

## Annual Report of Student Appeals, Student Complaints and Student Discipline Cases 2013-14<sup>1</sup>

### Person reporting

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### Section 1: Executive summary

The Annual Report details the number and nature of cases handled each academic year by Faculties and Professional Support Services (PSS), and is required under the Regulations from the relevant areas. The data reported below relates only to formal cases and does not include the significant number of cases which are resolved informally by Schools and PSS Directorates.<sup>2</sup>

Last year we reported an overall decrease in Faculty cases; this trend has continued in 2013/14 at both Faculty and institutional level. The reasons for the further decrease are difficult to pinpoint but commentary in last year's Senate report highlighted clarity in the revised undergraduate and postgraduate taught degree regulations and changes in the responsibility for handling first offence postgraduate taught disciplinary cases.

However the overall decrease masks an increase in the number of academic appeals received during 2013/14 with submissions rising to the highest number on record. The total number of academic appeals still remains relatively low in comparison to the University's total student population and the increase may be linked to the undergraduate fee regime and to work undertaken by the MDC Committee on the implementation of University policies affecting research students. However this should not detract from the amount of work involved in investigating both informal and formal appeals. It is also noticeable that, as in 2012/13, the majority of academic appeals were made on the grounds of mitigating circumstances with students either submitting mitigating circumstances only on appeal or submitting mitigating circumstances on time but not believing that they had been considered. As part of collating last year's report, a review of the University's policy and procedure on mitigating circumstances was undertaken and a revised policy was approved by Senate and implemented from September 2014. It is anticipated that this should start to have an impact on the number of academic appeals during 2014/15.

The Student Conduct and Discipline Committee (SCDC) was established in September 2013 to oversee the operation of Regulation XVII: Conduct and Discipline of Students. Following Senate approval of amendments to the Regulation, the SCDC introduced Summary Disciplinary Panels (SDP) during 2013/14, the data from which has been detailed in section 5 of this report. Data on cases of misconduct handled by Schools is also detailed in section 5. Data reported by Schools handling cases of misconduct is also detailed in section 5.

In June 2014, Senate agreed a further amendment to Regulation XVII to extend the application of the Regulation to students' behaviour off-campus. Data relating to any formal cases considered under this aspect of the Regulation will be included in the 2014/15 version of this report which will be presented to Senate in February 2016.

The 2012/13 report noted a trend in recourse by students to legal representation. There has been no upward trend in this area and legal representation has only been noted in three cases at review level and five OIA complaints.

The number of students progressing a complaint to the Office of the Independent Adjudicator (OIA) increased from 40 in 2012/13 to 44 in 2013/14. The sector as a whole is seeing increases in complaints taken to the OIA.

In December 2014 the OIA published a Good Practice Framework for all subscribing Higher Education Institutions (<http://oiahe.org.uk/media/96361/oia-good-practice-framework.pdf>). We will be working with Faculty colleagues to review the regulations for academic appeals and student complaints over the coming months to ascertain whether any amendments are required for consideration by Senate. Particular attention will be paid to the 'informal' stages

<sup>1</sup> Presented to Senate in February 2015

<sup>2</sup> Note also that home students are split between white and ethnic minority groupings, and international students are a separate category. These divisions are as required by the Higher Education Statistics Agency.

of the Regulations, traditionally operated by Schools, to help develop best practice in the timely resolution and effective handling of appeals and complaints.

Previous reports and data, together with procedural advice, are available on Staffnet, in the Supporting Students area: [www.staffnet.manchester.ac.uk/supporting-students/complaints-discipline-appeals/](http://www.staffnet.manchester.ac.uk/supporting-students/complaints-discipline-appeals/)

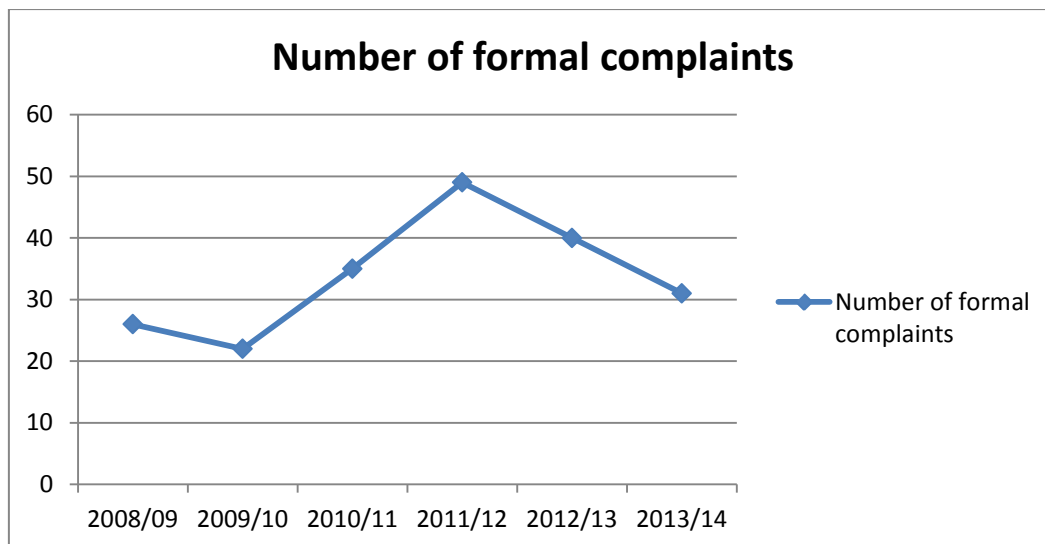
## Section 2: Summary of cases considered during 2013-14

	Academic Appeals	Complaints	Conduct and Discipline	Fitness to Practise	Total
<b>Formal Stage Cases</b>	315	31	190	13	<b>549</b>
<b>Review Stage Cases</b>	63	14	34	1	<b>112</b>
<b>OIA complaints</b>	28	7	8	1	<b>44</b>
					<b>705<sup>3</sup></b>

This data is presented in further detail in the rest of this report.

<sup>3</sup> Total number of cases received at all stages during the 2013/14 academic year.

### Section 3: Commentary on Student Complaints (Regulation XVIII)<sup>4</sup>



#### Overall

Total 2013/14	31
Total 2012/13	40

#### Number of Complaints

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% / 2012
EPS	3		4	2	5	3	1	3		7	23	17.5
FLS	1		2	1	2	2			1	3	10	5
HUMS	2	7	6	6	9	7	3	5		15	48	60
MHS	2	1	3	4	2	5		1		6	19	17.5
<b>Total</b>	<b>8</b>	<b>8</b>	<b>15</b>	<b>13</b>	<b>18</b>	<b>17</b>	<b>4</b>	<b>9</b>	<b>1</b>	<b>31</b>		

#### Type of Complaint

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% / 2012
Academic provision/progress	1	2	7	4	6	8	1	1		10	32	40
Facilities/services	4	2	3	4	5	5	1	2	1	9	29	12.5
Harassment, discrimination, bullying	1	1	1	2	1		1	2		3	10	10
Supervision	1				1			1		1	3	12.5
Other	1	3	4	3	5	4	1	3		8	26	25
<b>Total</b>	<b>8</b>	<b>8</b>	<b>15</b>	<b>13</b>	<b>18</b>	<b>17</b>	<b>4</b>	<b>9</b>	<b>1</b>	<b>31</b>		

It should be noted that there has been a rise in complaints relating to facilities/services from five in 2012/13 to nine in 2013/14.

#### Outcome of Complaint

Outcome	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% . 2012
Complaint upheld or partially upheld	2		3	3	2	4	1			5	16	17.5
Complaint dismissed	4	5	8	6	11	5	3	8	1	17	55	65
Ongoing at 1/10/2014	1	1	1	1	2	2		1		3	10	5
Other		1	1	2		2				3	10	2.5
Withdrawn by student			1	1		1				1	3	5
Referred to another part of the University	1	1	1		3	3				3	10	5
Not eligible for investigation by UoM												-
<b>Total</b>	<b>8</b>	<b>8</b>	<b>15</b>	<b>13</b>	<b>18</b>	<b>17</b>	<b>4</b>	<b>9</b>	<b>1</b>	<b>31</b>		

<sup>4</sup> Complaints in cases involving harassment, discrimination and bullying (HDB) may be dealt with under the Dignity at Work and Student Procedure for Students.

*Resolution of Complaint (Complaints Justified)*

Resolution	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%
Apology/Explanation			3	2	1	3				3	60
Compensation	1				1		1			1	20
Other	1			1		1				1	20
<b>Total</b>	<b>2</b>		<b>3</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>1</b>			<b>5</b>	

The compensation paid in the upheld complaint was a fee reimbursement of £812.

**Review of Faculty (or equivalent) decision**

14 students requested a review of the handling of their complaints by the Director of Teaching and Learning Support (Regulation XVIII, paragraph 26). Four of those reviews related to complaints of a dignity at work and study nature.

*Outcome of Review*

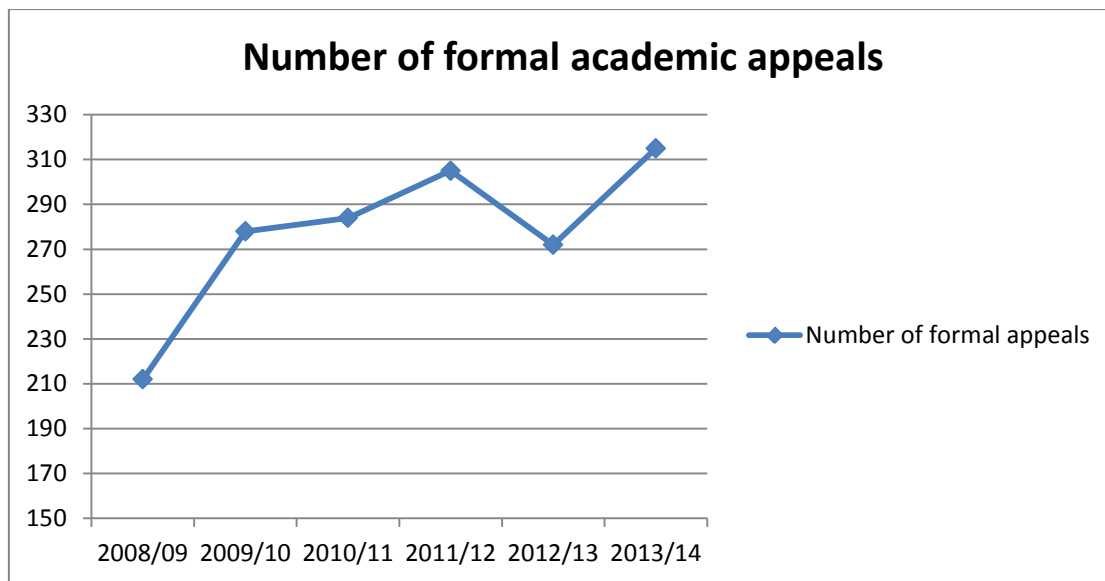
Outcome	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%
Decision upheld fully	4	2	5	2	9	6	1	4		11	79
Decision rescinded	1				1			1		1	7
Withdrawn	1				1			1		1	7
Ongoing		1			1			1		1	7
<b>Total</b>	<b>6</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>12</b>	<b>6</b>	<b>1</b>	<b>7</b>		<b>14</b>	

Complaints, by their nature, can involve a variety of factors and their consideration can often be complex and time-consuming.

The total number of complaints taken to review decreased from 17 in 2012/13 to 14 in 2013/14. In the case in which the original decision was dismissed, the complaint being referred back to the earlier stage of the procedure due to an incomplete consideration at the Faculty stage, the student chose not to pursue the complaint any further. Where a case handler had attempted resolution at an earlier stage of the Complaints Procedure, in each instance at review the resolution was seen as reasonable e.g. compensation to a student complaining about their halls of residence.

After the review stage, the University of Manchester procedures are completed and students are issued with a Completion of Procedures letter, as required by the Office of the Independent Adjudicator.

## Section 4: Commentary on Academic Appeals (Regulation XIX)



Overall

Total 2013/14	315
Total 2012/13	272

Total Number of Academic Appeals

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% / 2012
EPS	9	12	64	23	62	21	18	46		85	27	24
FLS	2	1	15	8	10	9	4	4	1	18	6	4
HUMS	9	29	85	46	77	42	20	56	5	123	39	36
MHS	5	11	73	42	47	22	37	29	1	89	28	36
<b>Total</b>	<b>25</b>	<b>53</b>	<b>237</b>	<b>119</b>	<b>196</b>	<b>94</b>	<b>79</b>	<b>135</b>	<b>7</b>	<b>315</b>		

Decision Appealed Against

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% / 2012
Degree Classification/ Qualification Awarded	1	15	60	32	44	30	23	23		76	24	31
Exclusion due to academic failure	10	5	87	33	69	22	24	50	6	102	32	31
Exclusion due to work and attendance	3	1	7	1	10		3	8		11	4	1
Other decision of Board of Examiners/Progress Committee	9	32	77	48	70	39	29	49	1	118	37	32
Other or not stated	2		6	5	3	3		5		8	3	4
<b>Total</b>	<b>25</b>	<b>53</b>	<b>237</b>	<b>119</b>	<b>196</b>	<b>94</b>	<b>79</b>	<b>135</b>	<b>7</b>	<b>315</b>		

Overall there has been an increase in academic appeals across the University, noticeably within EPS (65 2012/13, 85 2013/14) and Humanities (97 2012/13, 123 2013/14). Increased numbers of appeals have been seen from PGR students (11 2012/13, 25 2013/14) and UG students (187 2012/13, 237 2013/14), whilst PGT appeals have decreased (74 2012/13, 53 2013/14).

### Grounds for Appeal

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% / 2012
Mitigating Circumstances	13	31	199	90	153	71	69	97	6	243	66	66
Procedural Irregularity	8	17	41	26	40	17	19	29	1	66	18	16
Bias	5	5	23	14	19	13	8	12		33	9	8
Poor Supervision	6	6	14	10	16	10	5	11		26	7	10
<b>Total</b>	<b>32</b>	<b>59</b>	<b>277</b>	<b>140</b>	<b>228</b>	<b>111</b>	<b>101</b>	<b>149</b>	<b>7</b>	<b>368</b>		

Note: Students can cite more than one ground for appeal.

### Outcome of Appeal

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% / 2012
Dismissed - invalid grounds	2	5	9	8	8	6	4	5	1	16	5	6
Dismissed - no substance	15	26	120	63	98	42	41	74	4	161	51	53
Ongoing at 1/10/2014		1	19	4	16	8	2	9	1	20	6	4
Upheld/Upheld and referred back to School for review of decision	6	16	71	33	60	31	23	38	1	93	30	30
Withdrawn/Not Pursued	2	5	18	11	14	7	9	9		25	8	7
<b>Total</b>	<b>25</b>	<b>53</b>	<b>237</b>	<b>119</b>	<b>196</b>	<b>94</b>	<b>79</b>	<b>135</b>	<b>7</b>	<b>315</b>		

### Review of Faculty Decision

63 students requested a review of their academic appeal by the Director of Teaching and Learning Support (Regulation XIX, paragraph 9).

#### Total Number of Appeals Reviewed

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% / 2012
FLS	2		3	2	3	3		1	1	5	8	3
MHS	1		14	8	7	4	9	2		15	24	31
HUMS	6	5	10	4	17	7	1	11	2	21	33	38
EPS	5	4	13	5	17	2	5	15		22	35	27
<b>Total</b>	<b>14</b>	<b>9</b>	<b>40</b>	<b>19</b>	<b>44</b>	<b>16</b>	<b>15</b>	<b>29</b>	<b>3</b>	<b>63</b>		

#### Decision Appealed Against

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% / 2012
Degree Classification/ Qualification Awarded / Particular Unit Result	5	7	17	9	19	12	5	11	1	29	46	20
Exclusion	5	1	16	6	16	3	9	8	2	22	35	34
Other decision of Examination Board/Progress Committee	4	1	7	4	8	1	1	10		12	19	46
<b>Total</b>	<b>14</b>	<b>9</b>	<b>40</b>	<b>14</b>	<b>44</b>	<b>16</b>	<b>15</b>	<b>29</b>	<b>3</b>	<b>63</b>		

#### Outcome of Review

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% / 2012
Faculty decision upheld	14	8	37	17	41	16	14	26	3	59	94	91
Original decision partially dismissed			2		2		1	1		2	3	2
Original decision fully dismissed		1	1	2				2		2	3	6
<b>Total</b>	<b>14</b>	<b>9</b>	<b>40</b>	<b>19</b>	<b>43</b>	<b>16</b>	<b>15</b>	<b>29</b>	<b>3</b>	<b>63</b>		

The total number of Academic Appeals taken to review decreased slightly from 64 in 2012/13 to 63 in 2013/14. 42 reviews were undertaken on the grounds of circumstances not known to the Examination Board. Reviews under this ground have decreased from 56 out of 64 in 2012/13 to 42 out of 63 in 2013/14; this is in contrast to the rise in Faculty appeals based on mitigating circumstances (209 2012/13, 243 2013/14). Notably the review of the Policy on Mitigating Circumstances has been ongoing over this period with the revised Policy approved by Senate for the

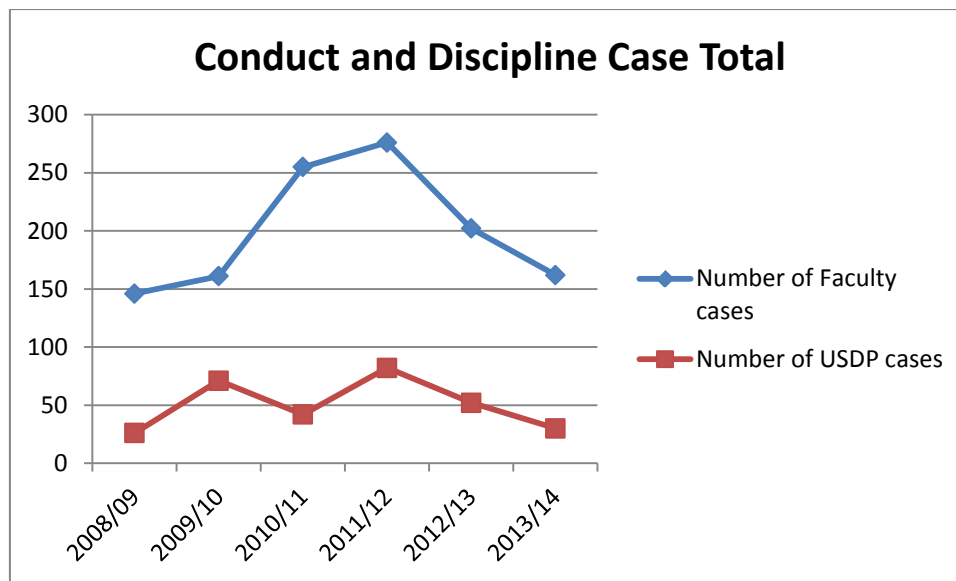
2014/15 academic year. The amendments seek to improve the consistency of treatment of requests for mitigation and to manage expectations of students as to potential decisions.

Of the four cases in which the original decision of the Faculty was partially or fully dismissed, three cases involved referral back to School Mitigating Circumstances Panels leading to two students being offered opportunities to recommence their programmes. The other case involved a referral to a School's Examination Board leading to a change in the student's degree award.

At the review stage there has been an increase in PGR cases (9 in 2012/13, 14 in 2013/14) but a decrease in PGT cases (20 in 2012/13, 9 in 2013/14). The former trend may relate to a more focused emphasis on the implementation of PGR policies, but the reason for the latter trend is unclear. Also although unrecorded for the purposes of this report, case handlers have reported more appeals relating to early exits from programmes due to academic failure which may link to the impact of the 2012 Degree Regulations.

After the review stage, the University of Manchester procedures are completed and students are issued with a Completion of Procedures letter, as required by the Office of the Independent Adjudicator.

## Section 5: Commentary on Conduct and Discipline (Regulation XVII)



[Note: USDP = University Student Disciplinary Panel]

Overall

	2012/13	2013/14
Faculties	202	132
University Student Disciplinary Panel (USDP)	52	30
Summary Disciplinary Panel (SDP)		28
<b>Total</b>	<b>254</b>	<b>190</b>

### Faculty (or equivalent) Cases<sup>5</sup>

As agreed by Senate, the SDP was introduced during 2013/14 to investigate allegations of possession of unauthorised material in examinations, with the intention of treating this type of academic misconduct proportionately to cases of potential plagiarism. The arrangements for SDP are made by the Student Services Centre (as a summary procedure on behalf of the Registrar, Secretary and Chief Operating Officer) and the penalties align with those available to Faculties. The use of SDP is being monitored by the SCDC and feedback has been favourable, such as in freeing up resources e.g. staff time and allowing USDP to convene only for serious cases.

Total Number

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	%/ 2012
EPS	2	13	40	14	41	3	8	44		55	34	30
FLS		2	11	8	5	5	2	6		13	8	
HUMS	1	27	24	20	32	6	3	39	4	52	33	43
MHS		3	9	7	5		3	8	1	12	8	26
SDP		15	13	14	14	3	1	24		28	18	
Non-Faculty												1
<b>Total</b>	<b>3</b>	<b>60</b>	<b>97</b>	<b>63</b>	<b>97</b>	<b>17</b>	<b>17</b>	<b>121</b>	<b>5</b>	<b>160</b>		

<sup>5</sup> Including SDP Cases



### Type of Misconduct

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% / 2012
Collusion		1	31	7	25	3	5	24		32 <sup>6</sup>	20	23
Plagiarism	3	44	52	41	58	11	10	73	5	99	62	77
Possession of unauthorised material		15	13	14	14	3	1	24		28	18	
Fabrication/Falsification			1	1			1			1	<1	<1
<b>Total</b>	<b>3</b>	<b>60</b>	<b>97</b>	<b>63</b>	<b>97</b>	<b>17</b>	<b>17</b>	<b>121</b>	<b>5</b>	<b>160</b>		

Plagiarism remains the dominant form of academic malpractice, and whilst case numbers have dropped from 155 (2012/13) to 99, USDP cases have risen from 7 (2012/13) to 20 cases. In reference to School level cases, whilst there is no comparator for case numbers between years the volume of cases linked to plagiarism appears to be high. The SCDC has investigated this area of academic malpractice and is satisfied that the number of cases relates to improved detection methods. In attempting to highlight academic malpractice to students alongside existing practice, the SCDC has reviewed the sharing of Turnitin Reports with students and endorsed the use of a major publicity campaign via My Manchester.

### Outcome of Faculty Misconduct Cases

Outcome	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% / 2012
Accusation withdrawn	1		2		3			3		3	2	3
Guilty	1	53	82	55	81	13	16	104	3	136	85	80
Not Guilty		2	9	3	8	2		9		11	7	8
Other e.g. ongoing at 1/10/2014	1	5	4	5	5	2	1	5	2	10	6	9
<b>Total</b>	<b>3</b>	<b>60</b>	<b>97</b>	<b>63</b>	<b>97</b>	<b>17</b>	<b>17</b>	<b>121</b>	<b>5</b>	<b>160</b>		

### Penalties Imposed (more than one penalty can be imposed)

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% 2012
Reprimand & Warning	1	26	50	28	49	5	11	61		77	33	5
Mark Reduction		2	15	9	8	4	3	10		17	7	7
Mark of Zero for Specific Piece of Work	1	40	47	37	51	8	11	66	3	88	38	67
Mark of Zero for Unit			3	5	2			8		8	3	2
No reassessment or substitution			13	24	12	2	5	30		37	16	18
Other e.g. undertaking	1	1	4	3	3	1		5		6	3	2
<b>Total</b>	<b>3</b>	<b>85</b>	<b>145</b>	<b>91</b>	<b>142</b>	<b>20</b>	<b>30</b>	<b>180</b>	<b>3</b>	<b>233</b>		

### University Student Disciplinary Panel Cases<sup>7</sup>

#### Total Number

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% / 2012
EPS	1		4	2	3	2	2	1		5	17	52
FLS			3	1	2	1	2			3	10	
HUM	2	9	5	6	10	1	5	8	2	16	53	44
MHS	1	1	4	2	4		5	1		6	20	4
<b>Total</b>	<b>4</b>	<b>10</b>	<b>16</b>	<b>11</b>	<b>19</b>	<b>4</b>	<b>14</b>	<b>10</b>	<b>2</b>	<b>30</b>		

<sup>6</sup> Note: a large proportion of collusion cases arose from a single Programme cohort within EPS.

<sup>7</sup> USDP cases recorded during the academic year based on completion date. Faculty case numbers are based on the submission date during the academic year.

### Type of Misconduct

Type of Misconduct	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% / 2012
Collusion												13
Possessing unauthorised material in an examination			3	2	1		1	2		3	10	71
Non-academic misconduct including alleged incidents of deception, harassment and threatening behaviour.			4	2	2		3	1		4	13	2
Plagiarism	3	9	8	7	13	4	7	7	2	20	67	13
Falsification of results (may include joint plagiarism allegation)	1	1	1		3		3			3	10	
<b>Total</b>	<b>4</b>	<b>10</b>	<b>16</b>	<b>11</b>	<b>19</b>	<b>4</b>	<b>14</b>	<b>10</b>	<b>2</b>	<b>30</b>		

Potentially the increase in USDP plagiarism cases has been as a result of Schools needing to refer serious cases to USDP, rather than cases being heard at Faculty level prior to the changes to the Academic Malpractice Procedure (see School Cases section below).

### Outcome of USDP misconduct cases

Outcome	PGR	PGT	UG	Total	%	% / 2012
In breach of regulations	4	10	11	25	83	98
Not Guilty			5	5	17	2
<b>Total</b>	<b>4</b>	<b>10</b>	<b>16</b>	<b>30</b>		

### Penalties imposed (more than one penalty may be imposed)

Penalty	PGR	PGT	UG	F	M	Ethnic Minority	Not Known	International	White	Total	%	% / 2012
Reprimand & Warning	2	1	5	2	6	2		4	2	8	18	43
Other piece of work	2		1		3			1	2	3	7	
Mark of Zero <sup>8</sup> for Piece of Work e.g. coursework or particular exam	1		1		2			1	1	2	5	17
Mark of Zero for Unit	1	5	2	4	4	3	1	2	2	8	18	12
No Reassessment for Piece of Work e.g. coursework or particular exam			1	1					1	1	2	6
No Reassessment for Unit												4
No Reassessment or Substitution			2	1	1	1		1		2	5	
Mark of Zero for all assessed work in the assessment period	1	1	3	1	4	3		2		5	11	1
Reduction in classification		4	1	3	2	3	1	1		5	11	9
Suspension			1	1		1				1	2	
Expulsion	1	4	4	3	6	5	1	3		9	20	5
Other e.g. referral to another body												3
<b>Total</b>	<b>8</b>	<b>15</b>	<b>21</b>	<b>16</b>	<b>28</b>	<b>18</b>	<b>3</b>	<b>15</b>	<b>8</b>	<b>44</b>		

In 2012/13, 37 students found in possession of unauthorised material were referred to the former Student Discipline Committee (now USDP). Over 2013/14, since the introduction of SDP, only three students were referred to a USDP hearing for this offence, these referrals being made based on the seriousness of the offence.

Despite the drop in cases overall at USDP, the number of expulsions being imposed has risen from five cases in 2012/13 to nine cases in 2013/14. Of those nine expulsions, three related to serious incidents non-academic misconduct, including threatening behaviour, harassment and document forgery.

### School Cases

A revised version of the Academic Malpractice: Procedure for the Handling of Cases came into effect mid-academic year in July 2013. A key change was that Schools were to handle first offence PGT malpractice cases, an area previously handled by Faculties and which accrued to a large caseload within the Faculties e.g. 2011/12 182 cases, 2012/13 108 cases. As can be seen from the respondent Schools a total of 235 PGT cases were heard during 2013/14 (in addition to a large number of UG cases). By virtue of this change Schools are more aware of the

<sup>8</sup> A mark of zero may or may not include associated loss of credit.

caseload involved in academic malpractice and there have been benefits in terms of speedier local handling and staff familiarity for students going through the process.

In October 2013, the Teaching and Learning Support Office requested that Schools record the cases heard by them. The data<sup>9</sup> collected from the Schools that responded is as detailed below. A full breakdown of School-by-School data was presented to SCDC in January 2015 and will also be shared with the Associate Deans for additional review.

#### Type of Misconduct

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%
Collusion		17	49	22	44	21	12	32	1	66	16
Fabrication/Falsification			1		1		1			1	<1
Non-academic misconduct			1		1	1				1	<1
Plagiarism	1	190	131	132	190	48	46	172	56	322	76
Other/unspecified		28	7	17	18	3	10	16	6	35	8
<b>Total</b>	<b>1</b>	<b>235</b>	<b>189</b>	<b>171</b>	<b>254</b>	<b>73</b>	<b>69</b>	<b>220</b>	<b>63</b>	<b>425</b>	

#### Outcome of School misconduct cases

Outcome	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%
Accusation withdrawn		1	4	2	3	1	1	3		5	1
Guilty		180	136	123	193	47	51	175	43	316	74
Not Guilty	1	41	47	40	49	24	15	34	16	89	21
Other e.g. ongoing at 1/10/2014, student withdrew.		13	2	6	9	1	2	8	4	15	4
<b>Total</b>	<b>1</b>	<b>235</b>	<b>189</b>	<b>171</b>	<b>254</b>	<b>73</b>	<b>69</b>	<b>220</b>	<b>63</b>	<b>425</b>	

#### Penalties imposed (more than one penalty may be imposed)

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	
Reprimand & Warning			29	55	25	59	18	15	48	3	84	21
Mark Reduction			43	19	29	33	8	5	38	11	62	16
Mark of Zero for Specific Piece of Work			127	102	88	141	36	37	127	29	229	57
Mark of Zero for Unit			6	2		8		2	4	2	8	2
Other e.g. undertaking, alternative work			1	15	4	12	3	7	6		16	4
<b>Total</b>			<b>206</b>	<b>193</b>	<b>146</b>	<b>253</b>	<b>65</b>	<b>66</b>	<b>223</b>	<b>45</b>	<b>399</b>	

## Appeals against Conduct and Discipline Decisions

Students may appeal decisions relating to conduct and discipline in accordance with Regulation XVII, paragraph 32-38.

### Faculty (or equivalent) Appeals

#### Total Number

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
EPS			6	1	5		1	5		6
FLS										
HUM		3	1	2	2	1		2	1	4
MHS			2	1	1		2			2
SDP	1	2			3			3		3
<b>Total</b>	<b>4</b>	<b>11</b>	<b>4</b>	<b>11</b>	<b>1</b>	<b>3</b>	<b>10</b>	<b>1</b>	<b>15</b>	

<sup>9</sup> Cases identified as being recorded in the Faculty or USDP section of this report have been removed from the School data. Additionally differing terminology between Schools may have caused some data amendment e.g. findings of poor academic practice could not be recorded as a student being guilty of academic malpractice, penalties now match Regulation XVII wording etc.

## USDP Appeals

### Total Number

Faculty	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
EPS	1	1	1		3	1		2	1	3
FLS			1		1		1			1
HUM		5	4	4	5	1	1	4	3	9
MHS		1	1		2		1	1		2
<b>Total</b>	<b>1</b>	<b>7</b>	<b>7</b>	<b>4</b>	<b>11</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>15</b>

## School Appeals

### Total Number

School	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
MMS			1	1		1				1
MBS		2		1	1			2		2
SALC			1		1	1				1
<b>Total</b>		<b>2</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>2</b>		<b>4</b>

## Outcome of Appeal

### Outcome of Faculty (or equivalent) Appeals

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	
Original decision upheld			4	10	4	10	1	3	9	1	14
Original decision varied/rescinded				1		1			1		1
<b>Total</b>			<b>4</b>	<b>11</b>	<b>4</b>	<b>11</b>	<b>1</b>	<b>3</b>	<b>10</b>	<b>1</b>	<b>15</b>

### Outcome of Appeal of USDP Appeals

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
Original decision upheld		7	6	4	9	1	2	7	3	13
Original decision varied/rescinded	1		1		2	1	1			2
<b>Total</b>	<b>1</b>	<b>7</b>	<b>7</b>	<b>4</b>	<b>11</b>	<b>2</b>	<b>3</b>	<b>7</b>	<b>3</b>	<b>15</b>

### Outcome of School Appeals

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
Original decision upheld		1		1				1		1
Original decision varied/rescinded		1	2	1	2	2		1		3
<b>Total</b>		<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>	<b>2</b>		<b>2</b>		<b>4</b>

In the upheld Faculty (or equivalent) appeal the finding and penalty were rescinded in full, and the two upheld USDP appeals saw a partial reduction in the penalties on the grounds of new evidence being made available. The School appeals were upheld due to procedural irregularities, the recommendation in each being that the hearings should take place again. Of the three latter cases, two reconvened panels reached the same decision, and in the third the School decided to rescind its allegation against the student meaning a hearing was not necessary.

Regulation XVII was further revised in June 2014 (effective from September 2014) with a new offence (8(g)) introduced relating to off campus misconduct.

After the appeal stage, the University of Manchester procedures are completed and students are issued with a Completion of Procedures letter, as required by the Office of the Independent Adjudicator.

## Section 6: Commentary on Fitness to Practise<sup>10</sup>

Fitness to Practise cases usually originate in the Faculty of Medical and Human Sciences (MHS) because of the nature of the programmes of study undertaken in that Faculty.

Fitness to Practise cases can arise for a variety of reasons, which often relate to matters of health and professional conduct. Matters of professional misconduct and behaviour are excluded from the remit of Regulation XVII (Conduct and Discipline of Students). Schools within MHS operate Health and Conduct Committees (constituted by programme regulations) which initially address these matters and which have the power to refer cases to Fitness to Practise Committees or impose sanctions (falling outside of the data collected for Section 5 of this Report) e.g. a reprimand and warning. Cases can involve one or a combination of types of professional misconduct such as criminal convictions, dishonesty, ill health, misconduct and unprofessional behaviour.

### Number of Fitness to Practise Cases

School	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total 2013/14	Total 2012/13
MMS	1	6	3	4	5	2			7	4
NMSW		4	4		4				4	10
MPS		2		2		1	1		2	2
<b>Total</b>	<b>1</b>	<b>12</b>	<b>7</b>	<b>6</b>	<b>9</b>	<b>3</b>	<b>1</b>		<b>13</b>	<b>16</b>

### Outcome of Cases

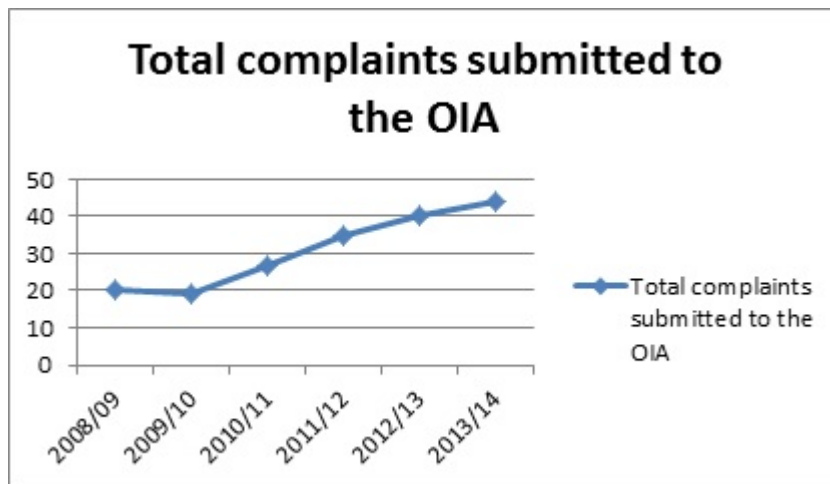
Outcome	PGT	UGRD	F	M	White	Ethnic Minority	International	Not released	Total 2013/14	Total 2012/13
Fit to practise or continue		4	2	2	2	1	1		4	5
Not currently fit to practise or continue		1		1	1				1	1
Not fit to practise or continue		2	2		2				2	3
Pending	1	5	3	3	4	2			6	6
Withdrawn / not pursued										1
<b>Total</b>	<b>1</b>	<b>12</b>	<b>7</b>	<b>6</b>	<b>9</b>	<b>3</b>	<b>1</b>		<b>13</b>	<b>16</b>

A variety of outcomes may result from a Fitness to Practise hearing ranging from warnings to expulsion. In relation to the above data, the student determined as not currently fit to practise or continue was suspended and those students viewed as not fit to practise or continue were excluded.

One appeal was submitted against to the Registrar, Secretary and Chief Operating Officer. The appeal was on the basis of a claimed disproportionate nature of the penalty (expulsion); the Fitness to Practise Appeals Committee determined that the original decision should be upheld.

<sup>10</sup> Cases dealt with under the Procedure for a Committee on Fitness to Practise

**Section 7: Commentary on cases taken by students to the Office of the Independent Adjudicator (OIA)  
(after Completion of Procedures<sup>11</sup>)**



**2012/13 OIA Complaints**

The OIA complaint process is often lengthy between complaint submission and a final decision, and the OIA record complaints based on calendar year and not academic year. Annual Senate Reports have previously not detailed the outcomes from the subsequent year’s ongoing cases.

For completeness the 2013/14 Annual Senate Report includes an update on the outcomes from the 2012/13 OIA complaints. 23 out of 40 complaints submitted to the OIA during the 2012/13 academic year were recorded as ongoing in the 2012/13 Annual Senate Report.

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total
Justified										
Partly Justified	1	1	1		3		2	1		3
Not justified	3	4	12	7	12	6	2	9	2	19
Not eligible										
Withdrawn	1			1				1		1
<b>Total</b>	<b>5</b>	<b>5</b>	<b>22</b>	<b>8</b>	<b>15</b>	<b>6</b>	<b>4</b>	<b>11</b>	<b>2</b>	<b>23</b>

The three Partly Justified cases led to offers of compensation being made to the students concerned: £500 for case handling delays, £750 for study brochure errors, and £2000 for a range of matters including supervisory issues, student communication concerns and the overall handling of the student’s appeal. The Teaching and Learning Support Office works with colleagues across the University to ensure that the ‘lessons learned’ from these cases are fed back into the University.

**2013/14 OIA Complaints**

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	2012/13
Total	11	12	21	10	34	14	13	15	2	44	40
Percentage	25	27	48	23	77	32	30	34	5		

<sup>11</sup> 176 (including 64 Faculty) Completion of Procedures letters were issued by the University during 2013/14 academic year; 182 were issued during 2012/13.

## Outcome

	PGR	PGT	UG	F	M	White	Ethnic Minority	International	Not released	Total	%	% / 2013
Ongoing (at 01/01/2014)	8	3	13	7	17	9	9	6		24	55	57.5
Justified		1		1				1		1	2	2.5
Partly Justified	1				1			1		1	2	2.5
Not justified		6	7	2	11	4	2	6	1	13	30	32.5
Not eligible	2	2	1		5	1	2	1	1	5	11	2.5
Withdrawn												2.5
<b>Total</b>	<b>11</b>	<b>12</b>	<b>21</b>	<b>10</b>		<b>14</b>	<b>13</b>	<b>15</b>	<b>2</b>	<b>44</b>		

The OIA is appointed as the national independent body to consider student complaints. The OIA has no regulatory powers over universities and cannot punish or fine them; however universities are expected to act upon their recommendations. The Director of Teaching and Learning Support is the University's point of contact for the OIA.

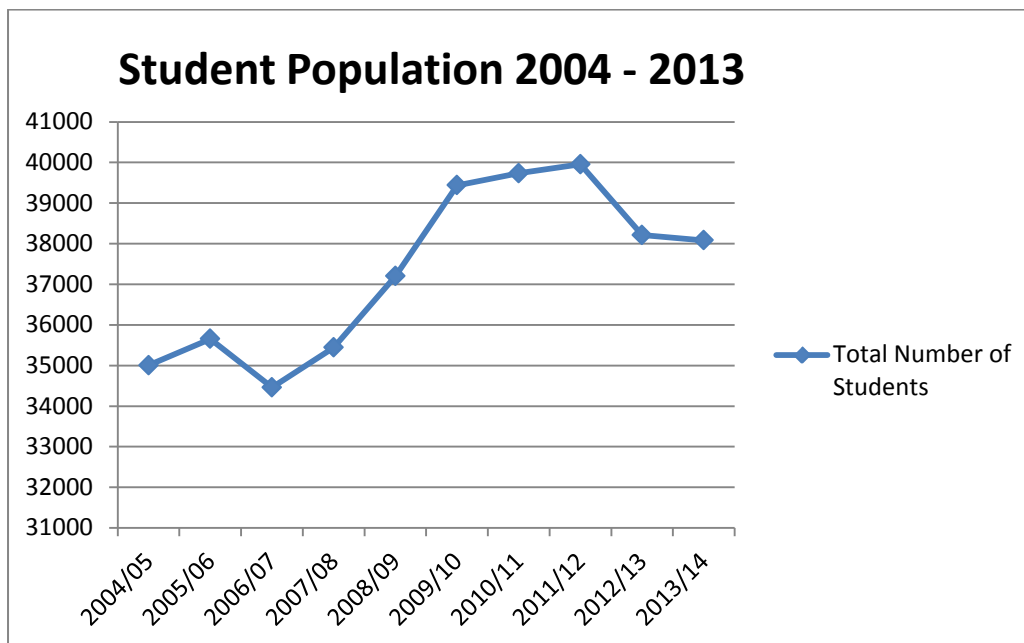
The University currently subscribes to the OIA's Band G (30,001 – 50,000 students) for which a subscription fee is incurred, which allots the University a number of points to be accrued based on the total complaints submitted over a calendar year. The University incur additional fees for every point above its allocation. In the OIA's Annual Letter for 2013, the OIA reported that it had received more complaints from University of Manchester students than its Band median (41 compared to 15.5). The University is still issuing more Completion of Procedures letters than its Band median (171 compared to 50.5). The University case handlers believe this to be due to a large number of cases being submitted on grounds relating to mitigating circumstances and also because, unlike some other institutions, the University's Regulations required a Completion of Procedures letter to be issued when a decision is upheld.

In the complaint found to be Justified, the OIA determined that following an academic malpractice hearing the student had not been made sufficiently aware of the impact of the imposed penalty on their academic progression; the OIA recommended that a re-hearing take place. In the complaint found to be Partly Justified the OIA recommended a payment of £250 compensation for delays in responding to the student's complaint. The OIA 2013 Annual Report did note that across the sector it had seen increases in the percentage of cases that were settled, but also the proportion of cases that were found Justified and Partly Justified.

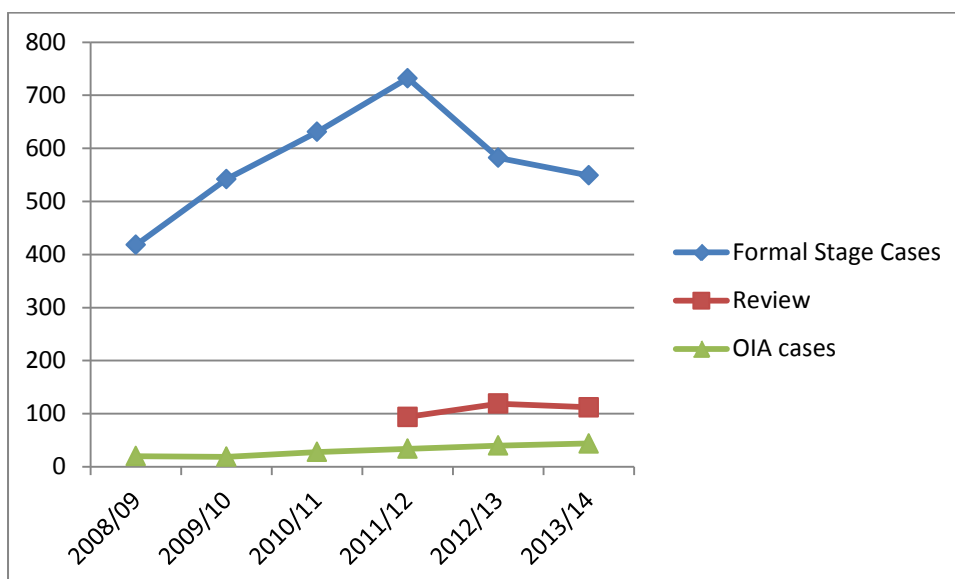
## Appendix 1: Profile of the Student Population 2013 - 2014

Total Number of Registered Students 1/12/2013

	Grand Total	Home Students													
		UGRD		PGDT		PGDR		International (incl. EU)		White		Ethnic Minority		Ethnicity Not Known	
			%		%		%		%		%		%		%
Faculty of Eng and Phys Sci	10941	7428	70.5	2009	19.1	1504	14.3	4966	45.4	4645	44.1	1283	12.2	46	0.4
Faculty of Life Sciences	2666	2183	83.4	99	3.8	384	14.7	630	23.6	1560	59.6	467	17.8	9	0.3
Faculty of Humanities	16280	11012	66.1	4137	24.8	1131	6.8	5705	35.0	8600	51.6	1913	11.5	61	0.4
Faculty of Med and Human Sci	8196	5918	70.5	1620	19.3	658	7.8	1076	13.1	5101	60.8	1985	23.7	33	0.4
Grand Total	38083	26541	69.5	7865	20.6	3677	9.6	12377	32.5	19906	52.1	5648	14.8	149	0.4



### Number of cases recorded





**Appendix 1: Number of cases recorded as a percentage of the student population**

