monitoring compliance with the requirements of this Policy.
6. Staff, students, visitors and contractors must:
 - Comply with the requirements of this Policy
 - Co-operate with any reasonable request from any member of College staff to comply with the requirements of this Policy.
7. Individual staff and students are asked to assist the College with implementing any 'no smoking' requirements by taking reasonable measures themselves to address cases where they are personally

¹ Tobacco smoke is classified as a Group A carcinogen, a substance known to cause cancer in humans and for which there is no recognised safe level of exposure. Passive smoking is a known cause of disease and people who do not smoke tobacco products have an enhanced risk of contracting lung cancer if they are exposed to environmental tobacco smoke.

affected by smoke in their work/study environment (e.g. politely asking a smoker to move away from the entrance of a building or the window of their office/study bedroom).

No Smoking Areas

8. In accordance with the duties placed on the College under the provisions of the Health Act 2006 and other health and safety legislation, smoking will be prohibited:
 - (i) In all College buildings (including those leased by the Students' Union)
 - (ii) In (or on) any College owned, leased and hired vehicle
 - (iii) In (or on) any privately owned vehicle used on College business and in which passengers are being carried
 - (iv) At the entrance to any College building
 - (v) Within 5 metres of any building, being a distance that should ensure that no person is subject to potential harm or discomfort from tobacco smoke entering via a doorway, window, air intake, etc.

E-cigarettes

9. Allowing the use of e-cigarettes in College buildings and vehicles could lead to confusion and problems with compliance with the requirements of the College Smoking Policy. The use of e-cigarettes in College buildings and vehicles is, therefore, prohibited.

Exemptions

10. The only exemption permitted under the Act and this Policy will be smoking by performers in cases where the smoking is appropriate in the interests of the artistic integrity of the performance.² Such cases will be limited in number, and prior approval for smoking must be obtained from the Director of Health and Safety.

Enforcement

11. The College expects the co-operation of all in adhering to the requirements of this Policy, with failure to conform constituting a disciplinary offence for staff and students, which may result in formal action.
12. The Act provides for penalties for those who are in breach of its requirements. Both the College and individual members of staff and students could incur fines for breaches of the legislation, which will ultimately be enforced by Runnymede Borough Council.
13. Any contractor or visitor who refuses to comply with the requirements of this Policy will be required to leave the College premises.

Support for Smoking Cessation

14. Advice is available for those who may wish to give up smoking; students should contact the Students' Union Welfare Advisors and staff, the College Director of Health and Safety.
15. This Policy forms part of the College Health and Safety Policy.

Approved by: Planning and Resources Committee

Date: 19th January 2015

To be reviewed: before January 2019

² The Health Act 2006 states: '*For the purpose of making provision for those participating as performers in a performance, or a performance of a specified description, not to be prevented from smoking if the artistic integrity of a performance makes it appropriate for smoking to take place ...*'.



Laser Safety Policy and Procedure

(Version 4)

Contents	Page
Introduction	3
Objectives (of this Policy and Procedure)	3
Roles and Responsibilities	3
General Requirements	4
Departmental Laser Safety Officers	4
Authorisation to work with lasers	4
Registration, Acquisition and Purchase of Lasers	5
Risk Assessment	5
Restriction of Exposure	5
Personal Protective Equipment	5
Code of Practice	6
Undergraduate work with lasers	6
Information, Instruction and Training	6
Eye examinations	6
Laser pointers and pens	7
The use of lasers for entertainment and display purposes	7
Departmental Compliance with this College Policy and Procedure	7

Introduction

This Policy and Procedure sets out the College's management arrangements for the use of lasers. It requires that the potential for harm to staff, students and other persons from work with laser equipment is either prevented, or where that is not reasonably practicable, is adequately controlled.

The Control of Artificial Optical Radiation at Work Regulations 2010 is the principle health and safety legislation relating to the control of risks from lasers. Furthermore, the Health and Safety at Work Act 1974, and the Management of Health and Safety at Work Regulations 1999 impose clear obligations on the College to manage workplace hazards and risks, including lasers. In addition, the Health and Safety Executive (HSE) has published an information sheet entitled 'Guidance for Employers on the Control of Artificial Optical Radiation at Work Regulations (AOR) 2010'. This document explains the steps that are required to protect workers from artificial optical radiation and comply with existing Regulations. Formal guidance also exists in the British Standard BS EN60825-1, and other relevant documentation.

This Policy and Procedure should not be considered a definitive guide to the management of lasers and the requirements of the Regulations. Where any doubt exists as to the action to be taken, or advice or assistance is required, contact should be made with the College Laser Safety Officer.

Copies of those documents referred to above and other useful reference material are available from the College Laser Safety Officer. The British Standard BS EN60825-1 or the International Electrotechnical Commission (IEC) equivalent should be purchased by departments using lasers of Class 3A and above.

Objectives

1. Compliance with the requirements of this Policy and Procedure will ensure:
 - a) The College meets its obligations in respect of legislation
 - b) The safe management of lasers and laser devices
 - c) That exposure to non-ionising radiation is kept 'as low as reasonably practicable'
 - d) Everyone is aware of their roles and responsibilities
 - e) The safety and health of staff and students whilst working with lasers
 - f) The safety and health of others (including contractors, visitors, members of the public) is not compromised by those persons working with lasers
 - g) That staff, students and others who are authorised to work with lasers are appropriately informed, instructed, and where necessary trained and supervised.

Roles and Responsibilities

2. In meeting its statutory obligations, the College has instituted the following organisational arrangements:
3. Heads of Department/School/Directors (hereafter referred to as 'managers') have overall responsibility for implementing the requirements of this Policy and Procedure, including:
 - Informing their staff and others within their area of responsibility that they must comply with the requirements of this Policy and Procedure
 - Ensuring that risks associated with lasers are assessed and managed
 - Ensuring, where applicable, any person who is required to work with lasers is authorised
 - The provision of appropriate information, instruction, and where necessary training and supervision to users of lasers
 - Appointing one or more departmental Laser Safety Officers to assist them with the execution of their responsibilities
 - Implementing procedures for reporting any incidents or accidents involving lasers.
4. Where it may lie outside of a managers level of responsibility to take appropriate action (which may include funding), the matter must be referred to the next level of management.

5. Departmental Laser Safety Officers (DLSO) are responsible for:
 - Undertaking the specified duties identified in [Appendix 1](#).
6. The College Laser Safety Officer (LSO) is responsible for:
 - Undertaking the duties specified within his/her job description
 - Working with DLSOs to implement, monitor and review the management arrangements identified in this Policy and Procedure.
7. The Director of Health and Safety is responsible for:
 - Appointing the College Laser Safety Officer
 - Producing an annual report to College Council on compliance with the requirements of this Policy and Procedure.
8. Any person who works with lasers must:
 - Comply with the requirements of this Policy and Procedure
 - Work in accordance with the findings of any risk assessment, and the requirements of any information, instruction and training, including 'Codes of Practice'
 - Immediately report to their DLSO any accident or incident involving lasers
 - Bring, without delay, to the attention of their DLSO any hazards identified or improvements they think necessary.
9. The Radiation Safety Group, as a sub-committee of the Health and Safety Consultative Committee, will monitor and review the College's arrangements for the management of lasers, including compliance with the Regulations and this Policy and Procedure.
10. For the Membership and Constitution of the Group see [Appendix 2](#).

General Requirements

11. The following provisions will apply to work with lasers and laser devices:

Departmental Laser Safety Officers

12. Managers will appoint one or more Departmental Laser Safety Officers (DLSO) where lasers of Class 3A or above are used. A DLSO will also be appointed where lasers embedded in equipment, when serviced, could expose persons to laser radiation of Class 3A and above. This person will be a suitably qualified and experienced member of the manager's staff. The College Laser Safety Officer must be informed in writing of any appointment and will ensure that the individual has received sufficient training to carry out their role effectively.
13. The specific duties of DLSOs are identified in [Appendix 1](#).

Authorisation to work with lasers

14. Any person required to work with lasers of Class 1M, 2M, 3 (including 3A, 3R, 3B, 3B*, 3B** & III) or Class 4 must be authorised to undertake such activities. Such authorisation shall require completion of the College 'Laser Personal Registration' form (see [Appendix 3](#)) which shall be completed in full, signed by the user, and countersigned by the DLSO. Copies of completed forms will be retained in the department and with the College Laser Safety Officer.

Registration, Acquisition and Purchase of Lasers

15. Managers will ensure that all lasers (except those of low power Class 1 and laser pointers of Class 2¹) are registered with the College Laser Safety Officer by completing the College's 'Registration of Laser' form (see [Appendix 4](#)). Any person wishing to bring a laser of Class 3 or 4 onto College premises, either by purchase, loan or transfer, must obtain written authorisation from the College Laser Safety Officer, at least 3 weeks prior to the delivery/arrival date.

Risk Assessment

16. Prior to any new activity involving work with lasers being introduced, a full risk assessment (using the College 'General' Risk Assessment form) shall be conducted. Covering all aspects of the use of the laser, the assessment will be conducted by a member of the manager's staff. The College Laser Safety Officer will provide such advice and assistance as may be necessary.
17. The College 'Laser Survey' form (see [Appendix 5](#)) and accompanying notes (see [Appendix 6](#)) can be used to assist with the risk assessment process. It identifies essential control measures as required by BS EN60825-1. The risk assessment should investigate each of the control measures and assess their level of compliance.
18. Where the risk assessment identifies that risk controls are required which are outside those currently provided, then the laser shall not be brought into service/use until the requirements identified to be necessary by this assessment have been implemented.
19. Completed risk assessments, and other relevant documentation (i.e. Codes of Practice) shall be held in the immediate vicinity in which the laser is in use. This will ensure they are available for reference purposes during use, and such other means as may be appropriate for the restriction of exposure.

Restriction of Exposure

20. Where work with lasers is to be carried out, managers will take all necessary steps to ensure that exposure is restricted so far as reasonably practicable. This will be achieved by ensuring that the following hierarchy of risk control measures is in place:
 - (i) Engineering Controls – firstly take action to control exposure to staff, students and others by engineering controls.
 - (ii) Safe systems of work – then consider the use of safe systems of work, such as information, instruction and training, supervision, written codes of practice, etc.
 - (iii) Personal Protective Equipment – in the event that exposure cannot be adequately controlled by engineering controls and safe systems of work, personal protective equipment must be provided to further restrict exposure.

Personal Protective Equipment

21. Where it is legitimate to resort to personal protective equipment, this will conform to current European Union Product/Design requirements. The College Laser Safety Officer will be available for advice on the selection of adequate and suitable personal protective equipment for restricting exposure.²

¹ The definition of laser pointers includes distance measures, spirit levels, temperature measuring devices and other device where a Class 2 laser is used for targeting, and where Class 2 is the maximum output of the device.

² It is essential that where the risk assessment identifies the need for protective eyewear, this must be provide protection against the specified wavelength and power of the laser beam. Where the need for protective clothing is identified, then the hands and forearms are the areas most at risk and must, therefore, be appropriately covered.

Code of Practice

22. A 'Code of Practice' must be produced for all work involving lasers of Class 3B, 3B** and 4, where the beam paths are not totally enclosed. The Code will identify the necessary precautions for the containment of laser light inside the experimental area in order to ensure the protection of users and others. In addition, it will identify all personnel who are authorised to use the laser.

Undergraduate work with lasers

23. Undergraduate work with lasers should, where practicable, be restricted to Classes 1 and 2. Where this is not practicable, undergraduates will only work with lasers of Class 1M, 2M, 3A, 3R, 3B, 3B*, 3B** or 4 following the agreement of the College Laser Safety Officer, who will assist their supervisor in identifying any additional control measures necessary from the risk assessment conducted under paragraph 16 above. In accordance with paragraph 14, the College Laser Safety Officer will ensure that undergraduates carrying out this work are registered. Students must not use lasers of these classes at any time when unsupervised.
24. Lasers must not be accessible to undergraduates at any time other than when they are being used as part of approved experimental work.
25. It is important to introduce students to good safety practice and the DLSO and the lecturer in charge should conduct a risk assessment and draw up a written 'Code of Practice' for each experiment or demonstration. A copy of this code of practice should be displayed in a position where it can be clearly seen by persons carrying out the experiment or demonstration. In addition clear written instructions should be provided for each student experiment.

Information, Instruction and Training

26. It is the responsibility of managers to ensure that all staff, students and others who are required to work with lasers are provided with such information, instruction and training (including refresher training) that is suitable and sufficient for them to know and understand the risks to health created by exposure and the precautions identified as necessary to ensure safe use.
27. As a minimum, the following training standards will, therefore, apply:
- All Principal Investigators and Research Assistants using lasers of Class 3A, 3R, 3B, 3B*, 3B** or 4, must attend a training course provided by the College Laser Safety Officer, or equivalent.
 - Other users of Class 3A, 3R, 3B, 3B*, 3B** or 4 (i.e. postgraduates and undergraduates) will be given training by the College Laser Safety Officer (LSO), followed by further instruction on use of the equipment from their supervisor.
 - Staff who use laser pointers that are Class 2 do not have to be registered but must be issued with the [Code of Practice for Laser Pointers and Pens](#) (see also Paragraphs 32 and 33).
28. In addition, all registered laser workers using lasers of Class 3B or above should read section 3 of IEC 60825-1 and any other relevant sections of this document as they identify important aspects of laser safety.
29. Principle Investigators must also ensure that staff under their supervision who use lasers are issued with relevant Codes of Practice.

Eye examinations

30. Initial and routine eye examinations for laser users are not required although if a new worker requests one then this can be arranged. Most new workers will be classed as display screen equipment users and may have already had an eye examination.

31. Any case of suspected eye damage from a laser must be reported immediately to the College Health Centre and the Director of Health and Safety. The Health Centre will conduct an assessment of the injury, and if necessary, arrange for an eye examination to be carried out within 24 hours at an appropriate hospital.

Laser pointers and pens

32. Laser pointers and pens are now widely used as a teaching aid, but if used inappropriately, have the potential to cause harm. Managers shall ensure that staff and students who use laser pointers are provided with the necessary information, instruction, and where necessary training, to be able to use such equipment safely.
33. The following standards will, therefore, apply:
- For laser pointers up to and including Class 2, each user shall be issued with a copy of the College's Code of Practice for Laser Pointers and Pens (see [Appendix 7](#)).
 - Lasers pointers and pens above Class 2 are a significant risk to persons and their use is, therefore, prohibited.
 - Students should not use any personally owned laser pointers. If they require one for a talk or presentation, then this should be issued by the relevant department.
 - Visiting lecturers may use their own laser pointers provided that they are Class 2 or below. The visitor must be issued with the [Code of Practice](#) before any lecture.

The use of lasers for entertainment and display purposes

34. Lasers that are used for display purposes are of a very high power and have the potential to cause serious injury. All persons attending such a display must be protected from either accidental or reckless exposure. Lasers that are used on campus for display purposes must be operated in accordance with the HSE guidance document HS(G)95 – 'The Radiation Safety of Lasers Used for Display Purposes'.
35. Further advice on the use of such lasers can be obtained from the College Laser Safety Officer.

Departmental Compliance with this College Policy and Procedure

36. Departmental compliance with the requirements of this Policy and Procedure will be reviewed by the College Laser Safety Officer during the health and safety audit process.
37. This Policy and Procedure forms part of the College Health and Safety Policy.

Andy Alway
College Laser Safety Officer
Version 4

Approved by: Planning and Resources Committee
Date: 24th November 2014
To be reviewed: before November 2017



Student Complaints Procedure

At the College we hope and expect that you will be satisfied with your experiences here as a student. We are always pleased to hear about particularly good aspects of your experiences, but we also recognise that there may be circumstances when you may not be satisfied. If you do have any issues or concerns about particular aspects of College life you are expected to raise them with an appropriate member of staff as soon as possible. Concerns about academic provision should be raised informally with your Personal Tutor or Adviser, Programme Director, or Academic Co-ordinator. Concerns about the provision of a facility or service should be raised informally with a member of the relevant team. If you are not sure about who to approach do speak to the Student Service Centre Desk or the Students' Union Advice and Support Centre staff. They are here to help you. If you remain unsatisfied or fail to resolve matters informally you may wish to submit a formal complaint.

Approved by: College Council
Date: May 2015
To be reviewed before: May 2018

Contents

Introduction	3
What is a complaint?	3
Who can make a complaint?	3
The complaints process	4
Timescales	4
Support	4
Early resolution	4
Formal complaint	5
Opportunity to Respond	6
Review	7
Adjudication of College Decisions	7
Monitoring and Records	7
Appendix 1: List of formal routes to solve problems – <i>still being completed</i>	8
Appendix 2; Expectations of staff and students involved in complaints handling	10
Appendix 3; Timescales	11
Appendix 4; Glossary and terms - <i>to be completed</i>	12

Introduction

1. The following procedures are intended to explain how you can submit a complaint about the College's provision of services or facilities, and how you can expect your complaint to be investigated. The purpose of these procedures is to facilitate fair consideration of your complaint, and it is hoped that in most cases complaints will be resolved satisfactorily. These procedures have been developed to ensure that complaints made, either individually or collectively, by students are treated seriously, investigated carefully and, if found to be justified, are acted upon.

What is a complaint?

2. A complaint can arise if one or more students have a specific concern about an action or lack of action by the College, the standard of a service provided by or on behalf of the College, or about matters that affect the quality of the learning opportunities. Examples may include:
 - (i) failure to meet obligations, including those outlined in handbooks
 - (ii) misleading or incorrect information in prospectuses or other promotional material
 - (iii) concerns about the delivery of a programme (administration or teaching), including those delivered by a partner institution, placement providers or years in industry.
 - (iv) provision of poor quality facilities
3. The complaints process CANNOT be used where there are other established systems or processes, especially decisions involving academic judgement such as progression, marks, or termination of registration. Appendix 1 summarises these other established systems and processes. If you have any questions about the appropriate route for you please speak to the Student Service Centre Desk or the Students' Union Advice and Support Centre.

Who can make a complaint?

4. If you are enrolled on an academic programme delivered by the College you can submit a complaint, regardless of whether you are registered for the current academic year, subject to the below. Students who have recently left may also submit a complaint, subject to the time limits below.
5. **You are expected to make the complaint yourself within 3 months of the action or incident being complained about.** You may appoint a representative to communicate with us on your behalf, e.g. a friend or family member, but you must sign the form yourself, as we cannot accept a form signed by someone else on your behalf. You will need to ensure that your representative knows all about your complaint, is willing to represent you and can keep you fully informed as we will only correspond with your representative. We will not correspond with you as well. If you change your mind about being represented, or change your representative you will need to tell us in writing. Complaints made more than 3 months after the action or incident will only be accepted in exceptional circumstances and at the discretion of the Deputy College Secretary. Exceptional circumstances may include evidence of a medical condition preventing the submission of the complaint, proportionate to the length of the delay.
6. **Where an action affects a group of students, you may wish to submit a group complaint.** In order to manage the complaint we will ask the group to nominate one student to act as group representative. We will only communicate with that representative, who is responsible for communicating with other group members.
7. **Anonymous complaints will not normally be investigated.** However, if there is a compelling case supported by evidence that warrants an investigation we may proceed, but you should be aware that raising concerns anonymously often impedes the investigation and the communication of the outcome.

The complaints process

8. There are 3 stages to the complaints process:
 - (i) Early resolution – this is an opportunity to resolve concerns swiftly and locally, for example at School or Faculty level. This might include face to face discussion or asking an appropriate member of staff to deal with the matter. If you remain unsatisfied and wish to proceed with a formal complaint we will require written evidence that you have attempted to resolve the matter informally.
 - (ii) Formal – for the investigation and determination of complaints where you are dissatisfied with the outcome of early resolution or where early resolution is not suitable due to the complexity or nature of the concerns. Where appropriate complaints may be referred for mediation or conciliation (see appendix 3). You will be provided with a written outcome.
 - (iii) Review – an appeal to the College Executive team for a review of the process of the formal complaint to ensure that appropriate procedures were followed and that the decision was reasonable. You will be provided with a written outcome.

Timescales

9. We aim to respond to all complaints as swiftly as possible and to complete a formal complaint and review within 90 calendar days after receipt, including the time required for students to submit material. There may occasionally be circumstances when, for good reason, we will need to extend the timeframe. Where this is the case we will notify you and keep you regularly informed of progress.
10. Where a complaint is identified as requiring swift action, for example, where there is a threat of serious harm, we will prioritise that complaint.
11. It is common for students to raise issues which contain matters that should be considered under another procedure. Where this happens, we will tell you which specific issues will be considered under which specific procedure and will direct you to the alternative appropriate procedure, for example, the academic appeals procedure, for the remaining issues. We may suspend the consideration of a complaint until a matter considered under another procedure has been investigated.

Support

12. We recognise that it is often not an easy decision to submit a complaint, and that you may have concerns about the impact on your relationship with our staff or on your academic studies. We will ensure that you are not disadvantaged because you submitted a complaint. This includes handling your complaint with an appropriate level of confidentiality. Appendix 2 sets out the expectations of staff and students involved in complaints handling.
13. You are encouraged to use our support services, especially the Students' Union Advice and Support Centre can provide helpful independent advice and support to those who wish to submit a complaint.
14. If you have particular circumstances or individual needs, and with your agreement, we may adapt these procedures. Reasonable adjustments will be considered on a case by case basis and with the advice of Student Support and Advisory Services.

Early resolution

15. There are systems in all departments and services to allow you to raise concerns or suggest improvements to our provision of services and support. All academic departments have Student Staff Committees, which are intended to provide a general means of communicating and resolving

difficulties. There are systems in all departments for feedback surveys on teaching and administrative and other support services. Many problems will be resolved by these mechanisms.

16. You are expected to raise any concerns about the provision with a member of staff familiar with the area of concern. Normally, it is appropriate to raise concerns about academic provision such as failure to meet obligations outlined in handbooks with your Personal Tutor or Personal Adviser, Programme Director or Academic Co-Ordinator. Concerns about the provision of a facility or service, e.g. security services or library facility should be raised with a staff member of the relevant team. If you are not sure about whom to approach speak to the Student Service Centre Desk or the Students' Union Advice and Support Centre staff.
17. If you remain unsatisfied or wish to pursue the concern further, you should ensure that you have a written summary of the outcome of attempts to resolve your concerns before submitting a formal complaint.

Formal complaint

18. You should submit your complaint on the form accessible at [_](#). If you cannot access the form this way you should request one from the Student Enquiries Desk, the Students' Union Advice and Support Centre or the College Secretary's Office. Completed complaint forms should be submitted electronically to secretariat@rhul.ac.uk.
19. You should set out your concerns clearly and succinctly, providing evidence to support your concerns where possible. Evidence may include:
 - (i) Emails
 - (ii) Timelines of events, for example dates of meetings.
 - (iii) Independent medical evidence
 - (iv) Reports by professionals
 - (v) Financial information
 - (vi) Witness statements

Covert recordings of conversations or similar will not be accepted as evidence.

20. All complaints will be managed sensitively (see appendix 2), but you should be aware that staff involved in any action, service or facility referred to in your complaint may be asked to respond to your complaint statement and / or evidence. If you have provided any statements or evidence which you wish to remain confidential you should clearly indicate this on your form. The case officer will confirm what elements of your complaint can be kept confidential, and with your agreement, the investigation will proceed. Examples of circumstances which may require elements of a complaint to be kept confidential include complaints about a member of staff where a witness wishes their name to be removed from their statement when it is shown to that member of staff or personal medical reports.
21. On receipt of a formal complaint we will confirm receipt and briefly evaluate your submission to check that it is submitted under the right procedures, is within the 3 month deadline and provides sufficient evidence. If there are any queries we will contact you to ask and may require further information. Your complaint will then be allocated to a case officer.
22. The case officer may:
 - (i) Refer you to another procedure (which may require the suspension of the complaints procedure until the other procedure is completed).
 - (ii) Reject your complaint, for example, if it is outside the 3 month limit without a sufficient explanation. Your complaint will be closed and you will be provided with a Completion of Procedures letter (see sections 33 and 34).

- (iii) Refer you to conciliation or mediation, with your agreement.
 - (iv) Refer your complaint to an appropriate member of staff for early resolution, if there is no evidence that this has already been attempted.
 - (v) Proceed to formal investigation.
23. The case officer will establish the matters to be investigated with you before asking parties involved to submit written statements and supporting evidence in response to your complaint statements. This will normally include a response from the Head of the Academic Department or Professional Service or Facility. The case officer will collate any additional relevant information. This may include:
- (i) academic transcripts
 - (ii) relevant student handbooks, regulations and policies
 - (iii) notes and minutes of meetings
 - (iv) correspondence
24. The case officer will write a report summarising all the submissions and evidence. This report, alongside your complaint submission and evidence, will be forwarded to a panel comprising a senior academic member of staff with a wide experience of College administration and a student union representative.
25. After considering the evidence and submissions, the panel will decide whether your complaint should be upheld, not upheld, or partly upheld. They may make any recommendations or remedy which they deem appropriate in the light of your desired outcomes and the investigation.
26. You will be informed in writing of the outcome and the reasons for the decision within the time limits set out in appendix 3. You will also be provided with a copy of any written statements, evidence and reports, and details of your right to take the complaint to the review stage.
27. During the investigation the case officer will ensure you are kept informed about the progress of the investigation. If there are any delays you will be notified and provided with a revised timescale.

Opportunity to Respond

28. It is hoped that your complaint will be resolved following the investigation. However, if you are dissatisfied with the outcome of your complaint you can request a review by writing to secretariat@rhul.ac.uk as explained in the written outcome. A review will not normally consider your complaint afresh or involve a further investigation but will consider whether procedures were followed and that the decision was reasonable. Your response should not repeat your original submission, but should instead clearly outline any comments you have about the investigation or outcome, for example:
- (i) that your complaint has been misunderstood
 - (ii) that the procedures have not been followed, contrary to the principles of natural justice
 - (iii) that the outcome was not reasonable given all the evidence.

Please note that further evidence will not normally be considered unless you can demonstrate why you could not have provided it before. If you are providing evidence from third parties, including witness statements or medical certificates, you must have requested them in good time before submitting your formal complaint.

29. If you do not request a review within the time limit we will notify you in writing that your complaint has been closed.

Review

30. On receipt of a request for a review we will confirm receipt and allocate your request to a new case officer, who will communicate with you (or your representative) and will keep you informed of progress with your complaint.
31. A Vice Principal (or nominee) shall consider the details of the case and all relevant documentation provided during the investigation. They will review the case and may, if necessary, take further advice.
32. The Vice Principal may:
 - (i) Amend the outcome
 - (ii) Amend or apply any recommendations or remedy
 - (iii) Refer the complaint, or an element of it, for further investigation.
 - (iv) Uphold the original outcome in full

Adjudication of College Decisions

33. If you have exhausted these procedures but you remain dissatisfied with the outcome of the complaint, you are entitled to ask the Office of the Independent Adjudicator for Higher Education (OIA) to conduct a review. The OIA is an independent review body, external to the College, and can look at issues such as whether we have followed our procedures, whether our procedures are reasonable, and whether our final decision was reasonable in all the circumstances. The OIA's Scheme Rules and guidelines are available on its website, www.oiahe.org.uk
34. In order to apply to the OIA you will require a Completion of Procedures letter. If your complaint is rejected, or if your complaint is not upheld, this letter will be issued automatically. In all other circumstances you will need to request a Completion of Procedures letter by writing to secretariat@rhul.ac.uk within 1 month of written confirmation that your complaint has been closed.

Monitoring and Records

35. The College Council will receive regular reports (not less than one each academic year) concerning the operation of the complaints procedure. Such reports will not identify individuals or contain any confidential information relating to individual cases. Reports may also be provided to other committees and senior managers.
36. Records of formal complaints will be maintained by the Secretariat, and will be kept securely. They will not form part of the official student record. It is expected that a copy of these records will be requested by and provided to the OIA during adjudication.
37. Where the OIA issues a final outcome following adjudication an anonymised version of the written outcome will be shared with the Students' Union Advice and Support Centre and other relevant departments. The purpose of this is to raise awareness of student concerns and to assist with the operation of these procedures.

Appendix 1: List of formal routes to solve problems

If you would like to:	
Appeal against a penalty you have received for an examination or assessment offence, including plagiarism.	You should refer to the Regulations on assessment offences for information about how to appeal.
Appeal against the decision of a Board of Examiners, for example, marks awarded for coursework, examinations or formal reviews, academic progression, degree classification or degree award, and termination of registration	<p>You may be able to appeal against the outcome of examinations or termination of registration on academic grounds. See the Academic Appeals Procedure in the Academic Regulations</p> <p>If, however, the grounds of appeal are matters covered by this complaints procedure, the Investigating Officer of the appeal may at his/her discretion suspend the Appeals process whilst the complaint is investigated. The outcome of the complaint will inform the appeal decision.</p>
Ask that your request for special assessment arrangements are reconsidered	You may be able to request a reconsideration of requests for special assessment arrangements. See the Regulations on special assessment arrangements
Appeal against a decision made by a Fitness to Practise Panel	You may be able to appeal against the termination of registration on grounds of fitness to practice. See the Fitness to Practise Procedures
Appeal against a decision made by an authorised disciplinary officer or disciplinary panel	You should follow the relevant sections of the regulations, set out in the Student Handbook
Report personal harassment	You should refer to the Code of Practice on Personal Harassment.
Complain about the Students' Union	You should refer to the Students' Union complaints procedure
Complain about the health centre	You should use the Health Centre's complaints procedure . Complaint forms are available in the Health Centre Reception, the Student Services Office and the Students' Union
Complain about a decision made regarding your student fees.	<p>You should contact Student Services Centre</p> <p>If your registration has been terminated for non-payment of fees, you may be able to appeal against the decision. See the Student Fee Regulations.</p>

Complain about provision by a College partnership	You should raise it informally with them first.
Complain about a placement, year in industry or similar provision.	You should contact the placement manager in the first instance.

Appendix 2; Expectations of staff and students involved in complaints handling

We will:

1. Keep students informed throughout the process
2. Deal with all complaints seriously and fairly and with an appropriate level of confidentiality, i.e. information will be released only to those who need it for the purposes of fairly investigating or responding to the complaint.
3. Judge all complaints on their individual merits and treat all complainants equally, and will ensure no student is disadvantaged or victimised for submitting a complaint.
4. Follow the principles of natural justice in a manner which is appropriate to the individual circumstances of the complaint. Case officers, panel members and Vice Principals will not act in any matter in which they have a material interest, or an actual or potential conflict of interest
5. Advise students to access support when submitting complaints, including advising students that they may be accompanied to meetings to discuss complaints.
6. Advise students if complaints about other students or members of staff have been upheld, but may not share specific details affecting individual students or staff members.

We expect you to:

1. Respond to requests for information from the case officer in a timely manner, and to keep them informed of any circumstances relevant to your complaint
2. Provide appropriate evidence to support your complaint at the appropriate time
3. Behave reasonably towards the case officer and others involved in considering your complaint. Frivolous or vexatious complaints may be closed, for example, where there is evidence of obsessive, repetitive or unreasonable pattern of behaviour, or abuse or harassment of staff.

Appendix 3; Timescales

Stage	Purpose	Procedure Reference	Timescale
Early resolution	To address straightforward concerns swiftly and locally, to identify remedies where appropriate in consultation with the student		As soon as possible after the action / incident being complained about
Student	Opportunity to submit formal complaint supported by evidence: includes statements from witnesses, meetings of notes, emails.		<i>Within 3 months of the action / incident being complained about</i>
Formal stage	To investigate complaints not settled by / not suitable for early resolution.		25 working days
Student	<i>Opportunity to respond in writing to the outcome of the formal stage</i>		20 working days
Review	For a higher body in the College to review the complaint: to ensure that appropriate procedures were followed and that the decision was reasonable.*		20 working days

*complaints which have exhausted a partner organisation's internal procedures will be considered at this stage.

Appendix 4; Glossary and terms

Case Officer	
Remedy and recommendations	



This form should only be used if you have read the Students Complaint Procedure.

If you need help completing this form or need help and advice please contact the Students' Union Advice and Welfare Centre. <http://www.su.rhul.ac.uk/advice>

If you wish to make a complaint but feel unable to act on your own behalf you may appoint a representative to act on your behalf. However, you must sign the form yourself. Once you have decided to have a representative we will only correspond with that person. If you change your mind about having a representative you will need to notify us in writing.

PART 1 – Your details

First Name	
Last Name	
Student Number	
E Mail Address (Unless otherwise requested the College will contact you using your College e mail address)	College Personal
Course	
Year of Study	

Please tick the box below if you wish to appoint a representative

<input type="checkbox"/>	I confirm that I wish the person named above to act on my behalf.
--------------------------	---

PART 1 (a) Details of Representative appointed to act on your behalf (if applicable)

First Name	
Last Name	
E mail Address	
Contact Phone Number	



PART 2 – Details of the Complaint

When completing this section please include details of actions you have already taken regarding the complaint and why you wish make a formal complaint. Please provide examples.

Or, if you feel the complaint cannot be resolved by the early resolution part of the process please explain why.

Details of the Complaint

Please continue on a separate sheet if needed.

Details of where the complaint has already been raised (please give evidence)



Part 4 – Desired Outcome

Please explain the purpose of whether there is a specific outcome that you are hoping for.

Please confirm if you would be willing to consider mediation or conciliation. YES/NO

Part 5 Declaration

- I have read the College's Complaints Procedures for Students
- I declare that the information on this form is correct.

Signed _____ Date _____

