

THE UNIVERSITY OF MANCHESTER

GENERAL REGULATIONS

(November 2023)

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General Regulation I

Conduct of Elections

This Regulation sets out the requirements of the following elections:

- i) Elections of members of the Senate in Category 3;
- ii) Election of members of the General Assembly by members of the Senate ;
- iii) Election of staff members to the General Assembly;
- iv) Election of members of the Board of Governors in Category 3 ;
- v) Election of members of the Board of Governors in Category 4;
- vi) Election of members of the Faculty Committees.

- 1 A roll of the persons eligible to nominate, vote or stand for election, as at 31 January in the academic year of election, shall be maintained, in consultation with the Registrar, Secretary and Chief Operating Officer by the Deputy Secretary. Any matters relating to the eligibility of persons to nominate, vote or stand for election shall be determined by the Registrar, Secretary and Chief Operating Officer, who shall serve as the Returning Officer for elections.
- 2 The election shall be held on an 'appointed date' to be fixed by the Registrar, Secretary and Chief Operating Officer, who shall also act as the Returning Officer.
- 3 The election shall be conducted by the Returning Officer, provided that:
 - a) each candidate shall be nominated by no fewer than two eligible electors, and shall confirm, in writing, their willingness to stand for election;
 - b) a period of no fewer than two weeks shall elapse between an announcement of the number of vacancies to be filled and the closing date for receipt of nominations;
 - c) if on the expiration of the time for the receipt of nominations the number of valid nominations received does not exceed the number of vacancies declared, the Deputy Secretary shall inform the Returning Officer, who shall declare those candidates nominated to be duly elected. If in such instances nominations have been invited for periods of office of varying duration, the allocation of seats shall be determined by lot;
 - d) if on the expiration of time for the receipt of nominations the number of valid nominations does not equal the number of vacancies declared, the Deputy Secretary shall inform the Returning Officer, who having declared elected those candidates already nominated, shall extend the time for receipt of nominations for the remaining vacancies by one further week. If, after such time the number of valid nominations still does not equal the number of outstanding vacancies declared, then such vacancies will be held over to the following election;
 - e) if on the expiration of the time for the receipt of nominations the number of nominations received exceeds the number of vacancies declared, the election shall be determined by secret ballot;
 - f) each elector shall be at liberty to vote for as many candidates as there are vacancies, and shall vote via an approved electronic voting system;
 - g) successful candidates shall normally take up their seats at the commencement of the academic year immediately following their election;

- h) if ballots are being held for seats with periods of office of varying duration, the allocation of these seats shall be determined by the number of votes cast, the candidate with the greater number of votes taking the seat of longer duration, unless there is an equality in the number of votes cast for such seat, in which case the allocation of the seat shall be determined by lot. In the event that there is an equality in the number of votes cast for the final seat between two or more candidates, the allocation of that seat shall be determined by lot;
- i) on completion of the counting of the votes cast and the allocation of seats, the Deputy Secretary shall forward the result to the Returning Officer, who shall publish the names of the successful candidates forthwith;
- j) a scrutiny shall be held if demanded by ten electors within seven days of the publication of the name or names of those elected, one proposer of each candidate to act as a scrutineer, such scrutineer to be selected by the candidate.

General Regulation II

Eligibility for Elections

Subject to the provisions noted in Regulation I, the following eligibility criteria apply to the named elections:

- 1 **Election of members of the Senate in Category 3 (members of the academic and research staff)**
 - a) Subject to Statute VII.5, those entitled to nominate, vote and stand in the election in each of the Faculties shall be the members of the academic or research staff, full-time or part-time, who hold paid appointments assigned to the Faculty.
 - b) As set out in Ordinance v.6, candidates elected to Senate shall normally serve a three year term, subject to them continuing to hold a paid academic or research appointment assigned to the Faculty.
 - c) Any elected candidate who ceases to hold such an appointment shall be required to resign their membership of Senate
 - d) Members who have served two consecutive terms shall not be eligible for re-election until after the expiration of at least one year.

- 2 **Election of members of the General Assembly by members of the Senate**
 - a) Those entitled to nominate and vote in the election shall be the members of the Senate in Categories 1, 2, 3 and 4, but, subject to Ordinance V.8 and Ordinance XXXII, only those members of the Senate in Categories 2 and 3 may stand for election.
 - b) As set out in Ordinance III.5 and XXXII.2 candidates elected to the General Assembly shall normally serve a three year term, subject to them continuing to hold membership of Senate.

- 3 **Election of staff members to the General Assembly**
 - a) Subject to Ordinance V.8 those entitled to nominate, vote and stand in the election in each of the electoral categories designated in Ordinance V.11 and Ordinance XXXII shall be the members of the staff, full-time or part-time, who hold paid, superannuable appointments within the electoral category.
 - b) As set out in Ordinance III.5 and XXXII.2, candidates elected to the General Assembly shall normally serve a three year term, subject to them continuing to hold a paid appointment at the University (candidates may normally serve for up to two further three year terms subject to election and continued paid appointment at the University). Any elected candidate whose paid appointment at the University ends, shall be required to resign their membership.

- 4 **Election of members of the Board of Governors in Category 3 (members of the Senate)**
 - a) Those entitled to nominate and vote in the election shall be the members of the Senate in Categories 1, 2, 3 and 4, but, subject to Ordinance V.4(b), only those members of the Senate in Categories 2 and 3 may stand for election.

- b) On the expiration of the period for electronic voting the Returning Officer shall count the votes and determine the allocation of the available seats amongst the various candidates as specified in Statute VI.3(c). In doing so, they shall first have regard to the number of votes cast for each candidate, then to fulfilling the requirements specified in Statute VI.3(c), and finally to fulfilling the requirements specified in Ordinance V.4(a).
- c) As set out in Statute VI.5, members of the Senate elected to the Board shall hold office for a period of up to three academic years (eligibility for further terms will depend on continuation of membership of Senate): as set out in Ordinance V. 4 c) members shall complete the term of office specified in Statute VI.5 in the event that they cease to be a Senate member.

5 Election of members of the Board of Governors in Category 4 (members of the staff serving on the General Assembly)

- a) Those entitled to nominate and vote in the election shall be the members of the General Assembly, but only staff members of General Assembly, excluding those who hold academic or research appointments may stand for election.
- b) As set out in Statute VI.5, members of the General Assembly elected to the Board shall hold office for a period of up to three academic years (and subject to election and continued eligibility, normally for up to two further three year terms).

6 Election of members of the Faculty Committees

- a) Those entitled to nominate, vote and stand in the election in each of the Faculties shall be the members of the academic or research staff, or Professional Services staff, full-time or part-time, who hold paid appointments assigned to the Faculty.
- b) Candidates elected to Faculty Committee shall normally serve a term of up to three years, subject to them continuing to hold a paid appointment assigned to the Faculty, and are eligible for re-election for a second term. Members who have served two consecutive terms shall not be eligible for re-election until after the expiration of at least one year.

General Regulation IV

Election of members of the Alumni Association to the General Assembly

- 1 The election of members of the Alumni Association to the General Assembly shall be held in the Second Semester of each academic year. The date selected shall make due allowance for the provisions of paragraphs 3 and 4 below to be properly fulfilled. The Returning Officer for the election shall be appointed by the Officers of the Association, and shall not be a candidate for election. The members elected shall normally take up their seats at the commencement of the academic year immediately following their election.
- 2 Those entitled to nominate and vote in the election shall be the members of the Association whose names appear on the list of members compiled pursuant to Statute XVIII. and Ordinance IV.6 but, subject to Ordinance V.8 and Ordinance XXXII, only those members of the Association who are members under the provisions of Ordinance IV.6(a) and (b), and whose names appear on the aforementioned list, may stand for election.
- 3 The rolls of the persons eligible to nominate and vote, and to stand for election, as at 31 January in the academic year of election, shall be maintained by the Officers of the Association, with any necessary assistance provided by the Registrar, Secretary, and Chief Operating Officer and shall be conclusive evidence that, subject to paragraph 2 above, any person whose name appears therein is entitled to nominate, vote (subject to paragraph 4(d) below) or stand in the election, and that any person whose name does not appear therein is not so entitled. Any matters relating to the eligibility of persons to nominate, vote or stand for election shall be determined by the Officers of the Association, in consultation with the Registrar and Secretary.
- 4 The election shall be conducted by the Returning Officer, provided that:
 - a) each candidate shall be nominated by no fewer than two eligible electors, and shall confirm, in writing, their willingness to stand for election;
 - b) a period of no fewer than two weeks shall elapse between an announcement of the number of vacancies to be filled and the closing date for receipt of nominations;
 - c) if on the expiration of the time for the receipt of nominations the number of valid nominations received does not exceed the number of vacancies declared, the Returning Officer shall declare those candidates nominated to be duly elected. .If in such instances nominations have been invited for periods of office of varying duration, the allocation of seats shall be determined by lot;
 - d) if on the expiration of the time for the receipt of nominations the number of nominations received exceeds the number of vacancies declared, the election shall be determined by an online ballot, to take place over a suitable time frame, agreed by the Officers of the Association. The Returning Officer shall make available information to each elector giving the names and styles of the candidates, and such other information as the Officers of the Association may from time to time determine;
 - e) each elector shall be at liberty to vote for as many candidates as there are vacancies;
 - f) if ballots are being held for seats with periods of office of varying duration, the allocation of these seats shall be determined by the number of votes cast, the candidate with the greater number of votes taking the seat of longer duration, unless there is an equality in the number of

votes cast for such seat, in which case the allocation of the seat shall be determined by lot. In the event that there is an equality in the number of votes cast for the final seat between two or more candidates, the allocation of that seat shall be determined by lot;

- g) on completion of the counting of the votes cast and the allocation of seats, the Returning Officer shall publish the names of the successful candidates forthwith;

As set out in Ordinance III.5 and XXXII.2 candidates elected to the General Assembly shall normally serve a three year term and subject to the election and continued eligibility normally for up to two further three-year terms

General Regulation VII

The Common Seal of the University

- 1 The Common Seal (hereinafter referred to as the 'Seal') shall be used on all legal agreements and documents that are to be executed as a deed using the words 'Executed as a Deed by affixing the Common Seal of the University of Manchester in the presence of its authorised signatories'
- 2 The Seal shall have placed upon it the words 'The University of Manchester' and the arms of the University, and shall be kept at the University at the direction of the Board in the custody of the Registrar, Secretary and Chief Operating Officer who may, at their discretion, delegate custody to the Chief Financial Officer.
- 3 Further to the provisions of Article V.1 of the Charter, and using the powers of delegation provided for in Statute VIII.3, the Board, through the provisions of this Regulation, grants to each of the following Officers authority and discretion to affix the Seal as circumstances require:
 - The Registrar, Secretary and Chief Operating Officer
 - The Deputy Secretary
 - The Director of Legal Affairs and Board Secretariat
 - The Director of Estates and Facilities
 - The Chief Financial Officer
 - The Deputy Director of Finance

and this authority shall endure from the coming into force of this Regulation until it may formally be rescinded or amended by the Board.

- 4 On each occasion on which the Seal is affixed by one of the Officers to whom authority and discretion has been granted in accordance with the provisions of paragraph 3 above, it shall be attested by one of the following:
 - The Chair of the Board
 - The Deputy Chair (or Deputy Chairs) of the Board
 - The President and Vice-Chancellor
 - The Deputy President and Deputy Vice-Chancellor
 - The Vice-Presidents appointed by the Board pursuant to Statute III.6
- 5 Each occasion on and circumstances in which the Seal is affixed shall be reported to the next meeting of the Board.

General Regulation VIII

Public Interest Disclosure Procedure

- 1 The Public Interest Disclosure Act 1998 gives legal protection to workers against being dismissed or suffering any other detriment as a consequence of raising, with appropriate senior personnel, concerns which they believe indicate malpractice within the organisation. In response to the Act, the University has established a Policy and Procedure (link to be added) through which staff can express such concerns. The Policy and Procedure confirms that individuals expressing such concerns which they reasonably believe to be true in good faith and in accordance with the Policy and Procedure, should not be jeopardised as a result. The Policy and Procedure provides guidance to employees and other workers at the University who believe that they have discovered evidence of malpractice. It is not designed to permit the questioning of financial and business decisions taken by the University, nor to seek reconsideration of any matter that has already been addressed under any other established procedure.

General Regulation IX

Procedure for the Calling of Special Meetings of the Staff

- 1 Pursuant to the provisions of Statute XIX(d), the Dean of a Faculty or the Head of an academic-related Office or Service shall call a Special Meeting of all staff assigned to the Faculty, Office or Service if they are requested to do so, in writing, by:
 - a) at least 250 or 15% of such staff who hold paid, superannuable appointments, whichever is the fewer, in the case of a Faculty or the Registrar and Secretary's Department; or
 - b) at least 30% of such staff who hold paid, superannuable appointments in the case of Library Services; or
 - c) at least 40% of such staff who hold paid, superannuable appointments in the case of the Manchester Museum or the Whitworth Art Gallery.

The request to the Dean of the Faculty, or to the Head of the Office or Service, shall also include a statement detailing the nature of the business it is desired to discuss at the Special Meeting.

- 2 Pursuant to the provisions of Statute XIX(b), the President and Vice-Chancellor shall call a Special Meeting of all staff of the University if they are requested to do so, in writing, by at least 500 members of staff who hold paid, superannuable appointments in the University, and who shall include at least fifty such members of staff from each of any three of the Faculties and academic-related Offices or Services in the University.
- 3 The request to the President and Vice-Chancellor shall also include a statement detailing the nature of the business it is desired to discuss at the Special Meeting, and whether or not such business has been discussed at a meeting(s) called in accordance with the provisions of paragraph 1 of this Regulation, and the outcome thereof. If, where such a meeting(s) has not taken place, the President and Vice-Chancellor believes that it is appropriate, given the nature of the business, that it should take place before calling a University-wide meeting, they may require the Dean of the appropriate Faculty or the Head of the appropriate academic-related Office or Service to call an additional meeting of the staff in the Faculty, Office or Service pursuant to the provisions of Statute XIX(d), and to report on the outcome of such meeting. After considering such report, the President and Vice-Chancellor may decide to continue with the arrangements for holding a University-wide meeting, or that some other form of action is more appropriate to deal with the matters raised, and shall advise those making the request accordingly.
- 4 Members of staff shall be given at least ten working days notice of all meetings called in accordance with the provisions of the above paragraphs, and each such meeting shall take place within twenty working days of the request being received.

General Regulation X
The Schools of the University

- 1 Pursuant to the provisions of Ordinance XII.1, the Schools of the University shall be:

Faculty of Science and Engineering:

- School of Engineering
- School of Natural Sciences

Faculty of Humanities

- School of Arts, Languages and Cultures
- School of Environment, Education and Development
- Alliance Manchester Business School
- School of Social Sciences

Faculty of Biology, Medicine and Health

- School of Biological Sciences
- School of Medical Sciences
- School of Health Sciences

General Regulation XI

Titles of Degrees and other Distinctions

- 1 Pursuant to the provisions of Statute XX and Ordinance XXXVIII, the University may award and confer the degrees of doctor, master and bachelor, and may award undergraduate, graduate and postgraduate diplomas and certificates, in each case under arrangements determined from time to time by the Senate.
- 2 The degrees of Doctor of Philosophy (abbreviated PhD) and Master of Philosophy (abbreviated MPhil) may be awarded in any of the Faculties of the University, and under the arrangements for validated programmes, in such manner as the Senate shall from time to time determine.
- 3 The Diploma and Certificate of Higher Education (abbreviated DpHE and CertHE, respectively) may be awarded, under such arrangements as the Senate shall from time to time determine, to students who have completed part but not all of a bachelor degree programme of the University.
- 4 Otherwise, the titles of degrees, diplomas and certificates awarded by the University in the various Faculties, and in respect of its validated programmes, and the abbreviations which may be used to designate their holders, shall be as follows:

Faculty of Science and Engineering

+ Doctor of Engineering	DEng
Doctor of Science	DSc
Master of Environmental Science	MEnvSci
Master of Research	MRes
Master of Science	MSc
Bachelor of Engineering	BEng
Bachelor of Science	BSc
Master of Chemistry	MChem
Master of Chemistry and Physics	MChem&Phys
Master of Chemistry and Polymer Science and Technology	MChemPST
Master of Earth Science	MEarthSci
Master of Engineering	MEng
Master of Mathematics	MMath
Master of Mathematics and Physics	MMath&Phys
Master of Physics	MPhys
Master of Science by Research	MSc by Research
Master of Technology	MTech
Diploma in Statistics	DpStats
Postgraduate Diploma	PGDip
Postgraduate Certificate	PGCert
Professional Doctorate	DProf
Doctor of Engineering	EngD
Doctor of Enterprise	EntD
Doctor of Professional Management	DProfPM or DProfREAM

+ denotes higher doctorate, awarded in recognition of published work and/or other material of high distinction resulting from research.

* denotes degree awarded to candidates who have been registered as students in the Faculty for, and who have successfully completed, a programme of study and research.

Faculty of Humanities

Doctor of Business Administration	DBA
Doctor in Counselling	DCouns
Doctor of Counselling Psychology	DCounsPsych
Doctor of Divinity	DD
Doctor in Education	EdD
Doctor of Educational and Child Psychology	D.Ed.Ch.Psychol
Doctor of Educational Psychology	DEdPsy
Doctor of Laws	LLD
Doctor of Letters	LittD
Doctor of Music	MusD
Doctor of Practical Theology	DPT
Doctor of Social Science	DSocSc
Professional Doctorate in Museology	DMP
Professional Doctorate	DProf
Master of Arts	MA
Master of Arts in Economic and Social Studies	MA(Econ)
Master of Business	MBus
Master of Business Administration	MBA
Master of Business Science	MBSc
Master in Education	MEd
Master of Informatics	MInf
Master of Geography	MGeog
Master of Landscape Architecture	MLA
Master of Landscape Planning and Management	MLPM
Master of Language Engineering	MLangEng
Master of Language Translation	MLangTrans
Master of Laws	LLM
Master of Leadership for Development	MLD
Master of Modern Languages	MML
Master of Music	MusM
Master of Music in Composition	MuM(Comp)
Master of Music in Performance	MusM(Perf)
Master of Public Administration	MPA
Master of Planning	MPlan
Master of Planning and Real Estate	MPRE
Bachelor of Engineering	BEng
Bachelor of Laws	LLB
Bachelor of Linguistics	BLing
Bachelor of Music	MusB
Bachelor of Philosophy	BPhil
Master of Research	MRes
Master of Science	MSc
Master of Town and Country Planning	MTCP
Master of Town Planning	MTPI
Integrated Professional Master in Languages	IPML
Bachelor of Architecture	BArch
Level 3 Foundation Diploma in Architecture	FDArch
Bachelor of Arts	BA
Bachelor of Arts in Economic and Social Studies	BA (Econ)
Bachelor of Economic Science	BAEconSc
Master of Music in Composition	MusM(Comp)
Bachelor of Science	BSc
Bachelor of Social Science	BSocSC
Bachelor of Town Planning	BTP
Diploma in Business Administration	DpBA

Diploma in Drama	DpDrama
Diploma in Advanced Study in Education	DpAdvStudEd
Diploma in Advanced Study in Communications, Education and Technology	DpAdvStudComms Educ&Tech
Diploma in Advanced Study in the Teaching of English to Speakers of Other Languages	DpAdvStudTESOL
Diploma in Educational Leadership and School Improvement	DpEducLdrship&School Improvement
Diploma in Advanced Studies in Musical Composition	DpAdvStudMusComp
Diploma in Advanced Studies in Musical Performance	DpAdvStudMusPerf
Diploma in Social Policy and Social Work	DpSocPolSocWk
Diploma in Urban Planning	DpUP
Certificate in Business Administration	CBA
Certificate in Legal Studies	CertLegalStud
Certificate in the Supervision of Counselling and in the Helping Professions	CertSupervisofCounsell & in HelpingProfs
Postgraduate Diploma in Education	PGDE
Postgraduate Certificate in Education	PGCE
Postgraduate Diploma	PGDip
Postgraduate Certificate	PGCert
Undergraduate Certificate	UGCert
Undergraduate Diploma	UGDIP

Faculty of Biology, Medicine and Health

Doctor of Clinical Psychology	ClinPsyD
Doctor of Clinical Science	DClinSci
Doctor of Dental Science	DDSc
Doctor of Forensic Psychology	DForensPSY
Doctor of Medical Science	DMedSc
Doctor of Medicine	MD
Doctor of Philosophy in Clinical Dentistry	PhD (Clin)
Doctor of Science	DSc
Master of Neuroscience	MNeurosci
Master of Optometry	MOpto
Master of Research	MRes
Master of Science	MSc
Bachelor of Science	BSc
Master of Speech and Language Therapy	MSpchLangTher
Postgraduate Diploma	PGDip
Postgraduate Certificate	PGCert
Master of Arts	MA
Master of Clinical Research	MClin Res
Master of Dental Science	MDS
Master of Health Science	MHSc
Master of Midwifery	MMidwif
Master of Population Health Evidence	MPHE
Master of Public Health	MPH
Master of Psychology	MPsy
Master in Science	MSCi
Master of Science in Clinical Dentistry	MSc (Clin)
Master of Surgery	ChM

Bachelor of Arts	BA
Bachelor of Dental Surgery	BDS
Bachelor of Medical Sciences	BMedSc
Bachelor of Medical Sciences (Dentistry)	BMedSc(Dent)
Bachelor of Medicine, Bachelor of Surgery	MB,ChB
Bachelor of Midwifery	BMidwif
Bachelor of Nursing	BNurs
Bachelor of Science	BSc
Master of Pharmacy	MPharm
DPGDip Deaf Education	
Diploma in Bacteriology	DpBact
Diploma in Clinical and Health Service Pharmacy	DpClinHlthServPharm
Diploma in Industrial Pharmaceutical Sciences	DpIndPharmSc
Diploma in Pharmaceutical Engineering	DpPharmEng
Diploma in Psychiatric Social Work	DpPsychSocWk
Diploma in Systemic Family Therapy	DpSystFamTher
Postgraduate Diploma	PGDip
Postgraduate Certificate	PGCert
Postgraduate Diploma	PGDip
Postgraduate Certificate	PGCert

Validated Programmes

Master of Arts	MA
Master in Education	MEd
Master of Laws	LLM
Master of Music	MusM
Master of Science	MSc
Master of Theology	MTheol
Bachelor of Arts	BA
Bachelor of Medicine, Bachelor of Surgery	MB,ChB
Bachelor of Music	BMus
Bachelor of Science	BSc
Bachelor of Theology	BTheol
Diploma in Counselling	DpCounsell
Certificate in Counselling	CertCounsell
Certificate in Education	CertEd
Postgraduate Certificate in Education	PostgradCertEd
Postgraduate Diploma	PGDip
Postgraduate Certificate	PGCert

- 5 References in official publications of the University to any persons as holders of a degree, diploma or certificate shall specify, where relevant, the Faculty in which, or the validated programme under which, the qualification was awarded.
- 6 Pursuant to the provisions of Statute XX.5(a), the University may confer honoris causa on persons of distinction the degree of Doctor of the University (abbreviated DUniv), in

addition to such degrees taken from the lists set out in paragraph 4 above as may be specified from time to time by the Board, on the recommendation of the Senate.

General Regulation XII

Arrangements Leading to the Award of Degrees and Other Academic Distinctions

1 General

This Regulation is made on the recommendation of the Senate, pursuant to the provisions of Statute XX and Ordinance XXXVIII.

2 A programme of study for a degree or other academic distinction ('the programme') shall be pursued in the University unless:

- a) the Regulations for the programme that have been prescribed by the Senate pursuant to Statute XXII.3 allow for all or part of the programme to be pursued outside the University; or
- b) the Senate, at its discretion deems that a programme of study completed satisfactorily by a student elsewhere may be treated as being equivalent to any element or elements of the programme.

3 The language of instruction in the University shall be English, unless the Regulations prescribed by the Senate for a particular programme make other provision. A student on a programme conducted in English whose first language is not English, and who does not make reasonable progress during their first semester owing to an inadequate knowledge of English, shall normally be required to receive tuition in the language. Unless satisfactory progress in the study of the language is made, the continuing attendance of the student on their programme may not be approved.

4 On the recommendation of the Senate, the Board has approved the following general arrangements in relation to first degree, diploma and certificate programmes and the taught component of higher degree programmes of the University governing:

- a) attendance requirements for programmes;
- b) the conduct of examinations and other forms of assessment (hereinafter referred to as 'assessments');
- c) the determination of the results of such assessments.

5 Comparable arrangements in relation to programmes for higher degrees by research and for other academic distinctions shall be prescribed by the Senate in Regulations made pursuant to the provisions of Statute XXII.3.

6 No new title for a degree or other academic distinction shall be approved, and no such title shall be abolished, other than by the Board, on the recommendation of the Senate.

7 Attendance Requirements

A programme for a first degree shall be of at least three academic years duration (or its equivalent in part-time study) provided that the Senate may, at its discretion, reduce such period to not less than one academic year (or its equivalent in part-time study) in instances where a student has completed a period of study elsewhere that has been approved under the provisions of paragraph 2(b) above.

8 The Senate may, at its discretion, grant exemption from parts of a programme, or from prescribed assessments, in instances where a student has completed a period of study elsewhere that has been approved under the provisions of paragraph 2(b) above.

- 9 The Senate may in any individual case relax the conditions prescribed by Regulation relating to attendance on programmes, and to assessments, if it is satisfied that the essential requirements of the Regulations have been or will be fulfilled.
- 10 **Conduct of Assessments**
The periods during each academic year when assessments may be conducted centrally shall be approved under arrangements determined from time to time by the Senate.
- 11 Assessments shall be conducted jointly, in a manner determined, and from time to time reviewed, by the Senate, by internal examiners, who are holders of academic posts or who are recognised teachers in the University, and by external examiners, who are, pursuant to the provisions of Statute XX. and Ordinance XXXVIII, persons independent of the University.
- 12 Internal examiners shall be appointed by the Senate in such manner and for such duration as it may determine in accordance with a scheme for making such appointments that the Senate shall devise, and from time to time review.
- 13 Each programme will have at least one External Examiner. External Examiners are nominated by the School where the programme sits and approved by the Faculty Vice Dean (Teaching, Learning and Students) (or nominee) of the relevant Faculty. The period of engagement for External Examiners is normally four years. In exceptional circumstances, a case may be made to extend an engagement to five years. External Examiners must not be reappointed for at least five years from the time when their relationship with the University ended.
- 14 The Vice President (Teaching, Learning and Students) shall have the power, for good cause shown, to suspend or remove an examiner from their appointment as such for negligence or misconduct, lack of engagement, or, in an emergency, to appoint any appropriately qualified person to fill a vacancy among the examiners.
- 15 No student shall be admitted to any assessment unless they:
- a) have satisfied, or has been deemed to have satisfied, the requirements as to work and attendance prescribed by Regulation for such assessment, unless exempted by the Senate under paragraphs 8 or 9 of this Regulation;
 - b) have paid such fees as may have been prescribed by the Board for the purposes of assessment.
- 16 Subject to the Regulations, for each subject or group of subjects comprising a programme, the form and style of assessment shall be determined by the Programme Committee concerned.
- 17 For each programme, the form and content of examination papers and statements of other requirements to be assessed, and the determination of the results, shall be the joint responsibility of the examiners (sitting as a Board of Examiners) appointed pursuant to paragraphs 12 and 13 of this Regulation.
- 18 **Results of Assessments**
The results of the assessments prescribed for each programme shall be drawn up by the appropriate Board of Examiners and signed by the Chair of such Board, who shall be one of the internal examiners for the programme, and also, where the

results relate to the award or non-award of degrees, by at least one of the external examiners for the programme, normally the Programme External Examiner. The signed results shall be forwarded to the Registrar, Secretary and Chief Operating Officer, who shall submit them to the Senate for confirmation.

- 19 The Registrar, Secretary and Chief Operating Officer shall be empowered to publish provisional lists of successful students before confirmation by the Senate.
- 20 The President and Vice-Chancellor shall have the power to direct that the assessment result for any student who has not paid in full all fees, loans, charges or other sums due to the University shall not be published, nor submitted to the Senate for confirmation, until all such debts have been paid in full.
- 21 A student may, in accordance with procedures and within limits of applicability prescribed by Regulation submit a request for a review of a decision of a Board of Examiners, provided that any such request may not question the judgment of the examiners on the student's academic or professional performance.

General Regulation XIII

Academic Dress

- 1 Those Members of the University who are entitled to wear academic dress shall do so at the ceremonials of the University.
- 2 The academic dress for graduates of the University shall be as follows:
 - a) the gowns for all Masters and Bachelors and all holders of Diplomas and Certificates shall be of black material (of stuff or silk) and shall be of the same shape and special to this University;
 - b) Doctors of Business Administration, Doctors of Clinical Psychology, Doctors in Counselling, Doctors in Education, Doctors of Educational and Child Psychology, Doctors of Educational Psychology, Doctors of Engineering, Doctors of Enterprise, Doctors of Medicine, Doctors of Philosophy and Doctors of Practical Theology are entitled to wear a maroon robe of an "Oxford" shape, having purple sleeves and facings trimmed with gold ribbon;
 - c) Doctors of Dental Science, Doctors of Divinity, Doctors of Laws, Doctors of Letters, Doctors of Music, Doctors of Medical Science, Doctors of Science and Doctors of Social Science are entitled to wear a scarlet robe of an "Oxford" shape, having purple sleeves and facings trimmed with gold ribbon;
 - d) all hoods of the University shall have a neckband of purple with a centrally-placed band of gold ribbon set thereon, but being differentiated in shape as follows:
 - i) for Doctors, Masters and Bachelors - of a "Cambridge" full shape;
 - ii) for holders of Diplomas and Certificates - of a modified "Aberdeen" shape;
 - e) the hoods for all Masters and Bachelors shall be of black corded material, lined and/or trimmed in the following manner:
 - i) for the degree of Master of Philosophy - a full lining of purple trimmed with a broad band of gold ribbon within the cowl and a maroon edging on the cape;
 - ii) for all other Masters, where the degree is conferred following completion of a postgraduate programme of study - a full lining of purple carried over as an edging on the cape;
 - iii) for undergraduate Masters - a full lining of purple trimmed with two bands of gold ribbon within the cowl;
 - iv) for Bachelors, where the degree is conferred following completion of a programme requiring five or more years of study - a full lining of purple, trimmed within the cowl with two ribbons, the outer of gold and the inner of red;
 - v) for all other Bachelors - a broad facing of purple within the cowl, trimmed with a single band of gold ribbon;
 - f) the hoods for holders of Diplomas and Certificates shall be self-lined and of black corded material, with a narrow band of purple within the cowl;
 - g) the hoods for Doctors specified in paragraph 2(b) shall be of maroon (woollen) material, fully lined with purple carried over as an edging on the cape;
 - h) the hoods for Doctors specified in paragraph 2(c) shall be of scarlet (woollen) material, fully lined with purple, and shall have the cape edged with gold ribbon;

- i) the caps for all graduates and holders of Diplomas and Certificates shall be the ordinary black academic caps; Doctors wear black velvet bonnets with gold cord and tassels.

General Regulation XIV

Use of Library and Information Services

1 Application and Scope

The John Rylands University Library of Manchester (the 'Library') shall comprise such premises and library resources as may be designated from time to time by the Board. For the time being, these include the:

- Main Library Building
- John Rylands Library, Deansgate
- Joule Library
- Eddie Davies Library (Manchester Business School)
- Kantorowich Library
- Lewis Library
- Precinct Library
- Stopford Library (Faculty of Medical and Human Sciences)
- School of Computer Science Library
- School of Environment and Development Library
- Lenagan Library
- School of Physics and Astronomy Library
- Gateway House Library and associated sites
- Stores and depositories

2 This Regulation shall apply to all constituent parts of the Library, unless specific provisions to the contrary are included within it, in official Library Policy Statements, or published in the particular Library concerned.

3 The Library is open for the purpose of study and research to (the 'users'):

- a) members of the Board of Governors and of the General Assembly of the University of Manchester;
- b) current members of staff of the University of Manchester;
- c) registered students of the University of Manchester;
- d) such other students taking courses in the University as from time to time agreed by the University Librarian or an authorised representative;
- e) graduates and retired staff members of the University of Manchester, and of the former Universities;
- f) members of Manchester Medical Society;
- g) members of institutions affiliated with the University of Manchester, as from time to time agreed by the Librarian;
- h) members of the academic staffs of other universities;
- i) persons satisfying the Librarian that they are engaged in academic research;
- j) staff and students of institutions making up the North West Academic Libraries Consortium (NOWAL) on reciprocal terms as from time to time agreed by the Consortium;
- k) students of other universities (in the University of Manchester vacations only or as authorised by the University Librarian);
- l) members of non-University profit and non-profit organisations on a negotiated basis;
- m) such other persons as may, on application to the Librarian, be granted authority to use the Library.

If it appears that their presence in the Library will impair the use of the Library by members of the University of Manchester, users specified in categories (g) to (m)

above may, at certain times, be refused access to the Library or parts of the Library at the discretion of the Librarian.

- 4
 - a) All users must possess a current John Rylands University Library Membership Card, or approved identity document, and are required to show it on request. Admission may be refused to any user who does not do so. Use of Library facilities and borrowing rights are personal to the cardholder and are not transferable.
 - b) Applicants for a Library Membership Card who are not members of the University of Manchester may be required to provide evidence of status, or a letter of recommendation.
 - c) The Librarian may, from time to time, prescribe fees to be charged to certain categories of cardholders, or for certain Library services.
 - d) Exhibitions and lectures held in the John Rylands Library, Deansgate, shall normally open to the public.

5 **Hours of Opening**

The opening hours of the Library and its associated facilities shall be displayed on notices throughout the Library, in University publications, and on the Library web pages. Opening hours may be reviewed from time to time by the Librarian acting after appropriate consultation.

- 6 The Library shall normally be closed on days on which the University is closed.

7 **Policies and Procedures**

The Librarian shall have the authority to issue, and from time to time review, policy statements and procedures, which shall be deemed to be part of this Regulation, in respect of the following:

- a) the use of Library materials, within the Library or elsewhere, including the use of rare books, manuscripts, archives, other special collections material and electronic information resources;
- b) the use of allocated special study areas;
- c) the terms on which Library material may be borrowed;
- d) loan procedures and loan periods;
- e) lost items of Library material;
- f) the bringing of personal belongings into Library premises;
- g) the conduct of users in the Library.

8 **Copyright**

The provisions of the Copyright, Designs and Patents Act 1988 and, where appropriate, the copyright licensing agreements which the University has from time to time entered into must be observed in all copying of Library material and in all copying carried out on Library premises.

9 **Infringement and enforcement**

All members of the Library staff are authorised to require compliance with the provisions of this Regulation on request, in particular those relating to conduct within the Library. Failure by a user to comply with such a request shall normally be reported to the Librarian or an authorised deputy, who, subject to the laws of the University, shall determine the action to be taken.

- 10 Where there is a formal agreement between the University of Manchester and other institutions whereby a user of either institution may use the library facilities of the other, the University of Manchester user may be subject to penalties set out

hereunder, or elsewhere in the laws of the University, for a serious breach of the regulations of the other institution (provided that the user is not penalised twice for the same breach).

- 11 Failure to observe any of the foregoing provisions by any user who is not subject to the laws of the University, or to formal institutional agreements with the Library as referred to in paragraph 3 above, may result in the user being excluded by the Librarian from using the Library's facilities and services on a temporary or a permanent basis.
- 12 Subject to the laws of the University, fines will be levied for failure to return books or other library materials either by the due date, or when recalled for the use of another user. The Librarian may also levy a fine on any user who fails to comply with other provisions of this Regulation, up to a maximum amount determined from time to time by the Board but not exceeding £500, according to the seriousness of the offence. Failure to pay fines levied as above may result in the user being excluded by the Librarian from using the Library's facilities and services on a temporary or a permanent basis.
- 13 Pursuant to the provisions of Regulation XII, the assessment result for any student may be withheld if they, on completion of their programme of study, fail to return all items borrowed from the Library, or fails to pay all outstanding charges or fines.
- 14 Any user to whom such penalties as provided for above have been applied may appeal to the Registrar and Secretary.

General Regulation XV

Use of IT facilities and services

1 Application and scope

This Regulation is made pursuant to the provisions of Ordinance XIV.4 and applies to all members of staff, students, and other persons duly authorised to have access to the University's IT facilities and services. It applies to all personal computers, whether physical or virtual, server, desktop, portable or mobile, terminals, peripherals and computer networks (including wireless and telecommunications networks); all software and data thereon; all computer-based information systems provided for any purpose, whether located in the University or elsewhere and accessed using network services.

2 Equipment not owned, leased, hired or otherwise provided by the University shall not be connected in any way to any network or other IT facility of the University without the prior written agreement of the Director of IT Services, unless the connection is to a network access point or wireless network designed and offered, under the terms of an agreement with the University, for the connection of portable or privately owned equipment.

3 The use of all the University's IT facilities and services is subject to all relevant legal and statutory requirements, and this Regulation applies in addition to such requirements. In cases involving a breach of the law, the University may also refer the matter to the due processes of the law.

4 The University reserves the right to monitor and/or investigate general computer and network usage, including email traffic and the use of the Internet, in order to detect any breach of this Regulation or of the law.

5 Users connecting University IT equipment in both physical and virtual environments may be required to install and use software as directed by the University.

6 Users shall take all reasonable care to maintain the security of IT facilities, IT services and data to which they have been given access.

7 Authorised users are responsible for ensuring that they are sufficiently familiar with the operation of any equipment that they use to the extent that their usage is safe, and avoids damage to the equipment or interference with other users.

8 Policies and Procedures

The Director of IT Services shall have the authority to issue, and from time to time review, policy statements and procedures, which shall be deemed to be part of this Regulation, in respect of the following:

- a) the authorisation and registration of users;
- b) classes of user;
- c) the acceptable use of IT facilities and services;
- d) charges for the use of IT facilities and services;
- e) network connectivity;
- f) codes of user behaviour;
- g) IT security;
- h) non-institutional use.

9 **Copyright**

The provisions of the Copyright, Designs and Patents Act 1988 and, where appropriate, the copyright licensing agreements which the University has from time to time entered into must be observed in all usage of the University's IT facilities and services.

10 **Infringement and enforcement**

All members of staff of the Directorate of IT Services are authorised to require compliance with the provisions of this Regulation on request, in particular those relating to codes of behaviour for the use of IT facilities and services. Failure by a user to comply with such a request shall normally be reported to the Director of IT Services, or an authorised deputy, who, subject to the laws of the University, shall determine the action to be taken.

11 Failure to observe any of the foregoing provisions by any user who is not subject to the laws of the University may result in the user being excluded by the Director of IT Services from using the University's IT facilities and services on a temporary or a permanent basis.

12 Subject to the laws of the University, and to a maximum amount determined from time to time by the Board, the Director of IT Services may levy a fine on a user who fails to comply with the provisions of this Regulation, according to the seriousness of the offence. Failure to pay such a fine may result in the user being excluded by the Director of IT Services from using the University's IT facilities and services on a temporary or a permanent basis.

General Regulation XVI

The University Press

- 1 Pursuant to the provisions of Ordinance XIX.3, the membership of the Press Board shall comprise:
 - i) as ex officio members: the Chief Executive Officer (CEO) of the Press, the University Librarian, and a member of the Directorate of Finance, nominated by the Director of Finance;
 - ii) one person appointed by the Board of Governors to chair the Press Board and line manage the CEO; this individual should be a senior member of University staff, ideally a member of PRC or with equivalent experience of how The University of Manchester is managed, and should also have an understanding of academic publishing and its importance to The University; this individual should be appointed for periods of three years renewable up to a maximum of nine years;
 - iii) a second individual appointed by the Board of Governors with a broad understanding of the governance of The University of Manchester;
 - iv) the Chair of the Editorial Committee of the Press Board, appointed as provided for in paragraph 2 below; and an academic member of The University of Manchester who is a series editor for the Press, appointed by the CEO of the Press, advised by the Editorial Committee;
 - v) up to four other persons who are external to The University of Manchester and MUP, who have broad understanding of developments in academic publishing and knowledge dissemination, and who shall be appointed by the Board of Governors, for a period of 3-6 years, with an appropriate pattern of rotation.
- 2 The Press Board shall ensure the establishment of an Editorial Committee, whose Chair shall be appointed by the Press Board following consultation with Senate. The Press Board shall also have power to appoint such other committees on such terms as it may from time to time determine.
- 3 The Press Board shall report to the Board of Governors, through the Planning and Resources Committee, at least once each year.

General Regulation XVII

Conduct and Discipline of Students

Notes

(i) Any reference in this Regulation, and its associated Procedures, to named officers should be read also as a reference in each case to a delegated nominee.

(ii) This Regulation sets out the platform for student disciplinary activity at the University. The implementation of the Regulation is primarily through the following Procedures (further cross-reference to which is made within the main body of the Regulation):

- Procedure for Summary Disciplinary Panels
- Procedure for the University Disciplinary Panel
- Academic Malpractice Procedure
- Procedure for Suspending a Student
- Procedure for Student Criminal Offences
- Procedure for Handling Allegations of Sexual Misconduct
- Procedure for the Consideration of Allegations of Academic Malpractice or Research Misconduct made after Graduation in Respect of Work Submitted for an Award of the University

Content

1. Scope
2. Definition of misconduct
3. General principles
4. Misconduct that is a criminal offence
5. Suspension pending investigation
6. Disciplinary procedures
7. Appeals

1. Scope

1.1 Statute XXI and Ordinance XXXIX (Conduct, discipline and academic progress of students) requires that every student shall maintain at all times and in all places an acceptable standard of conduct and shall comply with regulations made by the University or by the authorities of any institution or organisation which a student may be required to work in or visit as part of their prescribed programme of study. In accordance with Statute XXI and Ordinance XXXIX, Senate has the power to expel or to suspend or to exclude from programmes of study or to impose a fine or other lesser penalty upon any student found guilty of misconduct or breach of discipline. Senate's power in this matter is delegated through this Regulation and through the Student Conduct and Discipline Committee to University Disciplinary Panels and via summary procedures.

1.2 The provisions of this Regulation define the behaviour which constitutes misconduct as it relates to students registered or studying at the University up until the point of graduation (including periods of leave) and the consequences of that misconduct. Post-graduation, the University reserves the right to take disciplinary action against former students in relation to suspected academic malpractice or research misconduct under the Procedure for the Consideration of Allegations of Academic Malpractice or Research Misconduct

made after Graduation in Respect of Work Submitted for an Award of the University (<http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=6197>).

1.3 Where a student has a relationship both with the University and an external organisation, then the agreement that governs that relationship should make reference to what should happen in the event of alleged misconduct by the student. However this paragraph sets out some general principles.

- a. This Regulation does not normally apply to students registered at organisations on degree programmes validated by the University; such students are subject to the disciplinary procedures of the partner organisation.
- b. Should a student be engaged in an activity connected with their study at the University, for example, a study abroad placement, and the external organisation's disciplinary processes are instigated, then the University will usually transpose any penalty applied, to the same or a similar penalty available under this Regulation; the student will have a right of appeal under the Procedure for Summary Disciplinary Panels or the Procedure for the University Disciplinary Panel (whichever is applicable).
- c. Should a student come from another institution to study part of their degree programme at this University, they shall be subject to provisions of this Regulation; the home institution shall be informed of any disciplinary action undertaken by the University.

1.4 Misconduct within the University of Manchester Students' Union (UMSU) will normally be dealt with through UMSU's own procedures. Exceptionally, and after liaison with the Chief Executive of UMSU, such misconduct may be subsequently referred by UMSU to the Director of Campus Life of the University to be dealt with through this Regulation.

1.5 This Regulation applies to students studying or registered at the University at all times whether the alleged misconduct takes place on or off University premises or through online platforms. This covers not only misconduct off campus whilst engaged in formal University activities, such as placements, field courses or sports tours, but misconduct in other locations or settings, such as that which brings the University's reputation into disrepute or the committal of a criminal offence.

1.6 The University shall take no account of misconduct prior to enrolling as a student, which has subsequently been revealed or is still in the process of being dealt with by other authorities, unless:

- a) the conduct is of such a serious nature that it raises questions about the fitness of the student to remain a member of the University, for example, with regard to the safety of other students; or
- b) the conduct raises questions about the Fitness to Practise of a student on a programme leading directly to a professional qualification and/or entry to a profession requiring registration with a Professional, Statutory and Regulatory Body (PSRB).

2. Definition of Misconduct

Misconduct at the University will not extend to matters concerning freedom of speech, expression and academic enquiry where they are exercised in a lawful, peaceful and reasonable manner. The following list is indicative (but not exhaustive of) the types of offences which constitute misconduct:

- a) conduct which disrupts, or improperly interferes with, the academic, administrative, sporting, social or other activities of the University, whether on University premises or elsewhere;
- b) conduct which obstructs, or improperly interferes with, the legitimate functions, duties or activities of any student, member of staff or visitor to the University;
- c) violent, indecent, disorderly, threatening or offensive behaviour or language however expressed (including via social media) towards any student, member of staff or visitor to the University;
- d) the distribution or publication of a poster, notice, sign or any material which is offensive, intimidating, threatening, indecent or illegal, including the broadcasting and electronic distribution of such material;
- e) fraud, deceit, deception or dishonesty in relation to the University or its staff or students or in connection with holding any office in the University, in a residents' association or equivalent body, in the Students' Union or the Athletic Union, or in relation to being a student of the University;
- f) action that did, or could, cause injury or impair safety on University premises;
- g) conduct which causes damage to or defaces University property or the property of any student, member of staff or visitor to the University caused intentionally or recklessly, and/or misappropriation of such property;
- h) conduct which damages, or has the potential to damage, the University's relationship or reputation with its local communities or other bodies or organisations;
- i) discrimination, bullying, harassment and/or victimisation of any student, member of staff or visitor to the University, as defined in the University's Dignity at Work and Study Policy (<http://documents.manchester.ac.uk/display.aspx?DocID=22734>);
- j) sexual misconduct (see the Procedure for Handling Allegations of Sexual Misconduct (<http://documents.manchester.ac.uk/display.aspx?DocID=42775>));
- k) conduct which breaches the provisions of the University's Code of Practice on Freedom of Speech (<http://documents.manchester.ac.uk/display.aspx?DocID=11846>);
- l) the misuse or unauthorised use of University premises, intellectual property or items of property, including misuse of computers and the communications network or any other breach of the University policy on use of information systems;
- m) conduct which is a breach of any University Regulation, Policy, Procedure, Code and/or Agreement;
- n) conduct which may constitute a criminal offence where that conduct or the offence:
 - i. takes place on University premises; or
 - ii. affects or concerns other members of the University; or
 - iii. damages the good name of the University; or
 - iv. itself constitutes misconduct within the provisions of this Regulation; or
 - v. is an offence of dishonesty, where the student holds an office of responsibility in the University, a residents' association, the Students' Union or the Athletic Union; or
 - vi. is such as to render the student unfit to practise any particular profession to which that student's programme of study leads directly;
- o) failure to disclose name(s) and other relevant information to an officer or employee of the University in circumstances when it is reasonable to require that such information be given;
- p) the submission of a complaint found to be frivolous, vexatious or motivated by malice;
- q) misconduct in research (see the Academic Malpractice Procedure (<http://documents.manchester.ac.uk/display.aspx?DocID=639>));
- r) academic malpractice in connection with any examination or assessment (see the Academic Malpractice Procedure (<http://documents.manchester.ac.uk/display.aspx?DocID=639>));

- s) failure to comply with a previously-imposed penalty or reasonable instruction under this Regulation or any other University Regulation, Policy, Procedure, Code or Agreement.

3. General Principles

- 3.1 Students of the University are required at all times to conduct themselves with due regard for its good name and reputation and in a manner which demonstrates respect for the University, its staff, students, visitors and property and for other members of the local community in general.
- 3.2 By registering as a student, a student becomes a member of the University community and is then required to comply with the University's Ordinances, Statutes, Regulations, Policies, Procedures and Codes of Practice at all times.
- 3.3 This Regulation and its associated Procedures are intended to provide a clear, fair, and impartial process for dealing with allegations of student misconduct within reasonable timescales. From investigation of an allegation through to the conclusion of an appeal (not including the period a student has to submit an appeal), the timeframe should normally take no longer than 90 working days.
- 3.4 All conclusions at any level of investigation will find an allegation of misconduct proven if it is considered that the evidence presented identifies, on the balance of probabilities, that the student is culpable for the misconduct. Disciplinary hearings are not acting as a court of law; their remit is to consider alleged breaches of this Regulation.
- 3.5 In the interests of fairness, no single incident of alleged misconduct for any individual student shall normally be considered concurrently under more than one set of University Regulations, Policies or Procedures. If a situation linked to this paragraph arises, the staff member(s) handling the case will have discretion to decide which process takes precedence.
- 3.6 If two or more students are thought to be involved in the same incident of alleged misconduct, the decision may be taken to hear their cases together.
- 3.7 A student will not usually be granted an award, obtain certification of an award or attend a graduation ceremony whilst a case of alleged misconduct is in the process of being dealt with under the University's disciplinary processes. Any requests for this principle to be waived would need to be submitted by the student for consideration to the Authorised University Officer (see section 6 (Disciplinary Procedures) and 7 (Authority for Disciplinary Action) for further information on AUOs) or Chair of the University Disciplinary Panel co-ordinating the case. Whether the request is accepted will be dependent on the type and seriousness of the misconduct.
- 3.8 Some students are enrolled on programmes of study leading directly to a professional qualification or eligibility for registration to practise within a profession. In addition, there are programmes which recruit students who are already registrants. If an allegation of misconduct may cause such student to be unfit to be admitted to, or to continue in, a profession requiring professional registration, other than misconduct covered by

Regulation XVII, then these cases will normally be dealt with by the appropriate authority for the programme of study under the Fitness to Practise Procedure (or equivalent). Cases dealt with this under this regulation may subsequently be referred to the appropriate authority for the programme of study for consideration under the Fitness to Practise Procedure (or equivalent) as to whether the findings constitute an impairment of Fitness to Practise.

- 3.9 Where a student is already registered with a profession, then cases of misconduct will be dealt with under this Regulation, but the student will still have a personal obligation to meet the profession's standards and report misconduct to their PSRB, so that the PSRB can consider any professional implications accordingly.
- 3.10 The University will have due regard towards maintaining confidentiality in relation to any disciplinary allegation and subsequent finding. However, in order for a case to be considered and handled fully, the content of the allegation and end decision will need to be disclosed, on a need-to-know basis, to members of staff and students who are involved in putting the Regulation into effect. This includes staff whose input may otherwise be required to ascertain information relevant to a case, such as witness statements, requests for mitigation, previous offences, CCTV footage etc; this principle may extend to external organisations where those organisations hold relevant information. A copy of the disciplinary casefile will be retained in accordance with the University's Records Retention Schedule. University staff may also refer to serious behavioural issues in references provided for students and similarly may disclose them to a professional body.
- 3.11 Any student who is the subject of disciplinary proceedings shall receive a fair hearing and shall have the opportunity to present their case at the hearing. The student may call witnesses and question witnesses upon whose evidence the case against them is based.
- 3.12 Any student who is the subject of disciplinary proceedings and is normally resident in the UK, and who is not registered on a distance learning programme, is expected to attend the disciplinary hearing. Distance learning students, international students who are not resident in the UK and who have returned home and visiting/exchange students (including Erasmus students) who have returned to their home institutions are likely to be unable to attend a disciplinary hearing in Manchester. In circumstances such as these, students will normally be offered the opportunity to have their interview conducted via skype, video or teleconferencing facilities (or equivalent). If this is not possible, or the opportunity is declined, or no response is received within a reasonable timeframe, as described within the supporting procedures, (bearing in mind the student's location and any other relevant circumstances), to the University may hear the case 'in absentia'. Students should also be offered the opportunity to submit written representations prior to the disciplinary hearing.
- 3.13 Where students withdraw from the University prior to the conclusion of disciplinary proceedings, or may be on a period of leave from the University when disciplinary proceedings are instigated, then the case will not normally go ahead in the student's absence unless it is considered reasonably necessary to do so. The University will, where practicable, resume any disciplinary proceedings should the student return to study at the University in the future.
- 3.14 A student may, and is encouraged to, be accompanied to a disciplinary hearing by a fellow student, a member of the University of Manchester Students' Union or member of staff of the University of their own choice.

3.15 All parties are expected to comply with reasonable deadlines set by the University and advise the University about any difficulties they may face during the investigation in meeting any deadlines. Where students fail to respond or engage with a disciplinary process in a timely fashion, the University may proceed to reach conclusions in the absence of the student.

4. Misconduct that is a Criminal Offence

4.1 In cases where the alleged conduct may constitute a criminal offence, if proved in a court of law, the University reserves the right to refer the matter to the police. However, if a person claiming to be the victim of a serious offence committed by a student does not wish the police to be involved, the Director of Campus Life shall normally respect such wish.

4.2 Where a criminal offence, or alleged criminal offence, is considered by the Director of Campus Life to be serious, and external police or court action is pending, the University will normally consider suspending the student from the University (see section 5 of the Regulation). Once the police or court action has concluded, the Director of Campus Life will then decide whether disciplinary action under this Regulation should be taken. (Note: a serious offence is one that is likely to attract a custodial, including suspended, sentence if proved in a criminal court, or one that can be tried as a criminal offence only in the Crown Court).

4.3 Where a criminal offence, or alleged criminal offence, is considered by the Director of Campus Life to be less serious than that described under paragraph 4.2, disciplinary action under this Regulation may be taken, but such action may subsequently be deferred pending the conclusion of the police or court action.

4.4 Where a finding of misconduct is made and the student has also been sentenced by a criminal court in respect of the same circumstances, the court's penalty may be taken into consideration in determining the penalty under this Regulation.

4.5 Related Procedures:

- Procedure for Student Criminal Offences (<http://documents.manchester.ac.uk/display.aspx?DocID=39974>)

5. Suspension Pending a Disciplinary Investigation

5.1 A student who is the subject of a complaint of serious misconduct, or against whom a criminal charge is pending, or who is the subject of police investigation may be temporarily suspended by the President and Vice-Chancellor pending the outcome of the investigation, or the trial and/or disciplinary action under this Regulation.

5.2 Suspension pending disciplinary action is a precautionary act taken before the conclusion of a criminal investigation, criminal trial and/or action under this Regulation. Suspension does not imply guilt.

- 5.3 The power of temporary suspension granted to the President and Vice-Chancellor under paragraph 5.1 shall be exercised only where necessary to:
- a) protect a member or members of the University community;
 - b) protect the property of the University or of a member or members of the University;
 - c) protect the reputation of the University;
 - d) avoid the repetition of the circumstances which led to the allegation;
 - e) prevent any disadvantage to the suspended student (e.g. where bail conditions prevent the student's presence on campus);
 - f) ensure that any alleged victims or potential witnesses are not subject to interference;
 - g) prevent the student's continued presence being a source of disruption to the University or any part thereof; and/or
 - h) facilitate a proper investigation into the alleged misconduct.

Written reasons for the decision shall be recorded and made available to the student.

- 5.4 Suspension may include any or all of the following:
- a) restriction of access to the University or a specified part thereof;
 - b) total or selective restriction on participation in University activities or access to University services (academic, residential, social or sporting facilities provided by the University) but may be permitted to sit University examinations;
 - c) prohibition on exercising the functions or duties of any office or committee membership in the University or the Students' Union; and/or
 - d) no contact with a named person or persons.

5.5 Unless the matter is deemed to be urgent by the President and Vice-Chancellor, no student shall be suspended unless they have been given an opportunity to make representations to the President and Vice-Chancellor. The representations may be made in person or in writing, as the student chooses, and may be put forward by the student or through their supporter (see 3.13 above) or a representative. In cases deemed by the President and Vice-Chancellor to be urgent, a student may be suspended with immediate effect. In such circumstances, an opportunity will be given to the student to make representations as soon as reasonably practicable.

5.6 The suspension will however be reviewed every 20 working days in the light of any developments and of any written representations made by the student either personally or through the student's representative.

5.7 Should a student subject to an order of suspension wish to appeal against it, then they may do so by writing to the University's Chair of the Board of Governors. The suspension will remain in place pending the outcome of any appeal. The conclusion of any appeal is not viewed as the completion of the University's disciplinary procedures.

5.8 Related Procedures:

- Procedure for Suspending a Student is available at <http://documents.manchester.ac.uk/display.aspx?DocID=42771>

6. Disciplinary Procedures

6.1 Disciplinary procedures shall be initiated when an allegation of misconduct is brought against a student. The allegation shall be brought to the attention of the appropriate Authorised University Officer (“**AUO**”), as defined in 7.1 of this Regulation. A preliminary assessment may be undertaken by the AUO by whatever means considered appropriate based on the circumstances of the case before deciding whether any further action shall be taken. The AUO may dismiss the allegations immediately if they consider there to be no case for the student to answer.

6.2 All allegations of misconduct are treated seriously. However for the purposes of this Regulation and its associated Procedures, misconduct that may warrant consideration by, and a penalty open to, the University Disciplinary Panel (“**UDP**”) is referred to as serious misconduct. Misconduct that may warrant consideration by, and a penalty open to, an AUO is referred to as less serious misconduct. Examples of cases considered to be serious and less-serious are included in the appendices to the Procedures highlighted under paragraph 7.6 below.

6.3 If the AUO considers, based on a preliminary assessment of the information available, that misconduct may have taken place and the allegation relates to less serious misconduct, then the allegation may be dealt with by a Summary Disciplinary Panel (“**SDP**”).

6.4 If the AUO considers, based on a preliminary assessment of the information available, that misconduct may have taken place and the allegation relates to serious misconduct requiring consideration by the UDP, they shall refer the matter to the Director of Campus Life. In such cases the Director of Campus Life shall decide whether the matter should be dealt with summarily or considered by the UDP.

7. Authority for Disciplinary Action

7.1 The following AUOs, and their delegated nominees who may be identified as a case arises, are empowered to arrange and take part in Summary Disciplinary Panels to consider allegations of misconduct made against students:

- a) *Heads of Schools and Deans of Faculties*
For breaches of this Regulation occurring as part of an activity forming part of a student’s programme of study;
- b) *Director of Residential and Sports Services*
For misconduct occurring within residences and as part of University affiliated sports;
- c) *Director of Student Admissions and Administration*
For breaches of 2(r) of this Regulation arising in examinations administered by the Student Admissions and Administration Division;
- d) *The Librarian*
For misconduct concerning the Library;
- e) *Chief Information Officer*
For misuse of the University’s information systems and network, including non-adherence to the Acceptable Use Policy (<http://documents.manchester.ac.uk/display.aspx?DocID=16277>);
- f) Director of Campus Life

For any misconduct described in paragraph 2, normally where action needs to be taken in the place of, or the misconduct is not covered by, an AUO listed above.

7.2 On referral of an allegation of serious misconduct by an AUO to the Director of Campus Life, a UDP may be convened to take disciplinary action.

7.3 When a student admits to breaching, or is found to have breached, the Regulation one or more penalties available to the SDP or UDP must be applied. The UDP has the largest range of penalties available to it, from a warning to expulsion; SDPs will be able to impose a subset of those penalties. The penalties available are listed in the Procedures highlighted under paragraph 7.6 below. Any penalty applied will take immediate effect and will remain in place unless the outcome to an appeal directs otherwise.

7.4 Students on programmes leading to a professional qualification or registration, or who are already registered with a PSRB, should be aware that, even if a breach of the Regulation is first considered under the Regulation, further action may be taken through the appropriate authority for the programme of study if their academic School considers that the breach gives rise to Fitness to Practise concerns.

7.5 Appropriate records of cases, including case outcomes, reasons for the outcome and communication of the outcome to a student, should be retained by SDPs and UDPs. Such records will be needed if a student pursues any right of appeal and for anonymous reporting to the Student Conduct and Discipline Committee (SCDC) and Senate.

7.6 Related Procedures:

- Procedure for Summary Disciplinary Panels:
<http://documents.manchester.ac.uk/display.aspx?DocID=42773>
- Procedure for the University Disciplinary Panel:
<http://documents.manchester.ac.uk/display.aspx?DocID=42774>

8. Appeals

8.1 Following the conclusion of a disciplinary hearing, a student shall have the right to submit an appeal where they have been found to have breached the Regulation and had a penalty imposed.

8.2 The following officers are empowered to consider a student's appeal:

- a) Director of Teaching, Learning and Student Development
In respect of disciplinary action taken by an SDP.
- b) An Appeal Board
In respect of decisions taken by the UDP.

8.3 The appeals processes are explained in more detail in the Procedures located at paragraph 7.6 above.

8.4 If an appeal completes the University's internal disciplinary procedures, then a student may complain to the Office of the Independent Adjudicator (OIA).

General Regulation XVIII Student Complaints Procedure

Note: any reference in this Regulation to named officers should be read also as a reference in each case to a delegated nominee;

A. Introduction and Principles

1. As part of its commitment to ensuring the standard and quality of its programmes of study, services, and facilities, and a collegial University environment, the University has established this Procedure to deal with complaints from students. Complaints provide useful feedback, information and, where appropriate, will be used to improve the student experience.
2. This Procedure is available for students registered for programmes of study at the University. For the purposes of this Procedure, the term “student” will include also those who have recently been registered as a student at the University, who may submit a complaint within the timescale specified in the Procedure.
3. The Procedure is not available to students registered in a partner organisation on recognised programmes of study. Those students should use the mechanisms and procedures for considering complaints which are in place within the partner organisation. However, such students may be able to submit a final request to the University for a review of the partner organisation’s final decision in accordance with the Partner Institution Procedures (<http://documents.manchester.ac.uk/display.aspx?DocID=28682>).
4. The Procedure comprises a number of stages, both informal and formal. Students who have a complaint to make should, whenever appropriate, raise it directly with the individual(s) concerned at the earliest opportunity, as matters that are dealt with informally at an early stage have the best chance of being resolved effectively. Where informal resolution has been attempted but the complainant remains dissatisfied, the formal stage may be instituted. The recipient of a formal complaint may recommend that a student pursues informal channels prior to the formal process, based on the nature and circumstances of the complaint, but it is recognised that there may be occasions where an informal approach is not appropriate, and the student may wish to proceed directly to the formal stage of the Procedure.
5. If it has not been possible, or it is not appropriate, to resolve matters informally, a formal complaint should be made as soon as possible, and in any case within 40 working days of the events or actions (or lack of actions) which have prompted the complaint. The University will not normally consider complaints made after this period, unless there is a credible and compelling reason for the delay.
6. Every reasonable effort will be made to deal promptly and efficiently with all complaints, to investigate them thoroughly and objectively and to seek to resolve them satisfactorily. Complaints will be dealt with positively and constructively. If a complaint is upheld, the University will seek to provide an appropriate response and will correct any mistakes or misunderstandings and will take any other action as appropriate. If a complaint is not upheld, then reasons for that decision will be given.
7. The University will have due regard towards maintaining confidentiality in relation to any complaint but, in order for it to be considered fully, the content may need to be disclosed to members of staff who are involved in putting the Procedure into effect e.g. a Faculty,

the Division of Teaching, Learning and Student Development, the relevant Faculty/School office, as well as individual(s) whose input may be required to respond to the issues that a student has raised e.g. a School, persons named in the complaint, the Disability Advisory and Support Service etc. By submitting a complaint, the student consents to the disclosure, storage and sharing of information relevant to the complaint within the University at all stages of the Procedure. If this presents a problem for the student, they may wish to seek advice from the complaint case handler; not providing consent may however affect the University's ability to consider the complaint fully. A copy of the complaint casefile will also be retained in accordance with the University's Records Retention Schedule¹.

8. The effectiveness of this Procedure depends on the University being able to collect appropriate information from the parties involved in order to investigate the matter properly. For this reason, anonymous complaints will not be dealt with under this Procedure. It is at the discretion of the member of staff receiving an anonymous complaint to determine how the matter is handled, e.g., by taking no further action or by direction to the Public Interest Disclosure Procedure (<http://documents.manchester.ac.uk/display.aspx?DocID=28>).
9. The University will treat all complaints seriously and will deal with them without recrimination. When complaints are submitted, complainants and respondents should act reasonably and fairly towards each other and respectfully adhere to this Procedure. Where a complaint is shown to be frivolous, vexatious or motivated by malice, disciplinary action may be taken against the complainant under the provisions of Regulation XVII (Conduct and Discipline of Students) (<http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=6530>).
 - (a) The University reserves the right to terminate consideration of a complaint at any stage of this Procedure and/or restrict access to individual(s) or procedures for complainants who seek, by pursuing an unreasonable course of conduct:
 - i. To be, or are, disruptive; and/or
 - ii. Whose requests are disproportionate and/or unnecessary and/or cause disproportionate and/or repeated efforts by members of staff.
 - (b) Where a complaint is found to meet the above criteria, the recipient of the complaint should inform the complainant accordingly and direct them to the next appropriate stage of the Procedure.
10. The time limits set out in this Procedure will normally be followed. However, where, for good reason, this is not possible, the complainant will be kept informed of progress.
11. The Head of Student and Academic Services reserves the right to postpone considering, dealing with and/or responding to a complaint when the student is pursuing legal proceedings in relation to the matter or where the issues are being considered under another University regulation, policy or procedure.
12. The student may seek independent and impartial advice and guidance in preparing a complaint from the Students' Union Advice Service (<https://manchesterstudentsunion.com/advice>). Procedural information can also be sought from their Faculty or School Office, or from the Information, Advice and Guidance Service in the Atrium (<https://uomtheatrium.wordpress.com/>). A quick guide to Student Complaints is also available online: <http://documents.manchester.ac.uk/display.aspx?DocID=23875>.

¹ <http://www.dataprotection.manchester.ac.uk/>

B. Definition and Scope of the Procedure

13. The University defines a complaint as ‘an expression of dissatisfaction by one or more students about the University’s action or lack of action, the standard of service provided by or on behalf of the University’² or unacceptable behaviours as defined by the Policy on Dignity at Work and Study.
14. The Procedure is designed for complaints in respect of the student’s experience at the University related to:
- (a) the provision of programmes, or parts of programmes of study, services or facilities by the University;
 - (b) the actions or lack of actions by the University or its staff;
 - (c) allegations of harassment, discrimination, victimisation and/or bullying by a student or member of staff (Dignity at Work and Study Policy: <http://www.staffnet.manchester.ac.uk/equality-and-diversity/policies-and-guidance/dignity-at-work-and-study/>).
15. The Procedure does not cover the following, for which separate procedures exist (as noted in brackets):
- (a) appeals against decisions of an Examination Board (or equivalent body) where a student is seeking an academic remedy (Regulation XIX, Academic Appeals Procedure: <http://documents.manchester.ac.uk/display.aspx?DocID=1872>);
 - (b) complaints involving an allegation of general misconduct by a student (Regulation XVII, Conduct and Discipline of Students: <http://documents.manchester.ac.uk/display.aspx?DocID=6530>);
 - (c) complaints against the Students’ Union (Code of Practice on the Students’ Union: <http://documents.manchester.ac.uk/display.aspx?DocID=12019>), other than through requesting a review of the outcome of any complaint against the Students’ Union having exhausted the Students’ Union complaints procedure.
 - (d) If a student wishes to complain about specific accommodation issues, then complaints in this regard can be submitted directly to the Division of Residential and Sports Services as detailed on the following website: <http://www.accommodation.manchester.ac.uk/current/here/info/complaints/> <http://www.accommodation.manchester.ac.uk/hall-life/complaintsprocedure/>
- Information about these separate procedures can be obtained from the student or programme handbook, the Students’ Union Advice Service or the Information, Advice and Guidance Service.
16. If there is any overlap between the issues raised in a complaint, and a related matter, such as those outlined in paragraph 15, the allocated case handler(s) will determine how such cases are to be handled e.g. by pausing an academic appeal so that the complaint can be considered first, by amalgamating the cases together etc. A student will be given notification of such arrangements.
17. This Procedure can be used by students for both individual or collective complaints. It is expected that the student(s) concerned will pursue the complaint personally; complaints submitted by a third party will not be accepted unless accompanied by written authorisation from the student(s). Complaints by a group of students are often of a general nature where

² Paragraph 14, OIA Good Practice Framework: <http://www.oiahe.org.uk/providers-and-good-practice/good-practice-framework.aspx> .

it is usually more appropriate for the students to raise the matter with a student representative on the relevant School or service committee in the first instance. Complaints may then be made by the group of students if the relevant representation system has not achieved a satisfactory outcome, or if this is not thought to be an appropriate route. For formal group complaints, it is expected that there will be one student nominated to pursue the complaint on behalf of the group (i.e. a spokesperson who has the consent of all members of the group to act in this capacity). Only one outcome letter will be issued in response to the complaint; it will be for the spokesperson to communicate the outcome to the rest of the group.

C. Informal Stage – Local Resolution

18. Many complaints can be resolved informally and, where practicable, a complaint should be dealt with as close as possible to the point at which it arises. The complaint should therefore be made initially to the appropriate individual(s) who seems best placed to respond (e.g. Academic Adviser, Personal Tutor, Programme Director, Supervisor, PGR Director, Head of School, Adviser or Tutor in the Hall of Residence, local service provider, or a Professional Support Service Head of the office). The process followed at the informal stage will be determined by reference to the nature of the issues raised and any outcomes sought by the student. Students are encouraged to commence such discussions at their earliest opportunity to enable the issues to be considered in advance of the 40 working day deadline for invoking the Formal Procedure referred to in section D below.
19. The informal stage of complaints which arise as a result of issues relating to alleged harassment, bullying, discrimination and/or victimisation is detailed in the Policy on Dignity at Work and Study, Staff and Student Informal Procedure. The procedure provides information on sources of support and advice and can be found at: <https://www.staffnet.manchester.ac.uk/equality-and-diversity/policies-and-guidance/dignity-at-work-and-study/>
20. Some complaints may also be amenable to discussion and resolution via the University's Mediation Service (<http://www.staffnet.manchester.ac.uk/equality-and-diversity/mediation/>). Complainants may wish to approach the Mediation Service for information in this regard.

D. Formal Procedure

21. If the student is not satisfied with the response at the informal stage, or it is not appropriate to seek to resolve matters informally, they may initiate a formal complaint by completing a Complaints Form (<http://documents.manchester.ac.uk/DocuInfo.aspx?DocID=1894>) and submitting it to the relevant Faculty Office. The information to be given on the Complaints Form is as follows:
 - (a) details of the complaint;
 - (b) Evidence pertaining to the complaint. This needs to be sufficiently contemporaneous and independent (where necessary), to support and evidence the veracity of the circumstances described in the complaint. All evidence should allow for verification that it is accurate e.g. provided on letter headed paper, written in English (or certifiably translated), clearly state the name and author of the material, include relevant dates, have the student's name visible etc. Evidence will not be accepted at later stages of the Procedure except if requested from the case handler or without a credible and compelling explanation for its late provision.

- (c) a statement of the steps already taken to try to resolve the complaint informally and why the response has not been considered to be satisfactory, or if informal resolution has not been attempted, the reasons why not;
 - (d) the form of resolution or redress sought.
22. The Faculty Office will acknowledge receipt of the Complaints Form within five working days. If the complaint has been submitted beyond 40 working days from the issue that prompted the complaint, without a credible and compelling explanation for the late submission, the student will be issued with a Completion of Procedures letter by the Faculty.
23. If the complaint has been submitted within time, the Faculty will determine whether the complaint should be dealt within the Faculty or whether the complaint should more appropriately be investigated by the head of a service provider (e.g., Director of Residential Services, the Director of IT Services, the Librarian or the Director of a professional support service). In the event that the complaint is referred to a service provider, the student will be informed accordingly. Where a complaint is referred for investigation to a service provider the complaint should still be treated in accordance with the Procedure by the service provider; it is also good practice for the Faculty to be informed of the outcome to a complaint. In the case of complaints of bullying, harassment, discrimination and/or victimisation alleged to have been committed by a member of staff, the appropriate HR Partner will be consulted and the matter will be investigated jointly.
24. The person or persons dealing with the formal complaint (hereafter referred to as the 'Investigator(s)'), who must be independent of the source of the complaint, will undertake an investigation into the substance of the complaint using whatever means are appropriate. Usually this will involve the collection of information from within the University and a decision then being reached following a consideration of the relevant material. Where a student is asked for any additional information by the Investigator(s), they will be given a period of five working days to respond to such a request. If a meeting with the student takes place, the student may be accompanied by a fellow student, a Students' Union officer or a member of staff. If a meeting with a respondent member of staff takes place, they may be accompanied by a colleague or trade union representative.
25. The Investigator(s) will attempt resolution of the complaint by a means appropriate to its nature and circumstances. Such means may include:
- (a) correspondence between the parties;
 - (b) negotiation with the student or with other individual(s) or with both;
 - (c) facilitation of a conciliation meeting between the student and other individual(s) concerned;
 - (d) if both parties agree, referral for mediation.
26. It is expected that the formal procedure should normally be completed and a written response sent to the student (and, if appropriate, other relevant individual(s)) within 30 working days of receipt of the completed Complaints Form. The possible outcomes at this stage include:
- (a) specific action to resolve the matter;
 - (b) provision to the student of information in explanation of the circumstances which led to the complaint;

- (c) referral of the matter to the Complaints Panel if the complaint raises serious or complex matters which require further investigation and enquiry;
- (d) for complaints of bullying, harassment, discrimination and/or victimisation which are found to be justified, a recommendation that the matter is considered further under a relevant staff or student disciplinary procedure;
- (e) dismissal of the complaint as being without substance, with reasons given to the student in writing.

27. If the student is not satisfied with the outcome of the formal complaint and believes that their complaint has not been handled properly or fairly according to the Procedure, or if the student has new evidence which they were unable (for credible and compelling reasons) to provide with the formal complaint, the student may request a Review (see section E).

E. Review

28. If a student's complaint has been dismissed by the Faculty (or service provider) as being without substance they can request a Review on one or more of the following grounds:

- a) The complaint has not been handled properly in accordance with the Procedure;
- b) The outcome is not reasonable on the basis of the evidence available;
- c) The student has new evidence which they were unable (for credible and compelling reasons) to provide to the Faculty or service provider and which has a material effect on the outcome.

29. To commence the Review a student should submit a review form detailing the grounds for Review, their reasons, proposed resolution and any supporting material to the Head of Student and Academic Services within 10 working days of the letter (or email) from the Faculty or service provider informing them of the outcome to their formal complaint. A student's request for a Review will be acknowledged within five working days of receipt.

30. The Head of Student and Academic Services (or nominee) will review the documentary material relating to the case to determine whether the grounds for Review have been met. The Review is not a re-investigation of the complaint. However, during the Review, further information may need to be sought from the student and/or from others concerned. Where a student is asked for any additional information during the review, they will be given a period of five working days to respond to such a request.

31. The student will be informed of the outcome of the Review, in writing, normally within 20 working days of the Review request having been received. The outcome will normally be limited to a determination envisaged under paragraph 26 of the Procedure. The student will be given reasons for any decision reached. The decision of the Head of Student and Academic Services will be final in the University.

F. Complaints Panel

32. The Investigator(s) or the Head of Student and Academic Services may refer a complaint or review request to a Complaints Panel for consideration as they consider necessary for cases that raise serious or complex matters which require further investigation and enquiry.

33. The composition of the Complaints Panel will be as follows, the members being drawn from areas other than those to which the complaint relates:
 - a) A Dean of a Faculty, Vice Dean, Associate Dean, Vice President or Associate Vice President (in the Chair);
 - b) A member of Senate;
 - c) A member of academic staff;
 - d) A student member (nominated by the Students' Union).
34. The Complaints Panel will be serviced by an Investigator or the Head of Student and Academic Services in the role of Secretary.
35. The student will be given 10 working days' notice of the date and time of the Complaints Panel meeting and will be invited to attend the meeting to present their case. Where the student does not attend, the Panel may proceed in the student's absence.
36. The student may be accompanied to the meeting by a fellow student, member of staff or person from the Students' Union. It is expected that a student will speak to the Complaints Panel directly, and so any person attending with the student will be there only to support the student, not present the case on their behalf.
37. If the complaint is one of alleged bullying, harassment, discrimination and/or victimisation, the respondent(s) shall also be invited to attend the meeting, in order to respond to the allegations. The respondent(s) will be given 10 working days' notice of the date and time of the Complaints Panel meeting. Where the respondent(s) does not attend, the Panel may proceed in their absence. The arrangements for the respondent(s) attendance shall take into account the nature and circumstances of the complaint.
38. If a student, the respondent(s) may be accompanied to the meeting by a fellow student, member of staff or person from the Student's Union, or if the respondent(s) is a member of staff, the respondent(s) may be accompanied by a colleague or trade union representative. It is expected that a respondent will speak to the Complaints Panel directly, and so any person attending with the respondent(s) will be there only to support the respondent(s), not present the case on their behalf.
39. The Complaints Panel may call other individual(s) with knowledge of the issues raised in the complaint to attend the meeting of the Complaints Panel or to supply it with information prior to, or after, the meeting. This may include School, Faculty or service area representatives. The individual(s) attending should be given 10 working days' notice of the meeting.
40. The paperwork for the meeting should include any material submitted by the student or that has been collected prior to the notice of the meeting. The material should normally be provided with the meeting invitation.
41. The student and any individual(s) called to the Complaints Panel meeting will be invited to make oral statements to the Complaints Panel. The student, other individual(s) in attendance and Complaints Panel may then ask questions of those giving oral evidence, directed through the Chair as necessary.
42. After oral statements have been made, the meeting will close, and the Complaints Panel will retire to make a decision in private by reviewing the documentary material and statements made. The decision should focus on the substance of the complaint and any procedural issues in the handling of the complaint. If the Complaints Panel is unable to

reach a decision on the day of the meeting, it will reconvene as soon as reasonably practicable.

43. Options open to the Complaints Panel include those as described at paragraph 26 of the Procedure.
44. The student and Complaints Panel attendees will normally receive written notification of the Panel's decision within 10 working days of the decision being made. The decision will take the form of a Completion of Procedures letter.

G. Conclusion of the Procedure

45. At the conclusion of the Procedure, the student will be issued with a Completion of Procedures Letter. There are no other complaints procedures within the University beyond those detailed above. Students who believe that their case has not been dealt with properly by the University or that the outcome is unreasonable may be able to complain to the Office of the Independent Adjudicator for Higher Education (OIA) if the complaint is eligible under its rules and once all internal procedures have been concluded.
[Note: information about the role of the OIA and the procedure for submitting complaints can be obtained from the Students' Union Advice Service or from the OIA website: www.oiahe.org.uk.]

H. Annual Report

46. Each year, the Head of Student and Academic Services will prepare a report for the Senate on the number and nature of complaints.

General Regulation XIX

Academic Appeals Procedure

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Academic Appeals Procedure

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1.0 Purpose

1.1 This document explains the valid grounds for an academic appeal and the procedure the University will follow when considering an appeal.

2.0 Support available to you³ as a student

2.1 We appreciate that whilst you are involved with the appeals process you may benefit from additional support. There is extensive support available to you before and during the appeals process, and we do recommend that you access this.

2.1.1 You can approach members of support staff within your School or Faculty (<https://www.studentsupport.manchester.ac.uk/uni-services-az/school-support/>), or consult the University's Student Support pages at <https://www.studentsupport.manchester.ac.uk/>

2.1.2 The Students' Union Advice Centre provides free and independent advice to students accessing the University's various procedures, including academic appeals. You can find out more information on their website at <https://manchesterstudentsunion.com/>

2.1.3. The University's Disability Advisory and Support Service (DASS) provides practical support to the University's disabled students and staff members. DASS can provide support to you if your appeal is related to a disability, or if you think adjustments to the appeals process would be beneficial to you. You can find out more about DASS on their website at <https://www.dass.manchester.ac.uk/>

2.1.4. The University also provides wellbeing and counselling support for students through the Counselling and Mental Health Service. You can find more details on their website at <https://www.counsellingservice.manchester.ac.uk/>

2.1.5. If you are continuing with your studies but feel that you would benefit from additional academic support, you can find further details at <https://www.studentsupport.manchester.ac.uk/study-support/>

3.0 Introduction and scope

3.1 An academic appeal is when a student formally asks the University to reconsider a decision made by a relevant body (see the glossary attached) relating to their results, progression, or final award. An appeal can't be used to challenge academic judgement.

Examples of decisions that might be challenged through an appeal are:

Withdrawal from a programme because of academic failure.

The decision on a final degree classification .

3.2 You can only make an academic appeal once your results have been approved by the relevant body. An appeal cannot be made against provisional results (i.e. before the relevant body approves them). You can contact your School to find out when your results will be approved before submitting an appeal.

³ Any reference to 'you' throughout this document refers to 'you as a student'

3.3 You can only submit an appeal for yourself. If you would like someone else to submit an appeal on your behalf, you must provide written permission for them to submit the appeal for you.

3.4 The procedure applies to all students registered at the University of Manchester. If you are studying a University of Manchester course at another provider then this may not apply to you. You should use the appeals procedure in place at your provider. You may be able to ask the University for a review of the partner organisation's final decision within **10 working days** of the decision being sent to you, if you believe your case has not been dealt with appropriately.

3.5 During the appeals process, you and the staff members involved should act reasonably and fairly and respect the procedure and one another. Please ensure you adhere to the principles in the University's student charter (<http://www.yoursay.manchester.ac.uk/student-charter/>), as consideration of your appeal might be ended if you don't. If this happens, we will write to you explaining the reasons for this and issue a Completion of Procedures letter.

3.6 The original decision of the Examination Board or Postgraduate Research Committee or relevant body will remain in place while the appeals process is ongoing.

3.7 An academic appeal differs from a complaint and they are looked at under different procedures. An academic appeal is about academic results. A complaint is an expression of dissatisfaction by one or more students about the University's action or lack of action, or about the standard of services provided by, or on behalf of, the University. Complaints about teaching or supervision should be made using the [Student Complaints Procedure](#). We recommend that you read the Complaints Procedure carefully if you plan to make a complaint, and pay particular attention to the deadlines for raising any issues.

3.8 The academic appeals procedure includes time limits for each of its stages which we aim to meet, however there may be times where for a number of reasons this isn't possible (for example, a sudden increase in cases, or staff illness or absence). We'll make sure that you are kept up to date with progress throughout the appeal process, and we aim to complete the whole process within 90 calendar days from the start of Stage Two. You can see the stages that make up the appeals process in the flowchart included with this procedure.

4.0 Academic Appeals Procedure

4.1 Grounds for an academic appeal

4.1.1 The reasons you can appeal are:

Circumstances exist (or existed) affecting your performance of which, for a good reason, the relevant decision-making body may not have been made aware when its decision was taken, and which might have had a material effect on its decision.

A material administrative error or procedural irregularity has taken place in the assessment process (or in putting into effect the regulations for your programme of study) of such a nature as to cause significant doubt whether the decision you are appealing might have been different if the error or irregularity had not occurred.

You have evidence of prejudice or bias by one or more of your examiners.

Your supervision or training in respect of research for a dissertation or thesis (or equivalent work) was unsatisfactory to the point that your performance was seriously affected.

An appeal cannot challenge academic judgement. Academics use their knowledge and expertise to mark students' work and you cannot appeal because, in your opinion, this judgement is wrong. Safeguards are in place to make sure that marking is consistent and fair. Decisions on how to apply mitigation to results (rather than whether or not to accept a request for mitigation) also involve academic judgement that is not open to appeal, unless you can show that a procedural irregularity has occurred.

4.1.2 You must use the [Mitigating Circumstances Procedure](#) or [Change of Circumstances Policy](#) in all possible cases. We will not accept an appeal if you could reasonably have used this Procedure or Policy at the time you were impacted by your circumstances, and if relevant you must explain why you couldn't do so at that time and provide supporting evidence.

4.1.3 If you wish to appeal on ground (d) but your supervisory concerns arose significantly before the decision you are appealing, and you didn't submit a formal complaint, you must provide a good reason (along with supporting evidence) for only raising your concerns at appeal.

4.2 Submission of an academic appeal

4.2.1 Appeals will be considered in a maximum of three stages: firstly, within your School, or the Doctoral Academy. The second stage of appeal, where available, is to the Faculty Teaching Learning & Student Experience team. A final review stage may also be open to you, and this takes place within the central Division of Student and Academic Services.

If you wish to submit an academic appeal then you must complete an online appeals form which will be sent to your School or the Doctoral Academy. You must explain why you wish to appeal and include evidence to support your case.

4.2.2 You can appeal up to **20 working days** following the notification of your confirmed results or other decision you are appealing against. If an appeal is submitted late, you should explain why the appeal could not have been submitted sooner, and include evidence to support this. Appeals submitted late without a good reason for the delay may not be considered.

4.2.3. Independent advice on completing an appeal form can be sought from the [Students' Union Advice Service](#).

4.3 Provision of evidence

4.3.1 You must provide evidence to support your appeal. For further guidance on evidence, refer to the University's [Mitigating Circumstances Policy and Procedure](#).

4.3.2 If your appeal relates to a mental health condition for which you are already registered with DASS then you do not need to provide further medical evidence with your appeal. If you are registered with DASS, you will be asked to confirm this when you complete the appeal form. The person handling your appeal may then contact DASS, sharing your appeal, and asking for comments from DASS.

4.3.3 Evidence should support your claim and, where possible, be dated from (or refer to circumstances that occurred) at the same time as your assessment(s). It would be helpful if the evidence could confirm the impact of your circumstances on you at that time.

4.3.4. Evidence should be in the English language or, if this isn't possible, a certified translation should be provided. This means a translation carried out by a person or company that confirms it is an accurate translation, and includes their contact details.

4.3.5. If you submit supporting evidence that is found to be fraudulent then it's possible that disciplinary action may be taken under [Regulation XVII \(Conduct and Discipline of Students\)](#). (This could be an invitation to a meeting to discuss the matter, or a referral to a disciplinary panel.) If this happens, your appeal may be rejected or paused while the disciplinary process is ongoing.

4.4 Initial assessment of an academic appeal

4.4.1 Your School or the Doctoral Academy will check that the appeal:

- is on time, within 20 working days of the publication of confirmed results or the decision being appealed.
- meets one or more of the grounds to appeal.
- is not a challenge to academic judgement.
- and
- is supported by relevant evidence where necessary.

4.4.2 If your appeal does not meet all of the above, your School or the Doctoral Academy will normally write to you within 10 working days to explain why.

4.5 Stage One – Early Resolution

4.5.1 If your appeal is considered eligible by your School or Doctoral Academy, it will be reviewed by the Head of School, or an academic member(s) of staff appointed by them to act on behalf of the Examination Board. If you are a research student, your appeal will be reviewed by the Associate Dean for Postgraduate Research, or an academic member(s) of staff appointed by them to act on behalf of the PGR Committee. Your School or the Doctoral Academy will normally reach a decision on your appeal within 20 working days.

4.5.2 The School or Doctoral Academy can decide to:

a. Alter the original decision.

If the Examination Board or PGR Committee alters its decision, the School or Doctoral Academy will advise you in writing of the new decision and the reasons for this. If you aren't satisfied with the new decision, and you think you have valid grounds, you can ask for your appeal to be progressed to the Faculty within **10 working days** of being informed of the new decision by the School/Doctoral Academy.

Or

b. Confirm its original decision and advise you in writing of its decision and the reasons for this. If you aren't satisfied with the decision, and you think you have valid grounds, you can ask for your appeal to be progressed to the Faculty within **10 working days** of being informed of the decision by the School/Doctoral Academy.

4.5.3 If you ask for your appeal to be progressed to the Faculty for consideration at Stage Two, you must complete the online form and explain why you are not satisfied with the School or Doctoral Academy's decision on your appeal.

4.6 Stage Two – Formal Consideration

4.6.1 A Faculty Officer will review your appeal and the response from the School or Doctoral Academy and decide whether the appeal is eligible for further consideration. (This will be based on the criteria outlined in 4.4.1 above.)

Having reviewed your appeal and the School or Doctoral Academy's response, the Faculty Officer may decide that your appeal is not eligible for consideration at Stage Two because the School or Doctoral Academy has already made a new decision at Stage One that the Faculty Officer thinks is reasonable.

If your appeal is not eligible the Faculty will write to you, normally within 10 working days of it having received the appeal, explaining the reason why. You'll be issued with a Completion of Procedures letter to confirm this.

4.6.2 If the Faculty accepts your request to progress your appeal at stage two, the Faculty Officer and Dean of Faculty (or someone the Dean has nominated) will consider your appeal. If more information is required from you, you will be given **10 working days** to provide this, but please note that you are usually expected to provide all the evidence that you wish to be considered in an appeal at the point you first submit the appeal. The School or Doctoral Academy (or other area of the University) might also be asked to provide further information.

4.6.3 Having reviewed your appeal, there are a number of decisions that the Faculty can make:

a. It may dismiss your appeal. You will be informed of this in writing, normally within 30 working days of your request to progress the appeal at Stage Two, and reasons will be given for this decision. If you believe that your appeal hasn't been dealt with properly and fairly, you have the right to request a review at Stage Three (see 4.7).

Or

b. The Faculty can decide that your appeal raises valid issues that should be considered by your School or the Doctoral Academy. In this case it will refer your case back to the original Examination Board or PGR Committee so it can reconsider its original decision, taking into account any new information and any recommendations made by the Faculty. You will normally be advised of this in an Interim Findings letter within 30 working days of your request to progress the appeal at Stage Two.

When a Faculty refers your case back to an Examination Board or PGR Committee, the Board or Committee will be able to confirm or alter its original decision; this might happen by Chair's action. If the original decision is not changed you will be given reasons for this. You aren't able to appeal further following the reconsideration and the appeal procedure will be complete. The Faculty will send you a Completion of Procedures letter to confirm this, normally within 20 working days of the date of the Interim Findings letter.

If the Examination Board or PGR Committee changes its decision, the new academic decision replaces the one that has been appealed and this will be the end of the appeals procedure. You will be advised in writing of the new decision and the reasons for this in a

Completion of Procedures letter sent by your Faculty, usually within 20 working days of the date of the Interim Findings letter.

Or

The Faculty may decide that your appeal has raised complex issues which should be investigated further, and the case will be referred to an Appeal Panel (see 4.8 below).

4.6.4 The Faculty Officer and Dean (or nominee) may also make recommendations to address any other issues that have been raised while considering your appeal, except in matters relating to academic judgement.

4.7 Stage Three – Review Request

4.7.1 If you don't agree with the decision to dismiss your appeal after it has been considered by your Faculty, you can request that the decision is reviewed.

4.7.2 A Stage Three review is not a reconsideration of the appeal. A review is to check that the appeals procedure has been properly followed, and that the decision the Faculty made was reasonable based on all the evidence that was available.

4.7.3 The only reasons you can request a Stage Three review are:

That the appeal procedure was not followed properly and this has affected the outcome.

That the decision made by the Faculty was unreasonable in view of all of the circumstances and the evidence that was available at the time.

That you have new evidence which you couldn't have provided earlier, for a good reason.

4.7.4 Details of how to request a Stage Three review will be given in the appeal outcome sent to you by the Faculty.

4.7.5 You can request a review up to **10 working days** after being sent the appeal outcome from the Faculty. Any review request received after this time will only be considered if there is a good reason for the delay (supported by evidence); if not, a Completion of Procedures letter will be sent to you.

4.7.6 The Director of Student and Academic Services (or someone they have nominated) will first check that your request for a review has been made on an eligible ground, and if not, will send you a Completion of Procedures letter explaining the reason why. If it is eligible, the review request will be considered by a member of the University Teaching and Learning Delivery team.

4.7.7 During the review you may be asked for further information. If you are asked for more information you will have up to **10 working days** to respond. Additional information may also be requested from the School or Doctoral Academy, or Faculty, or from other areas of the University.

4.7.8 The review will either confirm the decision of the Faculty to dismiss your appeal, or apply one of the other outcomes which could have been reached by the Faculty (see 4.6.3. above). The review will normally be completed within 20 working days. If the Faculty's decision is confirmed, you will be sent a Completion of Procedures letter at the conclusion of the review.

4.8 Consideration by an Appeal Panel

4.8.1 If your appeal raises complex issues requiring further investigation it may be referred to an Appeal Panel, which will normally meet within 30 working days of the referral to the panel. The members of the Panel will be from other areas of the University (not your own School or Doctoral Academy) and must usually include

- A Dean of a Faculty, Associate Dean, Vice President or Associate Vice President who will act as the Chair;
- A Chair of an Examination Board (or equivalent body, for example a Postgraduate Research Committee);
- An academic member of Senate.
- A student member nominated by the Students' Union.

The Panel must include the Chair and three other Panel members at a minimum. If a decision is split amongst the Panel members, the Chair will be able to make the final decision.

4.8.2 A secretary and note-taker should also be present at the Appeal Panel.

4.8.3 You will be given **10 working days'** notice of the date and time of an Appeal Panel meeting, and will be invited to attend to make comments on your case. If you decide not to attend, the meeting might go ahead without you. You will be sent all documents the Panel will consider before the meeting takes place, as well as details of who will be on the Panel and how you can access support.

4.8.4 You can be accompanied at the meeting for support by another student, a member of University staff or an Officer or member of staff from the Students' Union.

4.8.5 The Appeal Panel can call on members of staff with knowledge of your case to attend the meeting to give evidence. The Panel can also correspond with External Examiners or others if it thinks this is necessary. You (and anyone accompanying you for support) will be able to speak and to propose questions of anyone giving evidence to the Panel on the day. Your supporter will normally be limited to making opening and/or closing statements; the Panel will want to hear from you in your own words.

4.8.6 Having considered the evidence there are a number of decisions available to the Appeal Panel.

The Panel may dismiss your appeal and will give reasons for the decision. You aren't able to appeal this decision and the appeal procedure will be complete. You will be issued with a Completion of Procedures letter that confirms this.

Or

The Panel may refer your appeal back to the original Examination Board or PGR Committee so it can reconsider its original decision, taking into account any new information and any recommendations made by the Appeal Panel. The Examination Board or PGR Committee is able to confirm or alter its original decision. (See 4.6.3b).

Or

The Panel can revoke the original decision of the Examination Board or PGR Committee and make a new decision.

4.8.7 You will normally be advised of the Appeal Panel's decision within 10 working days of the decision being made. Except where your appeal has been referred back to the relevant body for reconsideration, the Appeal Panel's decision will be in the form of a Completion of Procedures letter.

4.9 Referral to the Office of the Independent Adjudicator

4.9.1 If you disagree with the final decision on your appeal, you have the right to make a complaint to the Office of the Independent Adjudicator (OIA). All students normally need to complete the University's procedures and be issued with a Completion of Procedures letter before they can take a complaint to the OIA. You can find out more by visiting the OIA's website at <https://www.oiahe.org.uk/>

5.0 Annual Report

5.1 Each year the Director of Student and Academic Services prepares a report for Senate on the number and nature of appeals. Copies can be found online at <https://www.staffnet.manchester.ac.uk/tlso/academic-appeals-complaints-and-misconduct/reportstosenate/>

Appendix One: Glossary of terms

Academic judgement

Academic judgement cannot be challenged through an academic appeal. Academic judgement is not any judgement made by an academic; it is a judgement that is made about a matter where the opinion of an academic expert is essential. So for example whether feedback is correct or adequate, and the content or outcomes of a course will normally involve academic judgement.

Chair's action

Chair's action is when the Chair of a Board of Examiners (or a similar type of committee) makes a decision on behalf of the whole Board outside of a formal meeting. This usually happens when a decision couldn't be made at the meeting of the Board for a good reason.

Completion of Procedures letter

A Completion of Procedures letter is a letter which we send to you when you have reached the end of our internal processes, and there is no further avenue for you internally. A Completion of Procedures letter will include information on how to make a complaint to the Office of the Independent Adjudicator for Higher Education (the OIA - see below).

'A good reason'

To be fair to all students, the University applies its Regulations, policies, and procedures as consistently and fairly as possible. If you have a reason for having not engaged with a procedure (for example the mitigating circumstances procedure) at the usual time, we will ask you to explain why and provide evidence to support your reason(s). A case handler will then look at the evidence and make a judgement on whether you have a good reason for this when considering your case.

OIA

The Office of the Independent Adjudicator for Higher Education is the independent student complaints scheme for England and Wales. You normally need to have completed the University's internal procedures, and have a Completion of Procedures letter, before you can take a case to the OIA.

<https://www.oiahe.org.uk/>

'Relevant body'

When we say the Board of Examiners or an equivalent relevant body, that means any committee or group that makes decisions on your progress or your final marks or classification, for example a Postgraduate Research Committee.

Working days

For the University of Manchester, working days are usually Monday to Friday. Working days do not include Bank Holidays or the University's Christmas closure period.

General Regulation XX

Monitoring Attendance, Engagement and Wellbeing of Students

- 1 The University records and monitors the attendance and engagement of **all** students to:
 - a) support academic attainment and progression;
 - b) help minimise awarding gaps and ensure all students are supported to succeed;
 - c) flag up any causes for concern in a timely manner;
 - d) ensure student wellbeing; and
 - e) satisfy external reporting/accreditation requirements.
- 2 Each School determines the attendance requirements for each programme it provides and sets the criteria for indicating when non-attendance or non-engagement has become a concern. These requirements and criteria will take account of the mode of study.
- 3 Programme/Student Handbooks, both printed and online, and any relevant websites must include a clear statement of attendance or engagement requirements and how attendance/engagement is recorded and monitored.
- 4 Handbooks and websites must also include a statement on the consequences and penalties for students who fail to meet academic and professional attendance or engagement requirements.
- 5 They must also include information on sources of advice and support available to students if they are experiencing problems with attendance