



University  
of Glasgow

## University Regulations 2024-25

# UNIVERSITY FEES AND GENERAL INFORMATION FOR STUDENTS

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## **SUBORDINATION TO LAW**

The University's authority to regulate its degrees and other awards is subject to the law of Scotland and of the United Kingdom. Thus, for example, while provision may be made in degree regulations for retaking examinations, or for other assessment later than the normally first occurring opportunity for assessment, the availability of such provision may be constrained by law governing the candidate's attendance at the University.

## **REGISTRATION**

### **Regulation 1**

1.1 In this context, 'registration' is exactly synonymous with the term 'matriculation' which is to be found in previous editions of the *University Regulations* and other authoritative sources. Similarly, 'register' and 'registered' equate to 'matriculate' and 'matriculated'.

1.2 Every student of the University, without exception, must complete registration at the beginning of each academic year and pay the fees appropriate to their programme of study or research in order to maintain their status as a student in the University, or in an Institution recognised by the University Court on the recommendation of the Senate, or in a College associated with the University.

1.3 Any student who fails to complete the registration process at the start of the academic year of study will not be a registered student of the University of Glasgow and may have their studies terminated by the University.

1.4 A registered student shall be entitled to the use of the Library and to the exercise of a vote in the election of a Rector.

1.5 In completing the registration process the student undertakes to observe the *Sponsio Academica* and the Copyright and Personal Data regulations (see Regulations 2, 40 and 3 respectively).

1.6 Every student registered for an undergraduate or taught postgraduate award will be automatically enrolled onto the [University's Academic Writing Skills Programme \(AWSP\)](#) and should complete this programme as instructed. Completion or Non-completion of the AWSP will be recorded on student transcripts. Any student who was enrolled for the AWSP while previously registered for an undergraduate or postgraduate award will not be enrolled for the AWSP on a second occasion.

1.7 A person elected to any student office in respect of which the Senate agrees that the incumbent may interrupt their course of study or research is deemed to be a registered student.

### **Students in Continuing Education and Preparatory Courses**

1.8 Students enrolled on non-credit bearing courses and those on preparatory courses are not normally eligible for registration as students of the University. The Senate does, however, recognise for the purpose of registration, credit-bearing courses which, though not of a qualifying standard for any degree or equivalent award of the University, are offered for students preparing for subsequent admission to qualifying courses of the University.

### **Timetables of Teaching and Assessment**

1.9 Teaching will normally be conducted between the hours of 8.30 a.m. and 6.00 p.m. Mondays to Fridays. Exceptionally certain class meetings may be timetabled outside these hours, including but not restricted to evening class and weekend courses offered by Short Courses and other School field trips and study abroad.

1.10 Formal timed assessment examinations<sup>1</sup> held on campus and online will, as far as possible, and with the exception of courses offered by Short Courses, be conducted between the hours of 8.30 a.m. and 6.30 p.m. Mondays to Fridays. However, examinations may be timetabled to end later than 6.30 p.m. Mondays to Fridays or to take place on Saturdays. Some online examinations operate in different formats involving longer time periods such as open 24 hour examinations.

### **Limitation of Admission to Qualifying Courses**

1.11 The Senate reserves the right to refuse admission to any particular qualifying course because of restricted facilities either of accommodation or of teaching, or lack of demand.

### **Application of Regulations**

1.12 Students are subject to the regulations for degrees and other academic awards that are in place at the time when they commence the programme of studies or research relating to that award. (On undergraduate programmes that require formal entry to honours following completion of the second year of study, the honours programme of studies commences at the beginning of the third year of study.) In cases where regulations are amended after the commencement of the programme of studies, the revised regulations may be applied to a cohort of students only if the changes benefit all students. Before applying such changes, the students must be notified.

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<sup>1</sup> Formal assessment examinations include class tests and practical tests.

## SPONSIO ACADEMICA – UNIVERSITY OATH

## Regulation 2

2.1 Ego, in Universitate Glasguensi studens, sancte polliceor me Senatus mandata secundum leges Universitatis exsequi et auctoritati eius obtemperare. Repromitto etiam praestaboque operam et diligentiam meam et in discendo et in aliis proficiendi occasionibus utendo non defuturam.

Translation:

I, a student in the University of Glasgow, solemnly promise that I will fulfil the requirements of the Senate in accordance with the regulations of the University and I will conform to its discipline. Furthermore, I accept that I am responsible for commitment to, and engagement in, my learning and in other opportunities for my personal development.

## PERSONAL DATA

## Regulation 3

### 3.1 Processing of Personal Data

The University holds, collects and processes information about its students (current and former), applicants and potential applicants. This information (which includes personal and special category data) may include images and personal, academic, financial and disability information. This information is used for various academic, administrative, management, statutory, pastoral, and health and safety reasons.

Students, applicants and potential applicants (together “Data Subjects”) will be asked to provide and confirm their personal data and academic details with the University for the purpose of provision or potential provision of education and student experience. For further information on how the University will process your data, please see the [Student Privacy Notice](#), the [Prospective Student Privacy Notice](#) and the [Privacy Notice for Alumni](#).

### 3.2 IT Facilities

All registered students will be allocated an email address and this email address, with other identifying information about students, will be displayed in the "address book" searchable by other University of Glasgow email users. Students may request that this information is not displayed in this way by contacting the IT Helpdesk.

All registered students will also be issued with a student ID card that will be used by students to gain access to appropriate University facilities.

A student is able to check that the information recorded about them in the University's central student records system is correct and where appropriate update this, using the University's online registration system, *MyCampus*. Further details about *MyCampus* can be found at <https://www.gla.ac.uk/myglasgow/students/sset/guides/>.

The University's IT regulations expressly prohibit the use of the University's IT equipment and infrastructure to access, to attempt to access, or to distribute material of a criminal, offensive or pornographic nature. Breaches will be subject to investigation and may result in disciplinary action and, in the event of contravention of law, referral to the police.

### 3.3 Plagiarism Detection

The University reserves the right to use systems such as similarity checking to aid plagiarism detection in the interests of improving academic standards when assessing student work. These systems, which may be externally based, involve the processing of basic personal data when work is uploaded. This includes an individual's name, e-mail address, and course details. Further information on the use of such systems please see the [University's Policy for the Use of Plagiarism Prevention Software \(PPS\)](#).

## COPYRIGHT REGULATIONS

## Regulation 40

40.1 Regulations under the *Copyright, Designs and Patents Act*, 1988, permit limited copying of in-copyright material by individuals in connection with their research or private study. This exception is reduced to fair dealing only for research for a non-commercial purpose, or for private study. This exception extends to all copyright works, including, for example, video recordings, broadcasts or online resources. There is also an obligation that sufficient acknowledgement (e.g. the author's name plus a bibliographic citation) is required unless it is impractical.

40.2 Copying beyond these limits can only be permitted if the material is not in copyright (i.e. in most cases if the author has been dead for more than 70 years and typographical copyright that lasts 25 years has lapsed) or if the owner of the copyright gives specific permission in each case. More information on copyright for research and private study is available at [www.copyrightuser.org/understand/exceptions/research-private-study/](http://www.copyrightuser.org/understand/exceptions/research-private-study/).

40.3 The University has signed a licence with the Copyright Licensing Agency which covers photocopying and scanning for course use. Please see the [library's web pages](#) for more information. Library staff can answer queries regarding this licence at [library-readinglists@glasgow.ac.uk](mailto:library-readinglists@glasgow.ac.uk).

40.4 There are many further issues surrounding copyright and intellectual property rights which staff and students need to be aware of during their everyday work in the University. Guidelines are available throughout the University web pages. The [Academic & Digital Development](#) website gives specific copyright regulations for using material in Moodle and Media

production. To offer Copyright support to staff and students, the Library Learning Technologist has developed the following webpage: <https://www.gla.ac.uk/myglasgow/library/copyright/>. The page contains resources for the use of media in teaching, learning and studying along with advice on the use of UK Copyright Exceptions. There is also an email address for in-depth queries and appointments for a one-to-one or group copyright sessions.

Staff, students, researchers and people external to the University can request copyright support/advice and view resources via the institution's [IT Helpdesk service](#).

University of Glasgow staff and students should make use of [Box of Broadcasts \(BoB\)](#) subscription based service, which enables subscribing institutions to legally record and view TV programmes and films both on and off campus..

## ANNUAL FEES

## Regulation 5

5.1 The fee payable for Session 2024-25 can be found on the [University website](#). The fee is for registration, for tuition, for the use of laboratories and for one entry to the examinations appropriate to the course.

### Payment

5.2 **All fees are payable on Registration.** Payments must only be made by one of the University approved payment methods, which can be found on the [University website](#). Students who do not meet their obligation to pay tuition fees by due dates may incur financial and non-financial penalties.

5.3 Students who have not completed **both academic and financial registration**, and arranged payment of fees, shall not be permitted to attend their programmes of study and will be withdrawn.

5.4 Students who have obtained permission, or are required, to withdraw from the University during a session may apply to the Registry team for a refund. Details of the refund policy are published on the [University website](#).

### Definition of an International Student for Fee Purposes

5.5 In accordance with The Education (Fees) (Scotland) Regulations 2022 higher (international) levels of fee are payable by students who do not have a 'relevant connection' with Scotland.

5.6 Students who have a 'relevant connection' will be charged the home levels of fee. In order to establish this 'relevant connection', certain elements are required, as follows:

a) the student has been ordinarily resident in the UK throughout the preceding three year period from the 'relevant date' before the start of their course. If the course starts in the period:

1 August to 31 December, the relevant date is 1 August in that year;

1 January to 31 March, the relevant date is 1 January in that year;

1 April to 30 June, the relevant date is 1 April in that year;

1 July to 31 July, the relevant date is 1 July in that year.

**and**

b) the student has not been resident therein, during any part of that three-year period, for the primary purpose of receiving full-time education; **and**

c) **any international applicant who satisfies the ordinarily resident criteria in (a) and (b) must also have settled status in the United Kingdom (i.e., there must be no restriction on the length of stay in the UK).**

Conditions (a), (b) and (c) must be satisfied in order that the student may establish the 'relevant connection', and be liable for the home level of fee.

5.7 Excepted Students. There are certain categories of 'excepted students' who, although they do not have a 'relevant connection' with Scotland are liable to pay only the home rates of fee. These categories are outlined in our [Fee Status Policy](#).

5.8 The fee paying status of a student determined at the time of admission to a degree programme will not change during the duration of that programme, apart from changes in legislation or changes in circumstances where current legislation requires that the status be changed, such as the award of refugee status.

## GRADUATION AND GENERAL COUNCIL MEMBERSHIP

## Regulation 12

12.1 All candidates for degree level awards proceeding to graduation after examination who are not already members of the General Council are required to enrol as members of the Council.

12.2 Graduands are required to enrol for Graduation within the enrolment period. Details may be obtained from the Registry or at <https://www.gla.ac.uk/events/graduations/>.

12.3 Once a student has graduated from the University they are deemed to have accepted the award made by the Board of Examiners and hence an appeal from that student in connection with the award of the Degree will not be entertained.

12.4 Graduation ceremonies are held annually at Gilmorehill Campus, Dumfries Campus, the University of Glasgow Singapore, Nankai University and UESTC. Students graduate at the ceremony held at their campus of study.

12.5 The presentation of awards below degree level may take place at separate award ceremonies at the discretion of individual academic schools.

## **PAYMENT OF MONIES DUE TO THE UNIVERSITY**

## **Regulation 13**

13.1 In accepting an offer of a place of study and completing academic and financial registration, a student accepts responsibility to pay all fees when due to the University. These fees include annual tuition fees, academic-related charges and accommodation fees in respect of University owned/leased student accommodation. Tuition fees are usually due by the start of teaching.

13.2 Payments must only be made by one of the University approved payment methods, which can be found on the [University website](#).

13.3 Where any sums remain unpaid at the time of registration the University will seek to consult with the student and endeavour, acting reasonably and considering the student's reasonable representations, to make an arrangement with the student to repay the outstanding fees due within an agreed period.

13.4 Where the University is unable to make such an arrangement with the student or where, despite such an arrangement being made, the terms of the arrangement are materially or persistently breached, the University will employ other methods with a view to collecting the debt. These may include penalty charges, outsourcing the debt to external debt collectors and, in the case of accommodation debt, the termination of the student's lease.

13.5 In relation to tuition fee debt, the University reserves the right ultimately to apply an academic sanction. An academic sanction will involve refusing to allow the student: to register as a student of the University; access to services; to progress to the next level of study; to enrol for graduation, and/or to receive any degree, diploma or other qualification conferred by the University.

13.6 Academic sanctions will be applied only where alternative methods of seeking payment have been reasonably exhausted and where the University considers an academic sanction proportionate and reasonable following consideration of a student's representations.

13.7 Where students experience difficulty in making payment they can seek practical support and advice from the Students' Representative Council's Advice Centre. Students should also contact the Student Collections Team to make them aware of any delay in payment. The Student Collections Team can be contacted by raising a UofG Helpdesk request for the attention of the Finance Collections Service Team or by calling 0141 330 6509.

## **CODE OF ASSESSMENT FOR UNDERGRADUATE AND TAUGHT POSTGRADUATE PROGRAMMES**

## **Regulation 16**

The Code of Assessment is governed by Resolution No. 564 of the University Court, the provisions of which are incorporated in the Regulations below.

These Regulations are reproduced in the online [Guide to the Code of Assessment](#) where they are accompanied by commentary and examples.

### **General**

16.1 Each approved course<sup>2</sup> contributing to an award of the University shall have a credit rating based upon the notional learning hours required for its completion, and determined in accordance with the Scottish Credit & Qualifications Framework (SCQF).<sup>3</sup> Regulations governing awards of the University may express the criteria for making such awards directly or indirectly in terms of accumulated credit points. The minimum requirement for the award of credits is addressed in §16.40 - §16.44.

- 16.2 a) Each such course will incorporate a scheme of assessment which:
- i) assesses candidates' performance against the intended learning outcomes of the course;
  - ii) includes an appropriate combination of formative and summative elements;
  - iii) deploys forms of assessment appropriate to the intended learning outcomes of the course, taking due account of its credit rating;

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<sup>2</sup> The term 'course' refers to a self-contained unit of study on a particular topic with defined level, credit value, aims, intended learning outcomes, mode(s) of delivery, scheme of assessment and possibly also pre- and co-requisites.

<sup>3</sup> Information about the SCQF may be obtained at <https://scqf.org.uk/>

- iv) where re-assessment is provided for in the degree regulations, makes provision for the re-assessment of candidates in accordance with the regulations;
  - v) may be changed only through procedures approved by Senate;
  - vi) may be varied exceptionally in a given session in response to specific circumstances subject to the approval of the Clerk of Senate;
  - vii) is as far as practicable anonymous.
- b) Each scheme of assessment will set out the individual components of assessment and their respective weighting in the calculation of the final grade for the course.
- i) 'Component of assessment' means each of the weighted assessments set out in the course specification document.
  - ii) Each component of assessment may include sub-components except that individual questions in an examination or other piece of assessment shall not be regarded as sub-components.

16.3 The scheme will be implemented in accordance with the following requirements:

- a) the scheme shall be fully described in the School Instructions issued in written or electronic form to all students enrolled in the course (at the beginning of the course, or as soon as practicable thereafter), with particular regard to dates, deadlines and formats of required work, weights of components of the assessment scheme, the method of marking (e.g. single marking, blind double marking, second marking), procedures for moderation of summative assessments, procedures for informing students of results and the returning of work, requirements for progression in the relevant programme and provisions for appeal;
- b) due notice shall be given of dates, times and places of written and oral examinations and other assessment events;
- c) appropriate provision shall be made for candidates with a formally recognised permanent or temporary disability. Please see Examination and other Assessment Arrangements for Disabled Students (Regulation 24);
- d) candidates shall be supplied with relevant information on assessment criteria and on schemes for grading, classification and aggregation.

16.4 The scheme shall describe how candidates will receive feedback to guide their subsequent learning. That feedback may include the results of summative assessment. Where these are provided they will be provisional until they are confirmed or amended by the appropriate Board of Examiners.

16.5 Where an Honours programme involves two or more subjects, the way in which the results of assessment are to be aggregated, averaged or profiled to produce an overall classification of the degree should be agreed when the degree is approved.

### **Provision for Reassessment**

16.6 In §16.7 - §16.8, the 'threshold grade' shall, unless otherwise specified in the regulations for a particular programme, be:

- a) for undergraduate programmes, grade D;
- b) for taught masters degree programmes and for postgraduate certificate and diploma programmes, grade C.

16.7 A candidate who, by the end of the course, has failed to attain the threshold grade in that course shall normally be afforded the opportunity described in §16.8 to improve that assessment result. There shall be no such opportunity in respect of courses which contribute to the candidate's honours classification except where permitted under the regulations governing a particular award; in such cases the original grade only shall contribute to the honours classification.

16.8 A candidate who has failed to attain the threshold grade shall, subject to the provision of §16.9, be permitted one further opportunity to attempt each component of the assessment.<sup>4</sup> This opportunity will be afforded within the same session as the first attempt at the component. In respect of each component, the assessment offered at this opportunity must be in essentially the same form as the assessment attempted by the candidate at their first attempt and must carry the same weighting within the scheme of assessment for the course as that first attempt. A second further opportunity to attempt the component of assessment shall not be available as a matter of right but may be permitted at the discretion of the College responsible for the programme in accordance with its policies and procedures which shall be published in the relevant course documentation.

16.9 Exceptionally, the opportunity to submit the assessment provided for in §16.8 may not be available to a candidate. This will only be the case where it is not possible to replicate the assessment for the purpose of reassessment. This situation may arise from the nature of the assessment, the context in which it may be generated, and the integrity of the assessment as a whole. The decision that it is not possible to replicate an assessment must be approved by the Head of School or their nominee (hereinafter referred to as Head of School) and details of the assessment for which it is considered to be impossible to generate a reassessment must be clearly set out in the relevant course documentation.

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<sup>4</sup> This includes offering reassessment in sub-components.

16.10 Where, under §16.45 - §16.53, a Board of Examiners is satisfied that a candidate has been prevented by good cause from completing an assessment, that assessment shall not be counted as an attempt made by, or available to, the candidate.

16.11 Exceptionally, where a second or permitted subsequent attempt at an assessment is not available to the candidate until a subsequent academic session, the candidate shall not be entitled to assume that the content of the course will be unchanged, and it shall be the responsibility of the candidate, in conjunction with the School responsible for the course, to make appropriate preparation for that assessment.

16.12 a) Unless otherwise specified in the regulations for a particular programme, the final grade awarded for a course following reassessment shall be calculated as follows:

- i) the best grades for each component of assessment will be used, and
- ii) where any assessment cannot be replicated the original grade for that component shall be used in the calculation.

b) The grade so calculated will be published by Registry subject to the following provisions:

- i) for undergraduate programmes, the number of grade points derived from the final result for a course following reassessment shall be not more than 9;<sup>5</sup>
- ii) for taught masters degree programmes, for postgraduate certificate and diploma programmes, and where a taught Masters level course is taken as part of a doctoral programme, the number of grade points derived from the final result for a course following reassessment shall be not more than 12;<sup>6</sup> there shall be no capping in relation to reassessment of a Masters dissertation or other substantial independent work.

16.13 a) Further to §16.7, a candidate who, by the end of the course, requires an improved assessment result in order to complete a minimum graduating undergraduate non-honours curriculum in that academic session, shall normally be afforded the opportunity described in §16.8 irrespective of the result obtained on completion of the course. This entitlement to reassessment in courses where the threshold grade has been achieved at the first attempt shall be limited to courses totalling no more than 60 credits.

b) Notwithstanding §16.12, such a candidate shall be awarded the number of grade points corresponding to the final course result following reassessment for a total of no more than 60 credits. This entitlement applies regardless of the basis on which the candidate was permitted reassessment.

### Timing and Duration of Examinations<sup>7</sup>

16.14 Where all or part of a course's scheme of assessment consists of an 'end of course' examination,<sup>7</sup> that examination shall normally be held within the academic session in which the course has been taught. The available durations for individual examinations are 60, 90, 120, or (only in the spring examination period) 180 minutes, all of these durations being inclusive of reading time.

16.15 The duration of an examination which occurs within the main examination diets, and which forms all or part of a course's summative assessment, is subject to a limit determined by the level at which the course is taught, its credit rating, and the extent to which the examination contributes to the summative assessment of the course as a whole.

16.16 Where more than one such examination for the same course occurs within the main examination diets, the maximum duration prescribed in §16.17 - §16.18, and the references in the same clauses to 'examination', shall apply to these examinations in combination.

16.17 The duration of an examination as defined in §16.15 where it contributes 100% of the course's summative assessment, may not, subject to §16.19, exceed the number of minutes prescribed in Schedule D.

16.18 Where such an examination accounts for less than 100% of the course's summative assessment, the maximum duration of such an examination shall be determined by the product of that percentage (expressed as a decimal fraction) and the number of minutes appropriate to credits and level indicated in Schedule D. Where the result of this calculation is less than 60 minutes, the maximum duration shall be rounded up to 60 minutes and, otherwise, subject to §16.19, the result shall be rounded to the nearest multiple of 30 minutes.

16.19 Where the calculated maximum duration is 60 minutes or 90 minutes, the College in which responsibility for the examination lies may approve an extension of 30 minutes where such an extension is justified by the nature and content of the examination.

16.20 The examination duration determined by these regulations may be allocated to two or more individual examinations which may be 60, 90, 120, or (only in the spring examination period) 180 minutes in length, all of these durations being inclusive of reading time.

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<sup>5</sup> Where a Schedule B course result is returned, the grade points derived from the final result shall be not more than 11.

<sup>6</sup> Where a Schedule B course result is returned, the grade points derived from the final result shall be not more than 14.

<sup>7</sup> §16.14-§16.21 relate to timed examinations taking place in exam halls on-campus or at other approved venues. While the provisions do not directly apply to online examinations, in determining the duration of the latter note should be taken of the principles set out in these provisions.

16.21 The maximum durations prescribed in §16.17 - §16.19 shall not limit the provision available in §24.9- §24.10 to allow extra time to disabled candidates.

### SCHEDULE D

Credits	Levels 1 & 2	Levels 3, H and M
10	90 minutes	120 minutes
15	120 minutes	150 minutes
20	150 minutes	180 minutes
30	240 minutes	240 minutes
40	330 minutes	330 minutes
60	480 minutes	480 minutes

### Standards

#### General

16.22 The standard achieved by a candidate in all summative assessments required by a course shall be judged by the relevant Board of Examiners in terms of the candidate's attainment of the stated intended learning outcomes for that course.

16.23 Judgement shall be expressed in terms of the primary grades and secondary bands set out in [Schedule A](#) or in terms of the grades set out in [Schedule B](#). Documentation relating to courses and programmes shall indicate where Schedule A and Schedule B verbal descriptors shall apply.

16.24 Judgement shall be made through direct reference to the primary verbal descriptors for intended learning outcomes and the primary verbal descriptors for professional, practical or clinical competence set out in Schedules A and B. Reference shall also be made to such subsidiary information as Schools may prepare to amplify the primary verbal descriptors in terms specific to a particular field of study. Where the outcome of the chosen mode of assessment is a proper percentage score it shall, before being reported to students, be converted into a primary grade and secondary band by reference to a conversion scheme determined by the Board of Examiners as appropriate for the assessment in question and subordinate to the relevant grade descriptors.

### Submission of Summative Assessment

#### Assessment (other than examinations): Penalties for late submission

16.25 Deadlines for the submission of work which is to be formally assessed will be published in course documentation, and work which is submitted later than the deadline will be subject to penalty as set out below.

Where the work in question is a piece of independent work for which, in order to qualify for an honours degree, a minimum grade is prescribed, any late penalty will be discounted for the purpose of determining whether that prescription has been met.

16.26 Except as modified by §16.27, the primary grade and secondary band awarded for work which is submitted after the published deadline will be calculated as follows:

- a) In respect of work submitted not more than five working days<sup>8</sup> after the deadline:
  - i) the work will be assessed in the usual way, and the primary grade and secondary band so determined will then be reduced by two secondary bands for each working day (or part of a working day) the work was submitted late;
  - ii) where work is submitted after feedback on that work (which may include grades) has already been provided to the student class, grade H will be awarded. Feedback may be provided to the student class within five working days of the submission deadline in relation to no more than 25% by weight of a course's summative assessment.
- b) Grade H will be awarded where work is submitted more than five working days after the deadline.

#### Assessment (other than examinations): Deferral of deadlines

16.27 A candidate who is unable to submit the assessment by the published deadline, or who anticipates being unable to submit, may apply for a deferral of the deadline, or exemption from the penalties set out in §16.26 (a). Any such application will be considered in accordance with the following:

- a) Where the actual or anticipated delay in submission is five working days<sup>8</sup> or less:

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<sup>8</sup> For the purposes of this Code, Monday to Friday are counted as working days except when the University is closed for a [public or other Holiday](#). Saturdays and Sundays are not counted as working days.



- i) The application will be submitted to,<sup>9</sup> and considered by, the person (normally the course convener) identified in course documentation as responsible for the assessment.<sup>10</sup>
  - ii) The outcome of the application will be determined at the discretion of the person responsible for the assessment who will require to be satisfied that the candidate submitting the application has been prevented by circumstances beyond their control from submitting the relevant work on time.
  - iii) Deferral of the submission deadline, or exemption from a late penalty, will be commensurate with the duration of the circumstances causing the late submission.<sup>11</sup>
  - iv) Where the application is not submitted until after the deadline for submission of the work itself, relief from a late penalty will normally be granted only where the circumstances preventing the candidate from submitting work on time have also prevented application for a deferral of the deadline for submission.
- b) Where the actual or anticipated delay in submission is more than five working days the candidate shall apply for deferral of the submission deadline or exemption from penalties by making a claim in accordance with the procedures set out in §16.45 - §16.53 Incomplete Assessment resulting from Good Cause:
- i) The application must be made by submission of a claim to MyCampus and must show that the delay in submission is the consequence of good cause as defined in §16.45(a) and must be supported by evidence as defined in §16.45(b).<sup>12</sup>
  - ii) The Head of School<sup>13</sup> shall determine the outcome of such an application in consultation with the relevant Assessment Officer. The outcome shall be notified to the candidate as soon as reasonably practicable.
  - iii) In considering such applications:
    - the evidence provided by the candidate claiming good cause shall be scrutinised;
    - fairness to the individual candidate claiming good cause must be balanced with fairness to other candidates and the integrity of the assessment as a whole;
    - it shall be determined whether the requested deferral of submission deadline is justified by good cause.
  - iv) Where it is determined that the evidence presented supports the candidate's claim that they will be unable to submit the assessment in accordance with the published date, deferral of the submission deadline will be granted<sup>14</sup> commensurate with the nature of the relevant circumstances.
  - v) Where it is determined that the evidence presented does not support the candidate's claim that they will be unable to submit the assessment in accordance with the published deadline, the candidate will be informed<sup>14</sup> that the published deadline will apply and if the candidate fails to submit by the deadline late penalties will be imposed in accordance with §16.26.

### **Online examinations and late submission**

- 16.28 (a) Information regarding the format and submission timings of online examinations will be provided to candidates in advance of the relevant examination diet.
- b) It is the candidate's responsibility to ensure that the correct version of their online examination is submitted.
- c) In the event that a candidate does not submit by the end of the scheduled examination time<sup>15</sup> the following will apply:
- i) where a late submission window is available for the examination and the candidate submits within that window a late penalty will be applied: the submission will be graded H;

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<sup>9</sup> Candidates will be advised of the process in operation locally for making such an application.

<sup>10</sup> In cases where candidates present sensitive personal information which they are reluctant to discuss with more than one or two members of staff, a member of staff should be given responsibility by the Head of School for ensuring that relevant information is passed to appropriate colleagues in order for extensions to be considered.

<sup>11</sup> Where in accordance with §16.26(a)(ii) feedback on assessed work is returned within five working days after the submission deadline, the limit to deferral of a candidate's submission deadline or exemption from late penalty will be the time at which feedback on the work is provided to the class.

<sup>12</sup> In the event that this facility is not available, the candidate should contact the Head of School directly. In cases where candidates present sensitive personal information which they are reluctant to discuss with more than one or two members of staff, a member of staff should be given responsibility by the Head of School for ensuring that relevant information is passed to appropriate colleagues in order for extensions to be considered.

In addition to submitting a claim to MyCampus the candidate is also advised to alert a member of staff such as their Adviser of Studies/Advising Team or Assessment Officer to the claim in order that it may be considered promptly.

<sup>13</sup> The nominee of the Head of School with responsibility for considering such claims shall be indicated in the programme handbook. Such a nominee will typically be an Honours Convener, Head of Year, Programme Convener, or the holder of another similar senior role.

<sup>14</sup> A candidate wishing to apply for deferral of a submission deadline should submit a claim as soon as they become aware of the relevant circumstances. Where a claim is submitted shortly before the submission deadline it may not be possible for the candidate to be advised of the outcome of the claim before that deadline.

<sup>15</sup> Illustrations of the different formats of online examinations and their submission windows are given in the Guide to the Code of Assessment.

- ii) where a late submission window is available and the candidate does not submit by the end of that window, the examination will be treated as a non-submission;
  - iii) where no late submission window is available the examination will be treated as a non-submission.
- d) A candidate who is unable to submit an online examination by the end of the scheduled examination time due to good cause, as defined in §16.45(a) Incomplete Assessment resulting from Good Cause, may make an application under the procedures set out in §16.45 - §16.53:
- i) for a waiver of the late penalty described in §16.28 (c) (i); or
  - ii) where in accordance with §16.28 (c) (ii) or (iii) the examination is treated as a non-submission, for the outcome described in §16.50 to be applied.

### **Aggregation**

16.29 Where the assessment scheme of a specific course or programme requires aggregation across two or more components to obtain an overall outcome, the grade points set out in [Schedule A](#) and [Schedule B](#) shall be employed.

#### **Aggregation of Assessments across a Course**

16.30 Aggregation to establish a result for a course shall require the computation of the mean of the relevant grade points achieved in the component assessments. In computing the mean, 0 [zero] grade points shall be applied to non-submissions. All assessment components which are summative must be included and where appropriate the computation shall employ weights as specified in the course documentation.

16.31 In order to determine the overall grade to be reported for a course the following shall apply:

- a) For a course where [Schedule A](#) is employed in relation to 50% or more by weight of the course's assessment, the mean of the relevant grade points calculated in accordance with §16.30 shall be rounded to an integer value.<sup>16</sup> The result for the course shall be reported as the primary grade and secondary band equivalent to that integer shown in Schedule A.
- b) For a course where [Schedule B](#) is employed in relation to more than 50% by weight of the course's assessment, the mean of the relevant grade points calculated in accordance with §16.30 shall not be rounded and the result for the course shall be reported as the grade shown in Schedule B that has the range in which the mean of grade points lies.

16.32 The grade points associated with the reported course grade shall be carried forward to subsequent aggregation required to determine the programme award (see §16.34 - §16.39).

#### **Aggregation of Results of Courses across a Programme**

16.33 Where there is provision for assessment to be split between examination diets, a Board of Examiners shall determine and report the results for the individual courses of the programme after each intermediate diet and the overall award after the final diet.

16.34 A candidate's grade point average over a set of courses is the weighted sum of the grade points achieved by the candidate in these courses. The grade point average shall be calculated by taking the product of each course's weight and the candidate's grade points, and dividing the sum of these products by the sum of the courses' weights. The weights shall correspond to the courses' credit ratings unless specified otherwise in the relevant programme documentation. The grade point average shall be expressed to one decimal place.

#### **Undergraduate Non-Honours Programmes**

16.35 The regulations of each award shall state:

- a) the minimum grade point average required for:
  - i) the award,
  - ii) identified categories of the award such as with Merit or Distinction or such sub-degree awards as may be made.
- b) limitations on the permitted extent of compensation of performance below the stated minimum for the award in individual components of the programme.

#### **Honours Degree and Integrated Masters Programmes**

16.36 There shall be four classes of honours: first, upper second, lower second and third. A candidate who is not placed in one of the four classes shall have failed the honours programme. (This shall not prevent the award of an unclassified honours degree within the terms of regulation §16.52(d)(i).)

16.37 a) The weighting of courses for the calculation of an honours classification for an undergraduate honours degree should normally follow the credit weighting of those courses in the third and fourth years of the honours programme. Any departure from these weightings must be set out in the programme specification.

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<sup>16</sup> A grade point mean should be rounded in accordance with the following example: 15.5 and all higher values less than 16.5 should become 16.

- b) The weighting of assessments for the calculation of an honours classification for an integrated Masters degree should normally give weight to the third, fourth, and fifth years of the programme, with the assessment in the fifth year counting for at least 50% of the calculation. These weightings must be set out in the programme specification, and should normally fall within the range of 10:20:70 to 20:30:50.
- c) Where the grade point average (as determined in §16.34 and §16.37 (a) and (b)) falls within one of the following ranges, the Board of Examiners shall award the classification stated:

17.5 to 22.0	First class honours
14.5 to 17.0	Upper second class honours
11.5 to 14.0	Lower second class honours
8.5 to 11.0	Third class honours
0.0 to 8.0	Fail

- d) Where the grade point average falls between two of the ranges defined in §16.37(c), the classification to be awarded by the Board of Examiners will be determined by the weighted profile of the course grades contributing to the honours classification. The course grade profile must be weighted to reflect the relative credit weightings of the courses and the relative weightings given to the different years of the programme (as referred to in §16.37 (a) and (b)).<sup>17</sup> The classifications awarded in the following grade point average ranges will be:

17.1 to 17.4	First class honours: where at least 50% of the weighted course grade profile comprises A grades
	Upper second class honours: where less than 50% of the weighted course grade profile comprises A grades
14.1 to 14.4	Upper second class honours: where at least 50% of the weighted course grade profile comprises grades of B or above
	Lower second class honours: where less than 50% of the weighted course grade profile comprises grades of B or above
11.1 to 11.4	Lower second class honours: where at least 50% of the weighted course grade profile comprises grades of C or above
	Third class honours: where less than 50% of the weighted course grade profile comprises grades of C or above
8.1 to 8.4	Third class honours: where at least 50% of the weighted course grade profile comprises grades of D or above
	Fail: where less than 50% of the weighted course grade profile comprises grades of D or above.

#### ***BDS, BVMS and MB ChB Programmes***

- 16.38 a) There shall be three categories of award: honours, commendation and pass. A candidate who is not placed in one of the three categories shall have failed the programme.
- b) The regulations of each award shall state the requirements for the award and for the individual categories of award.

#### ***Taught Postgraduate Programmes***

16.39 The regulations of each award shall state:

- a) the minimum grade point average required for the award;
- b) the minimum grade required in any component or components of the programme, and such limitations on the permitted extent of compensation of performance below such minimum;
- c) the minimum grade point average and any other criteria, required for identified categories of the award such as with Merit or Distinction.

#### **Minimum Requirement for the Award of Credits**

- 16.40 a) References are made throughout §16.41 - §16.44 of these regulations to a candidate's failure to meet fully the submission requirements for their assessment in the absence of good cause. The means by which good cause may be determined and the provisions made in circumstances where good cause is established are addressed in §16.45 - §16.53.
- b) Absence from up to 25% of any specified monitored attendance of classes shall not be deemed to be a breach of the minimum requirements for credit as set out in §16.41 where such absence is deemed to be due to illness

<sup>17</sup> Illustrations of weighted course grade profiles are given in the [Guide to the Code of Assessment](#).

or other adverse personal circumstances, except where otherwise specified in course or programme documentation.

16.41 Except as modified by §16.44, the minimum requirement for the award of credits for a course is the submission of at least 75%<sup>18</sup> by weight of the course's summative assessment. Schools may specify further requirements such as monitored attendance at classes and examinations. All such requirements shall be specified by the School concerned, and given to candidates in writing at the beginning of the course. Where the scheme of assessment for a course permits resits or reassessment, requirements involving submission of assessments or attendance at examinations must be fulfilled by the end of the academic year in which the course is taken subject to an exception in cases where a candidate misses an assessment with good cause.

#### **Undergraduate Non-Honours Courses and Postgraduate Taught Courses**

16.42 For undergraduate non-honours courses and postgraduate taught courses, the following procedure shall be adopted. If, in the absence of good cause, a candidate fails to submit at least 75%<sup>18</sup> by weight of the course's summative assessment by the end of the first assessment diet or fails to comply with other requirements specified in writing by the School, and an opportunity exists to redress this situation by the end of the academic year in which the course is taken, the initial outcome shall be Credit Withheld and no grade shall be calculated. Thereafter:

- a) Where a candidate has submitted at least 75%<sup>18</sup> by weight of the course's summative assessment and/or has complied with the outstanding requirements for the award of credit by the end of the academic year in which the course is taken, the outcome following reassessment will be calculated in accordance with the scheme of assessment described in the School instructions.
- b) Where a candidate has not submitted at least 75%<sup>18</sup> by weight of the course's summative assessment and/or has failed to comply with the outstanding requirements for the award of credit by the end of the academic year in which the course is taken, no grade shall be calculated and the outcome shall be Credit Refused for that course.

16.43 Where, in the absence of good cause, a candidate has failed to comply with any mandatory requirement for the award of credit and this cannot be remedied by the end of the academic year in which the course is taken, no grade shall be calculated and the outcome shall be Credit Refused for that course.

#### **Honours Assessment**

16.44 Where the outcome of a course contributes to a final honours classification the following procedure shall be adopted. In all cases the references to non-submission are to non-submission in the absence of good cause which is defined in §16.45(a).

- a) The extent of submission of honours assessment shall be determined as a percentage of the totality of summatively assessed work, based on the published assessment weightings required by the honours assessment scheme approved by Senate. The calculation of this percentage shall take into account all components of assessment over all courses contributing to the honours assessment, rather than being carried out on a course by course basis.
- b) If by the end of an honours programme a candidate has:
  - i) submitted 75% or more of the honours assessment, and
  - ii) complied with other requirements set out in School Instructions,the grade for any course in which they have submitted less than 75% of the assessment shall be calculated by awarding a grade H for any missed assessment and the grade for the course calculated in accordance with the scheme of assessment described in the School Instructions. This grade will be used for the purposes of honours aggregation.
- c) If by the end of an honours programme a candidate has submitted less than 75% of the honours assessment they shall be refused credit for any course in which they have submitted less than 75% of the assessment.
- d) Where a candidate has not completed all of the assessment for a course examined before the final year of the honours programme the grade for that course shall be returned as Credit Withheld. On completion of the honours assessment the grade for any such course shall be calculated as above.

#### **Incomplete Assessment resulting from Good Cause**

##### **Scope and definitions**

16.45 For the purposes of §16.46 - §16.53 of these regulations:

- a) 'Good cause' shall mean illness or other adverse personal circumstances affecting a candidate and resulting in either:
  - i) the candidate's failure to
    - attend an examination, or
    - submit assessment at or by the due time,<sup>19</sup> or

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<sup>18</sup> The College Board of Studies may authorise the setting of a higher percentage of submission in which event that higher percentage must be clearly set out in the School Instructions issued to all candidates enrolled in the course.

<sup>19</sup> §16.26 sets out penalties for late submission of assessments; if in accordance with §16.27 a candidate is permitted to defer submission of the assessment, the 'due time' hereafter in these regulations will be the later time permitted.

- submit an online examination within the scheduled examination time,<sup>20</sup> or
  - otherwise satisfy the requirements of the scheme of assessment appropriate to their programme of studies; or,
- ii) manifest prejudice to the candidate's performance in summative assessment except where that assessment is the independent work required for the award of a classified honours degree or a postgraduate taught masters degree.<sup>21</sup>

Good cause refers to the sudden onset of illness or adverse circumstances affecting the candidate. It is not intended to apply to chronic or persistent illness or to long-term adverse personal circumstances.<sup>22</sup> Where there is a chronic medical condition good cause shall only be established where the candidate's performance in assessment has been compromised by a sudden severe episode of the illness.

- b) 'Evidence' shall mean a report descriptive of the medical condition or other adverse personal circumstances which are advanced by the candidate for consideration as amounting to good cause. Such a report should include a supporting statement from an appropriate person as indicated by the University's Student Absence Policy.<sup>23</sup> Where the report refers to a medical condition of more than seven days' duration the report must be completed by an appropriate medical practitioner.
- c) The events described in paragraphs (i) and (ii) of paragraph (a) of this regulation shall constitute incomplete assessment.

### Process

16.46 It shall be the responsibility of the candidate to make relevant good cause circumstances known to the School responsible for the assessment by submitting a claim to MyCampus, which must be supported by appropriate evidence.<sup>24</sup> The outcome of any claim shall be notified to the candidate as soon as reasonably practicable.

16.47 Where incomplete assessment may be the result of good cause, notification later than five working days<sup>8</sup> after the examination, or after the date at which submission of the work for assessment was due, shall not be taken into account unless circumstances have prevented the candidate from submitting a claim within this time. A candidate may not retract a claim of good cause more than five working days after the examination or after the date at which submission of work for assessment was due, nor after the date of publication of the results (including provisional results) of the assessment, whichever date was earlier.

16.48 a) The primary responsibility for determining claims of incomplete assessment due to good cause shall lie with the appropriate Board of Examiners. However, should a meeting of the Board of Examiners not be anticipated until some significant time after the relevant examination or assessment submission date, the Head of School<sup>13</sup> shall determine the outcome of a claim of good cause in consultation with the relevant Assessment Officer. Any such decisions shall be reported to the Board of Examiners at the next available meeting. Although the Board of Examiners may pass comment on such decisions, it may not overturn a decision where this would cause detriment to the candidate.

b) In considering claims of good cause:

- i) the evidence provided by the candidate claiming good cause, and any relevant and available material submitted by them for assessment shall be scrutinised;
- ii) fairness to the individual candidate claiming good cause must be balanced with fairness to other candidates and the integrity of the assessment as a whole;
- iii) it shall be determined whether the failure to attend an examination or to submit work for assessment has been justified by good cause;
- iv) in the event of the candidate having submitted work for assessment by examination or otherwise and where the circumstances described in the claim are accepted as constituting good cause, it shall be determined whether such

<sup>20</sup> §16.28 sets out how failure to submit an online examination within the scheduled examination time will be treated.

<sup>21</sup> The 'independent work' includes: (a) for a classified honours degree, the piece of independent work worth at least 20 credits referred to at §16.1 and §17.1 of the Generic Undergraduate Regulations (GUR), and the equivalent in degree regulations not subject to the GUR, and (b) for a postgraduate taught masters degree, the 60 credit (or more) substantial independent work referred to in the degree regulations, taking the form of a dissertation or project.

Where a candidate believes that their performance in this assessment is being or has been affected by adverse circumstances, before submitting the work they should seek advice on requesting a deferred deadline within their period of study.

<sup>22</sup> A candidate experiencing chronic or persistent illness or long-term adverse personal circumstances is encouraged at as early a stage as possible to contact appropriate sources of support such as their Adviser of Study/Advising Team and the Disability Service. The [Fitness to Study Procedure](#) may be used to consider how best to support any such candidate in their studies.

<sup>23</sup> The [Student Absence Policy](#) is available online.

<sup>24</sup> The mechanism for notifying the Head of School is MyCampus. In the event that this facility is not available, the candidate should contact the Head of School directly.

In cases where candidates present sensitive personal information which they are reluctant to discuss with more than one or two members of staff, a member of staff should be given responsibility by the Head of School for ensuring that relevant information is passed to appropriate colleagues in order that their circumstances may be taken into account.

Where a candidate is seeking an extension of more than five working days to an assessment submission date they should submit a claim of good cause to MyCampus but they are also advised to alert a member of staff such as Adviser of Studies or Assessment Officer to the claim in order that it may be considered promptly.

work has been manifestly prejudiced by good cause. If such prejudice is established the work affected shall be deemed not to have been submitted, and the procedure in §16.50 followed.

### Outcomes

16.49 Where it is determined that the evidence presented does not support the candidate's claim that they were prevented by good cause from attending an examination or submitting work for assessment, the assessment or assessments in question shall be treated as non-submissions. Where it is determined that the evidence presented does not indicate that the candidate's performance in assessment was manifestly prejudiced by good cause, their work shall be assessed as though no claim of good cause had been received. The candidate's grade for the course as a whole shall be calculated accordingly.

16.50 In the event of incomplete assessment arising from good cause being established the candidate shall, subject to §16.52, normally be expected to complete their assessment by attending the examination at a subsequent diet, or submitting outstanding work for assessment, if an opportunity to do so occurs within their period of study. In considering whether this requirement should apply, the desirability of the candidate's assessment being conducted in full should be balanced with the practical considerations and financial costs to the candidate and the University of providing a later completion date. Consideration should also be given to the candidate's other assessment commitments to ensure that they are not unreasonably burdened. In order to permit such completion:

- a) a special sitting of an examination may be arranged, or the candidate may be required to attend for examination at a scheduled diet; and/or,
- b) a date for completion of non-examination assessment may be set;

as appropriate in the circumstances. In any such event, that sitting or submission shall be regarded as the candidate's first attempt if the examination or assessment missed would itself have been their first attempt.

16.51 If the outstanding work in respect of which good cause is established is identified in regulations as a requirement for the award of a degree this work must be submitted for the candidate to qualify for the award of that degree.

16.52 In respect of work for assessment not excluded by §16.51, where it is determined that the evidence presented supports the candidate's claim that they were prevented by good cause from completing that work on or by the due time, and where no means of substituting an alternative assessment may be found, the following regulations shall apply:

- a) The extent to which the candidate's assessment has been completed shall be determined as a percentage, taking into account the relative weights attributed to the components of a complete assessment as published in the relevant assessment scheme approved by the Senate. The extent of such completion at sub-honours levels and on taught postgraduate programmes shall be determined on a course by course basis; at honours, the extent of completion of assessment shall be determined across the whole honours assessment.
- b) The Board of Examiners shall make an overall judgement of the candidate's work submitted for assessment, using as far as possible the standards and criteria applied in respect of the work of other candidates.
- c) Where the candidate has completed 75% or more of the work required for assessment, the Board of Examiners shall determine the outcome on the basis of the work completed and make the relevant award .<sup>25</sup>
- d) In respect of honours assessment,
  - i) where the candidate has completed at least 30% but less than 75% of the work required for assessment, an unclassified honours degree may be recommended if the completed portion is of honours standard, or, if the completed portion is not of honours standard, no award shall be made and the candidate will be regarded as not having been presented for assessment in the senior honours year;
  - ii) for the purposes of the award of an unclassified honours degree a candidate's failure, due to good cause, to achieve a grade D3 or above in a piece of independent work worth at least 20 credits shall not prevent award of the degree in terms of §16.51;
  - iii) where the candidate has completed less than 30% of the work required for assessment they will be regarded as not having been presented for honours assessment;
  - iv) in respect of courses where good cause is established in relation to no more than 25% of the assessment, a course grade shall be returned on the basis of the completed assessment; in respect of courses where good cause is established in relation to more than 25% of the assessment, the course grade shall be returned as MV; notwithstanding the return of an MV course grade, all components of assessment unaffected by good cause shall be included in the determination of the candidate's award in accordance with §16.52(c).<sup>25</sup>
- e) In respect of sub-honours and taught postgraduate assessment, where the candidate has completed less than 75% of the work required for assessment they will be regarded as not having taken the course.

16.53 Where the Board of Examiners decides to recommend an unclassified honours degree or to make no award under §16.52(d)(i), this outcome shall be communicated to the Clerk of Senate together with a reasoned case for the decision. If

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<sup>25</sup> An illustration of calculating grade point average where honours assessment is incomplete due to good cause is given in the [Guide to the Code of Assessment](#). Missing assessment components are removed from the calculation and all other assessment components retain their original weightings.

the candidate has been recommended for the award of an unclassified honours degree, and has not previously refused such an offer, the Clerk of Senate shall invite them to accept that award. In the event of the award being declined, the candidate shall be regarded as not having been presented for assessment in the senior honours year and, subject to the requirement to comply with the maximum duration of study prescribed for the degree, shall be eligible to repeat the full senior honours year.

### **Management of the Assessment Scheme**

16.54 Overall responsibility for management of the assessment scheme shall rest with the relevant Head of School.<sup>26</sup>

16.55 The Examiners for the scheme shall comprise Internal Examiners and External Examiners.

a) The Internal Examiners shall be:

- i) all members of academic staff who teach on the programmes;
- ii) other members of academic staff appointed by the Head of School;
- iii) other individuals whose services are to be employed in the assessment process (e.g. Honorary Lecturers, Research Fellows Category A, Graduate Teaching Assistants, staff from Associated Institutions); such individuals must be nominated by the Head of School and approved by the College (or by the Education Policy & Strategy Committee in the case of Associated Institutions).

b) At least one External Examiner shall be appointed by Court on the recommendation of the Head of School and in accordance with the criteria and procedures agreed by the Senate (see §16.64(a) and (b)).

16.56 The Examiners, and the appropriate Assessment Officer(s) under the convenership of the Head of School, shall constitute a Board of Examiners for the purpose of determining the results of the assessment procedure.

16.57 The Head of School shall ensure that:

- a) all Internal Examiners, and especially those who are not members of academic staff of the University, receive appropriate training and other preparation relevant to their role in the assessment procedure;
- b) each External Examiner has access to the necessary information and assessment material required to assist them in reaching a reasonable conclusion on assessment performance, and has the opportunity to attend oral examinations and presentations where practicable.

16.58 The Head of School shall, for each course, appoint a member of academic, or senior administrative, staff as Assessment Officer with the following delegated responsibilities:

- a) to ensure, in conjunction with the Course Co-ordinator or equivalent, that the relevant course documentation accurately describes the assessment scheme and corresponding procedures;
- b) to oversee the preparation of the relevant forms of assessment under secure conditions and ensure compliance with Senate's requirements in respect of printing of examination papers;
- c) to supervise the arrangements for the assessment procedure including: the preparation of lists of candidates entitled to be assessed; procedures for recording the receipt of an assessment at the time of its submission, and for safe keeping of such records; the anonymity of submitted work, where practicable, throughout its assessment; and any arrangements for candidates with special needs;
- d) to maintain throughout the assessment period the security of examination papers, other materials to be assessed and records, including examination attendance slips, relating to the procedure;
- e) to confirm arrangements for the secure collection and delivery of the completed scripts where appropriate;
- f) to ensure that all Examiners are conversant with the learning outcomes of the course, the intentions of the forms of assessment and the appropriate grading or classification scheme in use, the agreed marking and moderation procedures to be followed, and are supplied with marking schemes or other guides where these are employed;
- g) to convey provisional results and other information pertaining to the course, the assessment and the candidates to the External Examiner(s);
- h) to collate the provisional results of the assessment procedure and take all steps necessary to ensure their accurate reporting to the Board of Examiners;
- i) to report to the Board of Examiners on the conduct of the assessment procedure, in particular drawing to its attention relevant information pertaining to the circumstances and conduct of individual candidates and any alleged deficiencies in respect of the operation of the procedure;
- j) to convey the results authenticated by the Board of Examiners to the Registry;
- k) to oversee the maintenance of appropriate records of assessment outcomes for the purposes of subsequent monitoring of courses.

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<sup>26</sup> Head of School means the Head or Heads of School or Schools responsible for the course, or other equivalent officers.

An individual Assessment Officer may be responsible for more than one course. Similarly, some or all of the duties detailed above may be undertaken by one or more individuals at School level for some or all courses.

16.59 The Head of College shall ensure that appeals against the outcomes of assessment are considered in accordance with the relevant provisions of the prevailing Appeals Code.

16.60 Any questions of principle or procedure regarding the operation of the regulations governing incomplete assessment and good cause shall be determined by the Academic Standards Committee or, in respect of any individual case, by the Clerk of Senate.

### **Assurance of Standards**

16.61 Examiners shall be responsible for the assurance of standards through the exercise of their academic judgement both directly in the assessment of candidates' work and indirectly in the design of specific forms of assessment involving mechanical grading operations.

16.62 Internal Examiners shall:

- a) have access to the relevant course documentation, possess an appropriate level of knowledge of the subject matter of the course, the course aims and the learning outcomes and the corresponding course materials;
- b) be provided with guidance as to how the grading or classification scheme is to be applied in the context of the particular assessment.

16.63 The method of marking (e.g. single marking, blind double marking, second marking) and moderation procedures shall be made clear to candidates by the School.

16.64 External Examiners shall:

- a) hold an academic or professional post of an appropriate level of seniority;
- b) possess substantial prior experience of assessment at equivalent levels on behalf of institutions judged to be delivering and making awards of comparable standards. Exceptionally a professional nominee who lacks the required prior experience may be appointed provided at least one experienced External Examiner is also appointed for the same course;
- c) be appointed in accordance with the University's agreed procedures. Please see Appointment of External Examiners for Taught Courses at Undergraduate and Postgraduate Level (Regulation 23);
- d) have no potential conflict of interest or other impediment to the impartial discharge of the functions of external examining;
- e) discharge the following functions:
  - i) in respect of the design of the assessment scheme:
    - comment on the syllabus, learning outcomes and assessment scheme of the course and its delivery mechanism in the light of experiences of candidates' learning outcomes, comparable courses and awards elsewhere and developments within the discipline or field;
    - be consulted regarding proposals for the introduction or modification of a course.
  - ii) in respect of a given assessment diet:
    - comment on, in advance, all summative assessment instruments (or, in cases involving a high volume of continuous assessment, a sample may be provided for advance comment);
    - report on the overall standards achieved by candidates and in particular on the comparability of these standards with those of candidates on similar courses or programmes in other UK Higher Education institutions;
    - report on the relationship between these overall standards, programme specifications and published national subject benchmark statements;
    - assess the soundness and fairness of the implementation of the assessment process;
    - adjudicate where necessary, subject to the authority of Senate, over the grade to be awarded to any particular candidate;
    - certify contentment with the assessment outcomes prior to their publication;
    - provide an annual written report to the Principal as required by the University.
  - iii) in respect of meetings of the Board of Examiners:
    - attend at least one meeting of the Board per academic session.

16.65 All examiners shall maintain the security of examination scripts and other materials to be assessed. Throughout the assessment process examiners must ensure that the identity of any candidate is not disclosed through any form of



communication, including e-mail. Examination scripts and other assessed materials must be retained by Schools for the periods prescribed by Senate.

- 16.66 a) Meetings of the Board of Examiners in respect of a particular course or programme shall be formally called and constituted, separately from other meetings such as School meetings. Subject to (b), all Examiners shall be members of the Board of Examiners and shall be invited to all meetings of the Board: the quorum shall comprise the Head of School, an Assessment Officer, an Internal Examiner and an External Examiner. If no External Examiner is present then written confirmation of the discharge of the functions of the External Examiner may be considered as equivalent to attendance. No person other than Examiners and others with direct responsibilities for examining and related administrative and clerical matters shall attend or observe meetings of the Board of Examiners. The business of the Board of Examiners shall be minuted and particular records kept of the External Examiner's adjudications, comments and recommendations, as well as particular decisions made by the Board in respect of incomplete assessment, good cause and disciplinary matters. Returns of results shall be completed, checked by two persons and confirmed at the meeting of the Board of Examiners.
- b) In the case of joint or combined honours degrees the decisions on classifications of the honours degrees for the programme shall normally be taken at whichever of the subject Board of Examiners meetings takes place later. At such meetings the Board may be composed as set out in (a) for that subject or may involve a smaller number of members selected by the Board for that subject and representing that Board with power to agree a final classification on its behalf. The other subject will be represented by a number of members of the Board of Examiners for that subject. These representatives will have authority to agree the final classification to be awarded for the joint/combined honours degree and will convey the views of the earlier Board of Examiners, including those of External Examiner(s) present, to the later meeting. At the later meeting each of the subjects will have an equal weighting in decision making in determining the final degree classification. Where practicable the unapproved grades for the subject which has the later Board of Examiners meeting will be made available to the earlier Board of Examiners to enable it to discuss the final classification appropriate in light of these.

Subject to the agreement of the conveners of both subject Boards of Examiners, and subject to the conditions set out in the Guide to the Code of Assessment<sup>27</sup> being met, the decisions on classifications of joint or combined honours degrees for the programme can be taken via correspondence between the Boards of Examiners.

16.67 If a Board of Examiners suspects, on the basis of evidence before it, that a disciplinary offence has been committed by a candidate in respect of the assessment, the Board shall invoke the provisions of the Statement on Plagiarism (Regulation 32) or Code of Student Conduct (Regulation 33), as appropriate.

16.68 Academic Policy & Governance shall forward External Examiners' reports to Schools within eight weeks of receipt identifying points to which a response is required. The Head of School shall arrange for External Examiners' reports to be considered by a School meeting and for appropriate responses to be made to specific recommendations made by the External Examiner: such responses to be conveyed within three months of receipt to Academic Policy & Governance.

16.69 The Head of School shall ensure that the assessment scheme and its operation are monitored through the Annual Monitoring Report on the course.

16.70 The Head of School shall encourage staff to take advantage of opportunities provided by the University to develop their knowledge of assessment procedures and practices with a view to ensuring that assessment schemes are effective and appropriate.

### **Central Administration of Assessment**

16.71 Where an examination is a component of a summative assessment scheme the Head of the Registry shall, in conjunction with the Assessment Officer responsible for the course determine a suitable date and time for the examination,<sup>28</sup> and for examinations held on campus:

- a) allocate adequate accommodation, scripts and other materials as appropriate for the number of candidates to be examined;
- b) provide for secure delivery of the examination paper(s) to the accommodation.

The Head of Registry may delegate all or part of this to the Assessment Officer responsible for the course.

16.72 Academic Policy & Governance shall determine and administer procedures to be followed in respect of the appointment, reporting, remuneration and payment of expenses of External Examiners. Procedures shall include provision for the instruction of individual External Examiners to ensure that they understand and can fulfil their responsibilities.

16.73 The Head of Registry shall:

- a) provide lists of candidates upon which the official return of the results shall be made by the Assessment Officer;

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<sup>27</sup> The conditions will be set out in the 2024-25 edition of the Guide to the Code of Assessment, which will be published prior to the start of the 2024-25 academic session.

<sup>28</sup> In scheduling examinations, the Registry shall take reasonable steps to ensure that no candidate is normally required to sit more than three examinations in two days and shall avoid, as far as possible, a candidate sitting a morning examination the day after an evening examination.

- b) prescribe the way in which each result shall be recorded and the completed lists returned;
- c) reject any returned list which does not conform to the prescription;
- d) authenticate the accepted lists for releasing the results.

16.74 Responsibility for releasing the results on behalf of Senate shall rest solely with the Head of the Registry who shall determine and administer, subject to the approval of Senate, appropriate procedures for processing the overall assessment results provided by the Assessment Officer(s) for a course to enable:

- a) the publication of results via any internet-enabled computer either on or off-campus;
- b) the recording of results on the candidates' central records maintained by the Registry.

Candidates, nonetheless, are responsible for informing themselves of the results.

16.75 It shall be stated that all released results are subject to correction in the event of detection of an error.

16.76 If an error is detected in the return made to the Registry or in the published result, and the Exam Board determines the correct result, then:

- a) where the erroneous result is less advantageous than the result to which the candidate is entitled, the Clerk of Senate shall be informed and shall authorise the Head of Registry to correct the result;
- b) where the erroneous result is more advantageous than the result to which the candidate is entitled, the School will inform the candidate of the error and also the Head of the Registry, who in turn will immediately alert the Clerk of Senate. The Clerk of Senate shall initiate a reconsideration of the result in conjunction with the relevant Head of College and Head of School and the Head of Registry; they may decide to sustain or correct the result in the light of all the factors known to them and shall communicate their decision forthwith to the Head of Registry.

In either case the Head of Registry shall communicate the outcome to the candidate in writing and shall correct if necessary the candidate's record. Any decisions regarding further progression or award dependent on the incorrect result shall be null and void, and the candidate reconsidered on the basis of the correct result.

16.77 The Registry shall produce and make available a transcript of the results obtained by each candidate which shall conform in scope and layout to principles agreed by Senate.

16.78 Exceptionally when on an occasion some provisions of this Code have not been followed, the assessment results shall remain valid provided that the Head of the Registry, in consultation with the Clerk of Senate, is satisfied that the assessment has been conducted substantially in accordance with the Code.

### **Assessment of Study Abroad**

- 16.79 a) A candidate may undertake a period of study at another institution as part of their degree programme provided that this has been approved according to the process established for that programme.
- b) Grades achieved at, and reported by, that other institution must be converted into grades as set out in [Schedule A](#) or [Schedule B](#) (as appropriate) and taken account of in determining the candidate's final degree.
  - c) Before commencing the period of study at another institution candidates must be informed of the process by which their grades from that other institution will be converted as set out in (b) and should normally be provided with a conversion table showing the equivalences between grades awarded at the other institution and the grades set out in Schedule A or Schedule B. The process must normally incorporate the possibility of the candidate making representations to the coordinator or committee which is charged with converting grades.
  - d) The processes adopted within each programme and the conversion tables must be notified to the appropriate College Dean(s) of Learning & Teaching.
  - e) In carrying out the conversion of grades the conversion table may be departed from in light of additional relevant information available to the coordinator or committee which performs the conversion.
  - f) The converted grades must be approved by the appropriate Board of Examiners.
  - g) Assessed work completed and assessed at another institution must not be reassessed at the University of Glasgow.
  - h) Appeals may be made in accordance with the terms of the prevailing Appeals Code.

### **Assessment of Visiting Students**

16.80 A visiting candidate is a candidate undertaking a period of study at the University of Glasgow as part of their degree programme at another institution.

A visiting candidate may be permitted to take any course at the University of Glasgow, including those which normally contribute to an honours programme.

The scheme of assessment for a course shall normally be the same for a visiting candidate as for a University of Glasgow candidate, though this scheme may be varied in the event that the visiting candidate is required to return to their home

institution before all course assessment has been completed. In considering variation of the scheme of assessment and the components of a varied scheme of assessment for a visiting candidate:

- a) Requirements of the visiting candidate's home institution shall be taken into account.
- b) A visiting candidate may be required to complete an alternative component or components of assessment before leaving Glasgow or may be required to complete outstanding components of assessment at their home institution.
- c) Where a course's scheme of assessment includes a component taken under examination conditions, the varied scheme shall normally include a component of assessment under examination conditions.

A visiting candidate who attends the University of Glasgow for less than the full duration of a course shall be awarded credit in proportion to the amount of teaching time attended.

Course results for a visiting candidate must be confirmed by a University of Glasgow Board of Examiners. Where a visiting candidate finishes their studies at Glasgow before the scheduled meeting of the Board of Examiners, provisional results must be provided to the visiting candidate as soon as practicable. Where the candidate's home institution requires a confirmed result prior to the scheduled meeting of the University of Glasgow Board of Examiners, an interim Board must be convened.

## SCHEDULE A

Primary Grade	Gloss	Secondary Band*	Grade Point	Primary Verbal Descriptors for Attainment of Intended Learning Outcomes
A	Excellent	A1 A2 A3 A4 A5	22 21 20 19 18	Exemplary range and depth of attainment of intended learning outcomes, secured by discriminating command of a comprehensive range of relevant materials and analyses, and by deployment of considered judgement relating to key issues, concepts and procedures
B	Very Good	B1 B2 B3	17 16 15	Conclusive attainment of virtually all intended learning outcomes, clearly grounded on a close familiarity with a wide range of supporting evidence, constructively utilised to reveal appreciable depth of understanding
C	Good	C1 C2 C3	14 13 12	Clear attainment of most of the intended learning outcomes, some more securely grasped than others, resting on a circumscribed range of evidence and displaying a variable depth of understanding
D	Satisfactory†	D1 D2 D3	11 10 9	Acceptable attainment of intended learning outcomes, displaying a qualified familiarity with a minimally sufficient range of relevant materials, and a grasp of the analytical issues and concepts which is generally reasonable, albeit insecure
E	Weak	E1 E2 E3	8 7 6	Attainment deficient in respect of specific intended learning outcomes, with mixed evidence as to the depth of knowledge and weak deployment of arguments or deficient manipulations
F	Poor	F1 F2 F3	5 4 3	Attainment of intended learning outcomes appreciably deficient in critical respects, lacking secure basis in relevant factual and analytical dimensions
G	Very Poor	G1 G2	2 1	Attainment of intended learning outcomes markedly deficient in respect of nearly all intended learning outcomes, with irrelevant use of materials and incomplete and flawed explanation
H			0	No convincing evidence of attainment of intended learning outcomes, such treatment of the subject as is in evidence being directionless and fragmentary
CR	CREDIT REFUSED			Failure to comply, in the absence of good cause, with the published requirements of the course or programme; and/or a serious breach of regulations

\* The Secondary Band indicates the degree to which the work possesses the quality of the corresponding descriptor.

† This gloss is used because it is the lowest grade normally associated with the attainment of an undergraduate award. Undergraduate students should be aware that progress to most honours programmes require a grade above D in certain courses. Postgraduate students should be aware that on most programmes an average above D in taught courses is required for progress to the dissertation at Masters level. Students should consult the appropriate degree regulations and course documentation for the grades they require to progress to specific awards.

## SCHEDULE B

Grade	Gloss	Range of Mean Grade Points	Grade Points for Aggregation	Verbal Descriptors for Attainment of Intended Learning Outcomes Relating to Professional, Practical or Clinical Competence
A0	Excellent	18 – 22	22	Exemplary and polished demonstration of the required skill(s), displaying underpinning knowledge, sound judgement and appropriate professional values, as evidenced by focussed sensitivity to the context, the needs of any subject, and the wider implications of the candidate's actions
B0	Very Good	15 – <18	17	Efficient and confident demonstration of the required skill(s), displaying underpinning knowledge, sound judgement and appropriate professional values, as evidenced by an evident appreciation of the possible implications of the candidate's actions, demonstrating initiative and flexibility of approach
C0	Good	12 – < 15	14	Clear demonstration of attainment of the required skill(s), displaying underpinning knowledge, good judgement and appropriate professional values, as evidenced by familiarity with how to proceed in a range of contexts
D0	Satisfactory	9 – < 12	11	Adequate independent performance of required skill, displaying underpinning knowledge, adequate judgement and appropriate professional values, suitable to routine contexts
E0	Weak	6 – < 9	8	Adequate independent performance of some but not all required skills. Some knowledge, judgement and professional values that indicate an awareness of personal limitations
F0	Poor	3 – < 6	5	Presently inadequate independent performance of the required skill. Knowledge, judgement and professional values are at least sufficient to indicate an awareness of personal limitations
G0	Very Poor	1 – <3	2	Wholly inadequate performance of the required skill, lacking in secure base of relevant knowledge and poor use of such knowledge, showing fundamental misunderstanding and misinterpretation. Evidence of poor judgement and professional values
H		0 – <1	0	Not presently capable of independent performance of the required skill, lacking self-awareness of limitations, and prone to errors of judgement and faulty practice
CR	CREDIT REFUSED			Failure to comply, in the absence of good cause, with the published requirements of the course or programme; and/or a serious breach of regulations

## **APPOINTMENT OF EXTERNAL EXAMINERS FOR TAUGHT COURSES AT UNDERGRADUATE AND POSTGRADUATE LEVEL**

**Regulation 23**

23.1 External Examiners are usually appointed for four years, normally commencing on 1 October and completing their term of office on 30 September four years later. Once an External Examiner's four-year term of office has expired, they may not be re-appointed as an External Examiner for the University until five years have elapsed.

Occasionally, an External Examiner may have been appointed for a term of office of less than four years. In such cases, the examiner's term of office may be extended, on application to Academic Policy & Governance.

Academic Policy & Governance advises Heads of School or their nominee (hereinafter referred to as Head(s) of School) when an External Examiner's appointment is due to expire and requests that steps be taken to appoint a replacement, except by agreement of the Senate.

### **Appointment Process**

1. Head(s) of School completes a [nomination form](#) and signs it. The form must be signed and endorsed by all the Head(s) of School, contributing to the course/programme. The following documents must be included with the nomination form:
  - A copy of the nominee's passport
  - A copy of the nominee's CV

In the case of intercalated degrees, due to the number of Schools involved, it is acceptable for the nominating School to obtain agreement via email from the other participating Schools and for the head of the nominating School only to sign the form. Evidence of these agreements should be included with the original nomination form.

2. The form is then passed to Academic Policy & Governance for approval.
3. After consideration and approval, an appointment letter is sent to the examiner. Copies of this appointment letter are also sent to the Head of School Administration.

### **Appointment**

On appointment External Examiners receive the following information:

- Note of Guidance for External Examiners for Undergraduate and Postgraduate Courses
- Guide to the Code of Assessment – Grading Student Performance
- Code of Assessment
- Registration Form

## **DEGREE EXAMINATION ENROLMENT – UNDERGRADUATE, DIPLOMA AND OTHER COURSES**

**Regulation 10**

10.1 Students who have registered and enrolled in courses of the University are deemed to be entered once for the degree examinations appropriate to those courses. Students who have to resit an examination are required to enrol for this. No resit enrolment fee is charged, except in the case of International Resit Examination Arrangements. Please see Code of Practice for Exceptional International Examination Arrangements (Regulation 25).

10.2 Students who are eligible by virtue of previous attendances to sit degree examinations must register for the examinations with an 'Exams Only' status at the normal registration period at the beginning of the session and pay a fee in lieu of full registration.

## **INVIGILATION<sup>29</sup>**

**Regulation 21**

21.1 For each examination<sup>30</sup> the Registry shall name invigilators as prescribed by Senate and shall be responsible for informing invigilators of their period and conditions of duty, including the obligation to be present a minimum of 15 minutes before the examination begins. The Registry shall ensure that each invigilator has a copy of the Rules for Invigilation.

21.2 Arrangements for examinations for students with examination adjustments should be made in accordance with the rules relating to Examination and other Assessment Arrangements for Students with Disabilities (§24.1 - §24.19). This includes the requirement on Heads of School or their nominee to make any special invigilation arrangements which have been approved.

21.3 The Rules of Invigilation (Regulation 22) shall be available to all invigilators at the Examination Halls and must be followed by all invigilators. Notes of Guidance give invigilators further guidance on the application of the Rules.

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<sup>29</sup> Regulations 17, 21, 22 and 25 apply to on campus examinations.

<sup>30</sup> For Regulations 21 and 22, 'examination' means in-person examinations held on University campuses or other agreed venues.

**Appointment of Invigilators**

22.1 The Registry shall appoint invigilators and provide them with timetables giving the days, hours and places of the various examinations.<sup>30</sup> A minimum of one invigilator is required for every 75 candidates. The Registry shall ensure that each invigilator has a copy of the Rules of Invigilation, including the Instructions to Candidates, and carries out their duties in accordance with the rules. Invigilators should also be aware of the rules relating to Examination and other Assessment Arrangements for Students with Disabilities (§24.1 - §24.19).

**Attendance and Distribution of Papers**

22.2 Each invigilator must be present in the examination room at least 15 minutes before the examination begins and during the whole examination. Before the examination commences, invigilators must check that all the examination papers are in order and any supplementary material required is in place.

**Instructions to Candidates**

22.3 The Instructions to Candidates on their Conduct in Written Examinations (Regulation 17) form part of the Rules of Invigilation and invigilators must ensure that they are followed.

**Admission of Candidates and Start of Examination**

22.4 All invigilators present should agree when candidates should be admitted to the Hall and should ensure that students granted extra time and already in the Hall suffer as little disruption as possible.

22.5 Before announcing the start of the examination, one of the invigilators should:

- 1) instruct candidates to complete a Candidate's Attendance Form;<sup>31</sup>
- 2) read out the fire safety notice;
- 3) issue any other instructions which the invigilators deem appropriate.

**Duties During the Examination**

22.6 Invigilators, while on duty, must give their whole attention to watching the candidates, and must on no account read or engage in any occupation which would distract their attention from their proper duty. Invigilators are not to answer inquiries by candidates regarding the meaning of examination questions: the candidate is simply to be told to take a reasonable view of the meaning of the question, and in cases where there is any doubt, to note in their answer what view of the meaning they take; but an invigilator or a member of the School may remedy defects in the form of the printed examination papers, such as a defective rubric or a serious misprint, by announcement.

22.7 Once the examination has started, invigilators should collect the attendance slips and check Student ID cards; where a candidate has no card, the candidate's Attendance Form should be annotated by an invigilator and lodged with the Head of School or their nominee (hereinafter referred to as Head of School) who shall satisfy themselves of the bona fides of the student before releasing the scripts for marking.

**Improper Behaviour of Candidates**

22.8 If an invigilator has reason to suspect a candidate of behaving in any way that breaches examination rules, the candidate's name and table number should be noted and the circumstances reported to the Student Conduct Team.<sup>32</sup>

**First Aid Cover and Fire Safety**

22.9 A copy of the First Aid notice and Fire Safety notice on display in every Examination Hall will be provided to invigilators. It is the invigilator's responsibility to evacuate, manage and return candidates to the exam hall in the event of a fire alarm.

**Conclusion of Examination**

22.10 The end of the examination period must be announced. All scripts must be collected from each candidate individually and retained by the invigilators on behalf of the School. The School envelope should be taken or sent back to the School. Before leaving the room, an invigilator must complete a report to the Registry on the form provided showing the number of candidates at the examination and the number of scripts collected: this report should be hand delivered to the Registry.

22.11 Invigilators must check the scripts received against the Candidate's Attendance Form in the event of any discrepancy. To preserve the anonymity of scripts all Candidate Lists and Attendance Forms must be lodged with the Head of School or other designated co-ordinator before the scripts are distributed for marking.

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<sup>31</sup> Candidates may also complete the front cover of script books prior to the start of the examination.

<sup>32</sup> Invigilators retain the right to remove candidates who are found to be causing a disturbance to other candidates.

## Illegible Examination Scripts

22.12 If examiners find a substantial part of an examination script to be illegible, the candidate in question will be required to come to the University to dictate their script to a third party in the presence of an invigilator. The invigilator will be in possession of a copy of the script in question in order to follow the candidate's dictation of their script. A charge will normally be levied for this procedure.

## INSTRUCTIONS TO CANDIDATES ON THEIR CONDUCT IN WRITTEN EXAMINATIONS<sup>29</sup> Regulation 17

17.1 Instructions to candidates on the Conduct of all Examinations held in-person in the University.

1. Candidates are required to obey the instructions of the invigilator. It is the duty of the invigilator to prevent any behaviour likely to cause disturbance to other candidates or to compromise the integrity of the examination. Candidates needing to leave the room for any purpose must first ask permission of the invigilator, who may accompany the candidate.
2. Every candidate shall display for the invigilator's inspection a valid Student ID card or other form of photographic identification.
3. Candidates are permitted to have the following items ONLY in their possession, including in pockets, during examinations (see also 4 below):
  - adequate stationery (pens, pencils, eraser, ruler, correction fluid (but not tape));
  - student ID card;
  - calculator of an approved type, if permitted for the examination, without cover or case;
  - water in a plain bottle, with any label removed;
  - additional materials which have been identified in the Disability Service's assessment of a student's exam support arrangements and noted on their student record.

**All other items are prohibited and must be removed prior to the start of the examination.** They must be placed with other personal possessions in a closed bag or container which will be kept under the seat or in a designated location in the exam room for the duration of the examination. This includes ALL electrical devices, such as phones and tablets (which must be SWITCHED OFF – not muted or in flight mode) and headphones as well as watches of any type. No item which may cause a nuisance to other candidates is permitted in the examination hall.<sup>33</sup>

4. Other than examination materials provided by the University, candidates shall not have access to any paper or book for the duration of the examination unless with the express written permission of the appropriate Head of School or their nominee (hereinafter referred to as Head of School).<sup>34</sup> Candidates must not write on any paper other than their answer book, including on any material permitted in an open-book examination unless otherwise instructed.
5. Unless with the express written permission of the appropriate Head of School,<sup>35</sup> candidates shall not give or receive any assistance, or communicate by any means with one another or with any person other than an invigilator at any time during the examination period.<sup>36</sup>
6. No calculator, nor any other portable electronic device, may be used by a candidate in an examination unless this is expressly authorised by the Head of School responsible for the examination. The authorisation will specify the type of calculator or other device authorised. Candidates shall normally be notified of the terms of this authorisation by the School via Moodle, and by other means as appropriate, confirmed by a statement in the instructions to candidates in the examination concerned. Candidates should note that calculators that are programmable, or have text storage or graphical functionality, are not permitted in any examination.<sup>33</sup>
7. Candidates must write legibly. If examination scripts are found to be illegible to a substantial degree, candidates will be required to come to the University to dictate their script(s) in the presence of an invigilator and a charge will normally be levied.
8. Candidates may not begin reading over or writing in script books or on answer sheets before the invigilator announces the start of the examination period and must cease writing immediately when the invigilator announces the end of the period. Candidates may fill in the candidate attendance sheet and front cover of script books, where applicable, prior to the announced start of the examination, but must not do so after the examination has ended.
9. No part of any answer book shall be torn out or removed from the examination room.

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<sup>33</sup> Any change in this regulation requires the prior agreement of the Senate.

<sup>34</sup> This permission will normally be in the form of a set of arrangements for an open-book or other non-traditional style of examination and will form part of the information provided to students at the beginning of the course that is being examined. Details should also be included in the rubric of the exam paper, for the attention of the invigilator(s).

<sup>35</sup> The extent to which collaboration may be allowed will form part of the information provided to students at the beginning of the course.

<sup>36</sup> Note – Exam conditions are in place from the moment the candidate enters the exam room.



10. In examinations of two hours or longer, no candidate shall ordinarily be allowed to enter the examination room after the first hour has expired, or to leave it within the first hour or the last half-hour. Invigilators will record the details of any instances where candidates enter or leave the examination room outwith the permitted times.
11. In examinations of less than two hours, no candidate will be permitted to exit during the exam.
12. In no case shall a candidate leave until an invigilator has collected their scripts or other examinable material.
13. These arrangements shall apply to all examinations, including those for the purpose of continuous assessment, held in the University.

Any candidate who contravenes any of these instructions will be liable to penalties under the Code of Student Conduct (Regulation 33), which may include expulsion from the University.

## **USE OF A COMPUTER IN AN EXAMINATION**

### **Regulation 18**

18.1 Where the Clerk of Senate has given permission for a student to use a computer in an examination, the Head of School or their nominee shall ensure that the current guidelines are followed (see §24.19).

## **USE OF DICTIONARIES BY STUDENTS IN EXAMINATIONS**

### **Regulation 19**

19.1 Dictionaries of any type are not permitted to be used in examinations except where the specific instructions for the examination permit it (for example, in some 'open-book' format examinations where students may access any material or book). In the event of any doubt, a candidate should check with their School in advance of such an examination as to what is permitted.

## **USE OF ELECTRONIC CALCULATORS BY STUDENTS IN EXAMINATIONS**

### **Regulation 20**

20.1 No calculator, nor any other portable electronic device, may be used by a candidate in an examination unless this is expressly authorised by the Head of the School or their nominee (hereinafter referred to as Head of School) responsible for the examination. This authorisation will specify the type of calculator or other device authorised. Candidates shall normally be notified of the terms of this authorisation by the School via Moodle, and by other means as appropriate, confirmed by a statement on the relevant examination paper.

20.2 In determining whether to authorise the use of calculators or other devices and the specification and/or make(s) and model(s) to be authorised, the Head of School shall take account of the object and design of the examination in question, and of an overarching requirement to safeguard the integrity of the examination and ensure that no candidate derives unfair advantage, nor is unfairly disadvantaged, as a consequence. Candidates should note that calculators that are programmable, or have text storage or graphical functionality, are not permitted in any examination.<sup>37</sup>

## **CODE OF PRACTICE FOR EXCEPTIONAL INTERNATIONAL EXAMINATION ARRANGEMENTS<sup>29</sup>**

### **Regulation 25**

25.1 Arrangements to sit examinations away from the University may be made for students in exceptional cases. Such arrangements will normally only be authorised for examinations which take place outside semesters 1 and 2. Such students will normally have their place of ordinary residence outside the UK and have difficulty returning to the University to sit examinations. In exceptional circumstances students whose place of ordinary residence is in the UK may also have international examination arrangements made in terms of clause 5. Requests to sit examinations elsewhere in the UK will only be considered in exceptional circumstances, such as serious medical grounds or bereavement.

### **25.2 Procedure**

1. Any international student requesting special arrangements to be made should submit the request to the Registry at the earliest opportunity to allow time for the arrangements to be made. (Requests must, in any case, be submitted prior to the relevant enrolment period for the examinations.) Requests for special arrangements may be rejected where the Registry considers that there is insufficient time from the receipt of the request to the date of the examination to reasonably allow for satisfactory arrangement to be made. In these circumstances the student will be expected to return to the University of Glasgow to undertake the examination.
2. The Registry will check that the student's recorded place of ordinary residence is outside the UK and that a suitable location for the examination can be found. This will normally be a British Council Centre in the country of residence. Where one does not exist an arrangement may be made by the Registry with a partner institution of the University of Glasgow in the country of residence. Failing this the student must travel to the nearest British Council or return to the University of Glasgow to undertake the examination.

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<sup>37</sup> Any change in this regulation requires the prior agreement of the Senate.

The agreement of the relevant Head of School or their nominee (hereinafter referred to as Head of School) will be sought regarding the appropriateness of the arrangements proposed.

3. All necessary arrangements will be made by the Registry.
4. The international examination must take place at the same time as the examination held in Glasgow.
5. Any requests for special arrangements away from Glasgow outwith the terms of these rules, including requests to sit exams elsewhere in the UK, will require the approval of the Clerk of Senate as well as the appropriate Head of School.
6. Students will be required to pay an administrative charge and to cover any other costs of the special arrangements made that may be charged by the venue. Details of current charges are available from the Registry.

## **CODE OF PROCEDURE FOR APPEALS BY STUDENTS AGAINST ACADEMIC DECISIONS**

## **Regulation 26**

The Code of Procedure for Appeals by Students against Academic Decisions is governed by Resolution No. 570 of the University Court.

### **26.1 Introduction**

The University has a duty to maintain and enhance the quality of provision for students and to provide an effective system for handling appeals and complaints. This section states the procedure for regulating appeals against academic decisions affecting students other than decisions taken in respect of proceedings under the Code of Student Conduct (Regulation 33) or the Complaints Handling Procedure (Regulation 29).

### **26.2 Principles**

26.2.1 A student should have a full opportunity to raise an appeal against an academic decision without fear of disadvantage and in the knowledge that confidentiality shall be respected.

26.2.2 Students should be directed to the website containing the Code of Procedure for Appeals by Students against Academic Decisions and should be provided with advice concerning sources of support and advice including the Students' Representative Council.

26.2.3 Clear guidance should be provided on the University website to direct a student to sources of advice with regard to the University's compliance with the Data Protection legislation and the Freedom of Information Act.

26.2.4 Members of College Appeals Committees and the Senate Appeals Committee should be appointed annually and should receive an annual briefing. A member should normally serve for a period of three years.

26.2.5 A representative of the student body who is present at an appeal as an observer should be given appropriate guidance.

26.2.6 The Senate Appeals Committee and each College Appeals Committee should provide an annual report to Senate containing a review of its activities in relation to academic appeals.

26.2.7 Where an appeal is upheld, the University should defray reasonable and proportionate incidental expenses necessarily incurred by the student in the process of pursuing the appeal. Incidental expenses do not include the cost of obtaining legal advice. This expense is not considered to be necessary as the processes of the University are provided as an alternative to the process of judicial review.<sup>38</sup>

26.2.8 The University reserves the right to suspend procedures for an appeal if the student behaves inappropriately. In such cases the Clerk of Senate or their nominee shall suspend procedures and advise the student accordingly. Misconduct may be deemed to be in breach of the Code of Student Conduct and disciplinary proceedings invoked.

### **26.3 Definition of an Appeal**

26.3.1 An appeal is defined as a request for a review of a decision of an academic body charged with making judgements concerning student progression, assessment or awards.

26.3.2 A student may appeal (request a review of an academic decision) on the grounds of defective or unfair procedure by the academic body or a failure of the academic body to take account of medical or adverse personal circumstances submitted in accordance with the Code of Assessment (Regulation 16).

26.3.3 A student may appeal on the grounds of medical or adverse personal circumstances that were not previously presented to the relevant academic body, if good reason is provided for the failure to present these circumstances in accordance with the standard procedure.

26.3.4 The provision for medical evidence or evidence of adverse personal circumstances is not designed to compensate for underperformance due to these circumstances nor are Examiners expected to infer how a candidate might have

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<sup>38</sup> <https://www.gla.ac.uk/myglasgow/apg/studentcodes/academicappealsstaff/expenses/>

performed if unaffected. Provision of such evidence shall not result in the candidate receiving a higher grade or classification.

26.3.5 The provision for taking account of adverse medical or personal circumstances in the Code of Assessment concerns the sudden onset of illness or adverse personal circumstances affecting the student. It is not intended to apply to chronic or persistent illness or to long-term adverse personal circumstances affecting a student's preparation for examinations and/or attendance at examinations or the submission of written work by the due date. **Examiners will mark and classify the performance as it stands and will not judge undemonstrated capability.** Where there is chronic illness, good cause shall only be established where the candidate's performance has been compromised by a sudden severe episode of the illness.

26.3.6 **A student may not appeal to a College or to the Senate Appeals Committee against an academic decision in respect of marks awarded for academic work (other than the imposition of a penalty<sup>39</sup>), decisions of examiners or other matters of academic judgement unless the grounds of the appeal are contained in §26.3.2 and §26.3.3.**

26.3.7 **A former student may not appeal once they have graduated from the University. By graduating, the former student is deemed to have accepted the award made by the Board of Examiners and the decision of the appropriate College. Exceptionally, if evidence emerges that the conduct of the Board of Examiners was defective or that the Board was deprived of essential information, an appeal may be allowed.**

## 26.4 The Appeal Process

26.4.1 The Senate is charged by the *Universities (Scotland) Acts* with a duty to superintend the teaching of the University. This is understood to include examining. The Senate has authorised the establishment of College Committees to hear appeals in the first instance, as specified in the Code of Procedure for Appeals to a College Appeals Committee (Regulation 27).

26.4.2 A student may further appeal against the decision of the relevant College Appeals Committee to the Senate Appeals Committee. The Code of Procedure for Appeals to the Senate Appeals Committee (Regulation 28) is set out, after the College Appeals Code.

26.4.3 Where the appeal is made to the Senate Appeals Committee on the grounds that the disposal at College level was manifestly unreasonable, the appeal must clearly and fully specify in what respects the student believes the College Appeals Committee was mistaken in its decision.

26.4.4 Section 6(2) of the *Universities (Scotland) Act, 1889*, gives the University Court power to review any decision of the Senate Appeals Committee. The University Court has devolved its responsibilities in this respect to an external adjudicator.<sup>40</sup> Although the decision of the external adjudicator is not legally binding on the University Court, the expectation is that the University Court shall accept the decision and any accompanying recommendations.

## CODE OF PROCEDURE FOR APPEALS TO A COLLEGE APPEALS COMMITTEE

## Regulation 27

(For Undergraduate, Taught Postgraduate and Research Postgraduate Students)

The Code of Procedure for Appeals to a College Appeals Committee is governed by Resolution No. 570 of the University Court.

### 27.1 Informal Resolution

Prior to submitting a formal appeal to College, students are advised to discuss the matter with an Adviser of Studies or equivalent, Supervisor or Course Co-ordinator in an attempt to resolve the matter informally. The Students' Representative Council Advice Centre<sup>41</sup> can provide advice and assistance to a student in seeking an informal resolution.

### 27.2 College Appeals Committee - Jurisdiction

27.2.1 The jurisdiction of the College Appeals Committee shall comprise all academic decisions concerning progress, assessment or award other than decisions taken in respect of proceedings under the Code of Student Conduct (Regulation 33), the Complaints Handling Procedure (Regulation 29) or the Procedure for Determining Fitness to Practise (Regulation 36).

27.2.2 The Committee shall not have authority to alter an academic decision. If relevant factors are raised by the appeal which should have been made known to the Board of Examiners or which the Board failed to take into account, the Committee shall instruct the Board to reconvene to reconsider the assessment.

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<sup>39</sup> For example, an appeal may be made against a reduction in grade or secondary band imposed under the University's *Penalties for Late Submission of Assessment* which are stated in the Code of Assessment (Regulation 16).

<sup>40</sup> External adjudication will be provided by the [Scottish Public Services Ombudsman](#).

<sup>41</sup> The Students' Representative Council Advice Centre can be contacted at [advice@src.gla.ac.uk](mailto:advice@src.gla.ac.uk) and can provide advice on all stages of the appeals process.

27.2.3 The Committee shall not have authority to permit the resubmission of a thesis for a degree by research where a Committee of Examiners following due process, has recommended rejection of the thesis or resubmission for a lower degree. If the appeal reveals failure on the part of a College to meet the standards set by the Code of Practice for Postgraduate Research Degrees, the student may raise a complaint under the Complaints Handling Procedure (Regulation 29).

## 27.3 Lodging an Appeal

### Time within which an appeal is to be lodged and late appeals

27.3.1 Where an appeal lies against an academic decision in terms of §26.3; *Definition of an Appeal*, the appeal or an intention to appeal shall be submitted in writing to the relevant contact in the College Academic & Student Administration Team<sup>42</sup> within 10 working days<sup>43</sup> of the student being informed of the decision against which they are appealing. Where an intention to appeal is submitted, the full appeal, including the grounds, remedy and all supporting evidence shall be submitted within 20 working days of the student's intention to appeal submission.

27.3.2 The timescale of 10 working days to intimate an intention to appeal combined with 20 working days to submit an appeal is designed to provide sufficient time for preparation of the appeal. Students are responsible for ensuring that arrangements such as consultations with representatives, and data requests made under Data Protection or Freedom of Information legislation, are initiated at the beginning of the process. In considering any request from a student for an extension to the normal timescale for submission of an appeal, the timeliness of the student's own actions will be taken into account.

27.3.3 An application for an extension of time for submitting (i) an intention to appeal beyond 10 working days, or (ii) an appeal and complete paperwork beyond 20 working days after submitting an intention to appeal, shall be made in writing to the relevant contact in the College Academic & Student Administration Team for the attention of the Convener of the College Appeals Committee and shall state the grounds on which an extension of time is sought and be accompanied by such evidence of medical or other adverse personal circumstances as are relevant to the application for additional time. The application should include sufficient information about the appeal itself to identify the assessment in question and give an indication of the nature of the appeal.

27.3.4 An application for an extension of time for submitting an appeal, or an intention to appeal, shall not be granted unless the Convener or Vice Convener<sup>44</sup> of the College Appeals Committee is satisfied that the student was precluded from submitting within the timescales set out in §27.3.1 as a result of serious illness or other circumstances which are both exceptional and relevant to the appeal.

27.3.5 Documents required for the consideration of an appeal shall be treated as having been given or sent on the day that they are received by the College Academic & Student Administration Team; and any letter or document sent to any person including the student in connection with the appeal shall, if sent to the person's last notified address, be treated as having been given or sent on the day that it was posted or emailed.

### Grounds for Appeal

27.3.6 A College Appeals Committee shall entertain an appeal against a decision of an academic body only on the following grounds:

- i) unfair or defective procedure;
- ii) a failure to take account of medical or other adverse personal circumstances;
- iii) there are relevant medical or other adverse personal circumstances which for good reason have not previously been presented.

27.3.7 In the case of a claim of unfair or defective procedure, evidence in the form of written statements or formal documents such as the Minute of the Board of Examiners must be provided. Advice on a subject data access request can be obtained from the [Data Protection Office](#).

27.3.8 In the case of a claim of a failure to take account of medical or other adverse personal circumstances, the student shall be referred to §26.3; *Definition of an appeal*.

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<sup>42</sup> A list of the contacts in College Academic & Student Administration is provided at <https://www.gla.ac.uk/myglasgow/app/studentcodes/academicappealsstudents/>.

<sup>43</sup> For the purposes of this Code, Monday to Friday are counted as working days except when the University is closed for a [public or other Holiday](#). Saturdays and Sundays are not counted as working days.

<sup>44</sup> In the event that neither the Convener nor the Vice Convener is available or where a conflict of interests precludes both from involvement in a case or in a particular stage of a case, the Head of College shall nominate another member of the College Appeals Committee to act as Convener. From this point onward in the Code, the term 'Convener' refers to the Convener of the College Appeals Committee, the Vice Convener, or a member of the College Appeals Committee nominated by the Head of College.

### **Submission of Appeal Form**

27.3.9 In order to appeal, students must complete an [Appeal Form](#). It is the student's responsibility to ensure that all information required to consider the appeal is submitted by the relevant deadline. Additional submissions will not normally be accepted.<sup>45</sup>

27.3.10 An appeal will not be considered by the College Appeals Committee unless an Appeal Form has been completed.

27.3.11 To complete an Appeal Form, students will need to state:

- i) the name and address of the student, the student ID number and the email address to be used for correspondence (the student email address will be used unless otherwise instructed by the student);
- ii) the decision appealed against;
- iii) all the grounds for the appeal: additional grounds may be admitted subsequently only at the discretion of the Convener; additional grounds presented at a hearing may lead to adjournment of the hearing;
- iv) the remedy or remedies which the student seeks.

27.3.12 Students must submit all relevant evidence with their Appeal Form. Guidance on appropriate evidence is set out in the Form.

### **Evidence of medical or other adverse personal circumstances**

27.3.13 A student who wishes to appeal on grounds of medical circumstances shall provide a medical report<sup>46</sup> from their General Practitioner, or Hospital Consultant. The medical report shall detail the severity, duration and possible impact of the medical condition on the student's academic performance.

27.3.14 Where the student wishes to appeal on the grounds of other adverse personal circumstances, a written statement by an independent witness must be provided. The report shall detail the severity, duration and possible impact of the circumstances.

27.3.15 Where the student has failed to notify the Head of School or their nominee of medical or other adverse personal circumstances in compliance with §16.46 of the Code Assessment, the Appeal Form shall contain a statement explaining the exceptional circumstances which prevented notification at the relevant time.

27.3.16 Evidence should consist of complete documents that are clearly dated. Non-textual images will not normally be considered. Evidence put forward to support the appeal which is suspected of being dishonest or to have been dishonestly acquired may be referred for investigation under the Code of Student Conduct.

## **27.4 College Appeals Committee - Constitution**

27.4.1 Each College shall establish a College Appeals Committee (hereinafter referred to as 'the Committee') which shall have full powers to decide appeals.

27.4.2 The Committee shall be constituted as follows:

- i) The Committee shall be convened by the Convener of the College Appeals Committee. In addition, the Head of College shall nominate from the membership of the College Appeals Committee a Vice Convener.
- ii) Up to 14 members will be drawn from the membership of the College, with representation from each of the Schools within the College. The membership will be individuals with experience of assessment, teaching and supervision at undergraduate and postgraduate (including research) levels.
- iii) Members of other College Appeals Committees of the University may also be co-opted onto the College Appeals Committee to hear specific appeals with the proviso that they must not have had any involvement with the academic decision being appealed against.

27.4.3 The membership of the Committee shall be reported to Senate annually. Members shall normally serve for a period of three years.

27.4.4 No member of the Senate Appeals Committee shall be entitled to serve on the Committee. Where a member of the Committee has participated directly in the decision appealed against, that member shall not sit for that individual appeal.

27.4.5 The quorum of the Committee to consider a specific student appeal shall be three; this shall comprise the Convener, plus at least two members who can each be drawn from either section (ii) or (iii) in §27.4.2.

27.4.6 The Committee may have the assistance of legal advisers.

27.4.7 A member of the College Academic & Student Administration Team shall act as Clerk to the Committee.

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<sup>45</sup> The Students' Representative Council Advice Centre ([advice@src.gla.ac.uk](mailto:advice@src.gla.ac.uk)) can assist students with completion of the Appeal Form and identifying the relevant ground(s) for appeal.

<sup>46</sup> Students who require financial assistance with the cost of obtaining evidence may be able to access [Financial Aid](#) from the University. The Students' Representative Council (SRC) Advice Centre ([advice@src.gla.ac.uk](mailto:advice@src.gla.ac.uk)) can advise on other sources of financial assistance.

## **27.5 Consideration of Appeals**

### **Power to give directions**

27.5.1 The Convener of the College Appeals Committee may direct the student (or their representative) or any party to the proceedings to furnish additional evidence, information or explanation as may be thought to be appropriate.

27.5.2 A direction to the student (or their representative) shall state the period of time by which the student shall respond in writing following which the appeal may be dismissed by the Convener of the College Appeals Committee.

### **Preliminary Review**

27.5.3 Prior to consideration of an appeal by the College Appeals Committee, the Convener of the College Appeals Committee will review the student's appeal to determine whether it raises one or more competent grounds for appeal. In cases where a student has appealed on the ground of relevant medical or other adverse personal circumstances which for good reason have not previously been presented, the Convener will make a judgement as to whether the student has submitted competent reasons for those circumstances not having been previously presented.

27.5.4 The College Appeals Committee will only consider an appeal in relation to the ground or grounds found by the Convener to be competent.

27.5.5 In the event that any of the grounds are found not to be competent, the Convener's decision and the reasons for the decision shall be communicated to the student.

27.5.6 In relation to any grounds found by the Convener not to be competent, the student shall have the right to request a review of that decision by making a referral in accordance with §28.7.3 of the Code of Procedure for Appeals to the Senate Appeals Committee, and this must be resolved before the College Appeals Committee considers any of the student's competent grounds for appeal.

### **Consideration by the Committee**

27.5.7 The Convener of the College Appeals Committee, in consultation with two members of the College Appeals Committee, may make a decision without a hearing where the paperwork is comprehensive and informative and no further information is required from the student or where the student is no longer available for a hearing.<sup>47</sup> The Committee may:

- i) dismiss the appeal because the subject-matter does not fall within the scope of §27.3.6;
- ii) dismiss the appeal because no competent grounds have been stated or because the appeal is frivolous or vexatious or because the appeal is out of time or because the student failed to comply with a direction made;
- iii) dismiss the appeal because it does not establish a case that the decision appealed against involved defective or unfair procedure, or a failure to take relevant evidence of adverse personal circumstances into account;
- iv) dismiss the appeal because the evidence submitted could reasonably have been presented to the Board of Examiners or other academic body;
- v) refer the appeal directly to the appropriate academic body responsible for the application of the progress regulations or to the Board of Examiners with whatever guidance or direction they consider appropriate;
- vi) refer the appeal to a full hearing before the College Appeals Committee. Provision of a hearing does not imply that a case has been established.

27.5.8 The Convener of the Committee may also take such other interim action by way of direction as they deem appropriate.

27.5.9 The Clerk to the Committee shall state in the outcome letter to the student (or their representative) the reasons for the decision and shall provide the papers which were considered by the Committee.

27.5.10 In cases where the student considers there to be new evidence relevant to the appeal, or that the disposal of the appeal by College was manifestly unreasonable or involved defective procedure, the student should follow the procedure for appealing to the Senate Appeals Committee.

## **27.6 Arrangements for a Hearing Before the College Appeals Committee**

### **Timing of the hearing**

27.6.1 When a hearing is required, the Committee shall meet within 20 working days of receipt of the appeal. Where this is not possible the student should be informed as soon as possible within the 20 day period and be given the reason(s) for the delay.

### **Preparation of papers**

27.6.2 The Clerk of the Committee shall:

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<sup>47</sup> The timing for the consideration and notification of the appeal outcome should not exceed that set for cases considered by a full hearing as specified in §27.6.1 and §27.10.4 of this Code. Therefore the decision should be issued within 30 working days of receipt of the Appeal Form. Where this is not possible the student should be informed as soon as possible of the reason for the delay.

- i) request reports and information including information relating to the manner in which the decision appealed against was reached;
- ii) request the attendance of any person or persons whose presence is necessary for the hearing of the appeal;
- iii) provide the student (or their representative), normally 10 working days in advance of the hearing, with a copy of all papers which will be before the Committee and the names of those persons who will be in attendance. The papers will normally be sent by email unless other means are requested by the student;
- iv) notify the student (or their representative) no less than five working days prior to the hearing of the date, time and location of the hearing and the names of the members of the Committee who will consider the case.

### **27.7 Attendance at Hearing**

27.7.1 Where the student is prevented from attending by ill health, the hearing shall normally be deferred on submission of medical evidence. If the student does not attend on the date appointed and no notification of the absence has been received, if the Convener is satisfied that the student has received due notice of the hearing, the Committee may proceed to deal with the case and to reach a decision in the student's absence.

27.7.2 The student shall have the right to be accompanied, assisted or represented at the hearing by one of the following: a parent or guardian; a fellow student or other friend; an Adviser from the Students' Representative Council Advice Centre; a member of University staff, or any other person. Where the student seeks to have two individuals in attendance, one shall attend as an observer only. The student shall provide the name of any person or persons they wish to attend in this capacity to the Clerk of the Committee no later than 10 working days before the date of the hearing.

27.7.3 The student may name any person or persons they wish to be present to provide evidence on their behalf. The name of any person or persons called by the student to provide evidence shall be provided to the Clerk of the Committee no later than 10 working days before the date of the hearing. The student shall be responsible for arranging the attendance of such persons at the hearing with the exception of members of staff of the University who shall be notified of the date, time and location of the hearing by the Clerk to the Committee.

27.7.4 If any person or persons are unable or unwilling to attend the hearing, the Convener of the Committee shall be responsible for deciding if the hearing should proceed on the date arranged or be deferred. A written statement may be presented by any person who has been invited to attend the hearing but is not available at the date specified.

27.7.5 The hearing shall be held in private. Strict confidentiality shall be observed.

### **27.8 Expert Advice**

27.8.1 Where the Committee requires the advice of an expert to deal with a question of fact or special difficulty, such an expert shall provide a written report and where appropriate shall be invited to attend the hearing to provide evidence.

### **27.9 Procedure for the Conduct of a Hearing**

27.9.1 The Committee shall rely only on evidence presented at the hearing. Unauthorised electronic recordings of previous meetings or events will not be admissible as evidence at the hearing.

27.9.2 The hearing shall be conducted in the presence of all persons invited to attend to provide evidence.

27.9.3 Any unauthorised electronic recording of the hearing is expressly forbidden by the University and may constitute an offence in terms of the Code of Student Conduct.

#### **Statements**

27.9.4 At the hearing:

- i) The Convener shall invite the student and their representative to make a statement. If the student declines the invitation to make a statement, the Committee shall reserve the right to question the student directly.
- ii) The Committee shall then address any questions to the relevant parties including those appearing to advise the Committee and shall afford the student and their representative an opportunity to question the persons involved. All questions will be directed through the Convener.
- iii) The Committee shall consider any request from any person present at the hearing to make a statement or to put questions through the Convener to anyone whom the Committee has examined.
- iv) The Committee shall afford the student an opportunity to make a final statement or to have one made on their behalf.
- v) The Convener shall seek confirmation from all parties that all necessary and relevant information has been conveyed to the Committee, that the questioning is complete and that in the opinion of the student, the hearing has been conducted in a fair manner.

#### **Deliberation of the Committee**

27.9.5 Thereafter all persons except the Committee, its Clerk and any legal adviser appointed to advise the Committee shall retire while the Committee considers its decision. The Committee shall reach its decision or defer the decision pending further investigations.

### **Rules of evidence**

27.9.6 In reaching its decision, the College Appeals Committee shall not be bound by the rules of evidence. The Committee shall attempt to ascertain all relevant facts with a view to coming to a reasonable disposal.

### **Adjournment**

27.9.7 At any stage the Convener may adjourn the hearing if they consider this to be necessary.

### **27.10 Disposal**

27.10.1 The Committee shall decide the matter at the conclusion of its consideration of the appeal or as soon as possible thereafter.

27.10.2 The Committee may decide by a majority.

27.10.3 The Committee may:

- i) dismiss the appeal because the subject matter of the appeal does not fall within the scope of §26.3.
- ii) dismiss the appeal because the decision appealed against did not involve defective or unfair procedure, or a failure to take relevant medical or adverse personal circumstances into account.
- iii) dismiss the appeal because the new circumstances submitted by the student could reasonably have been previously presented;
- iv) dismiss the appeal because the new circumstances submitted by the student are not relevant or make no material difference to the consideration of the case;
- v) refer the appeal to the appropriate committee or to a Board of Examiners with whatever guidance or direction it considers appropriate;
- vi) uphold the appeal and grant whatever remedy it considers fair in the circumstances which does not involve overturning an academic judgement.

27.10.4 The decision and the reasons for the decision, with reference to any findings of fact, will be provided in writing to the student and their representative by email normally within 10 working days of the decision being determined. If it is not possible to provide the decision and the reasons for the decision within this timescale, the student will be informed of the reason for the delay and a new timescale will be provided.

27.10.5 Where an appeal is upheld, the University shall defray reasonable and proportionate incidental expenses necessarily incurred by the student in the process of pursuing the appeal.

27.10.6 Incidental expenses are those which arose out of the pursuit of an appeal. They might include travelling expenses or photocopying expenses. Expenses should be reasonable and proportionate. The claim should be supported by evidence in the form of receipts. Where the claim relates to travel expenses, these should be at the lowest rate that could be obtained taking account of the circumstances of the claim.

27.10.7 A claim for expenses should be made on a Complaints Expenses form and submitted to [senate-appeals@glasgow.ac.uk](mailto:senate-appeals@glasgow.ac.uk) within 20 working days of the date of the letter of outcome of the appeal.

### **27.11 Annual Review**

The College Appeals Committee shall review its proceedings annually.

## **CODE OF PROCEDURE FOR APPEALS TO THE SENATE APPEALS COMMITTEE**

## **Regulation 28**

The Code of Procedure for Appeals to the Senate Appeals Committee is governed by Resolution No. 570 of the University Court.

### **28.1 Senate Assessors for Appeals**

28.1.1 The University Senate shall appoint from its members two Senate Assessors for Academic Appeals, one of whom shall be the Senior Senate Assessor for Academic Appeals and the other shall be their deputy. Any of the duties of the Senior Senate Assessor may be performed by the Deputy Senior Senate Assessor. In the event that neither the Senior Senate Assessor nor their deputy is available or where a conflict of interest precludes both from involvement in a case or in a particular stage of the case, the Clerk of Senate shall nominate another member of the Senate Appeals Committee to act as the Senior Senate Assessor.

The term of office shall normally be three years.

28.1.2 The duties of the Senior Senate Assessor for Academic Appeals<sup>48</sup> shall include consideration of the admissibility of late appeals, directing the student with respect to further information, consideration of appeals, convening a hearing

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<sup>48</sup> From this point onward, the term 'Senior Senate Assessor' refers to the Senior Senate Assessor, their deputy or a nominated member of the Senate Appeals Committee.



before the Senate Appeals Committee, notifying the outcome to the student and reporting outcomes and any recommendations to Senate annually.

## **28.2 Jurisdiction of the Senate Appeals Committee**

28.2.1 The Senate Appeals Committee shall consider appeals by Undergraduate Students, Taught Postgraduate Students and Research Postgraduate Students against a decision of a College Appeals Committee which falls within the scope of grounds for an appeal to Senate.

28.2.2 The Committee shall not have authority to alter the decision of a Board of Examiners. If relevant factors are raised by the appeal which should have been made known to the Board of Examiners or which the Board failed to take into account, the Committee shall instruct the Board to reconvene to reconsider the assessment.

28.2.3 The Committee shall not have authority to permit the resubmission of a thesis for a degree by research where a Committee of Examiners following due process, has recommended rejection of the thesis or resubmission for a lower degree. If the appeal reveals failure on the part of a School or a College to meet the standards set by the Code of Practice for Postgraduate Research Degrees, the student may raise a complaint under the Complaints Handling Procedure ([Regulation 29](#)).

## **28.3 Lodging an Appeal**

### **Time within which an appeal is to be lodged and late appeals**

28.3.1 Where an appeal lies against a decision of the College Appeals Committee in terms of §28.4.1, the appeal or an intention to appeal shall be submitted in writing to [senate-appeals@glasgow.ac.uk](mailto:senate-appeals@glasgow.ac.uk) for the attention of the Senior Senate Assessor for Academic Appeals, within 10 working days<sup>49</sup> of the intimation to the student of the decision against which the student is appealing. Where an intention to appeal is submitted, the full appeal, including the grounds, remedy and all supporting evidence shall be submitted within 20 working days of the student's intention to appeal submission.

28.3.2 The timescale of 10 working days to intimate an intention to appeal combined with 20 working days to submit an appeal is designed to provide sufficient time for preparation of the appeal. Students are responsible for ensuring that arrangements such as: consultations with representatives, and data requests made under Data Protection or Freedom of Information legislation, are initiated at the beginning of the process. In considering any request from a student for an extension to the normal timescale for submission of an appeal, the timeliness of the student's own actions will be taken into account.

28.3.3 An application for an extension of time for submitting (i) an intention to appeal beyond 10 working days, or (ii) an appeal and complete paperwork beyond 20 working days after intimating an intention to appeal, shall be made in writing to [senate-appeals@glasgow.ac.uk](mailto:senate-appeals@glasgow.ac.uk) for the attention of the Senior Senate Assessor for Academic Appeals and shall state the grounds on which an extension of time is sought and be accompanied by such evidence of medical or other adverse personal circumstances as are relevant to the application for additional time. The application should include sufficient information about the appeal itself to identify the assessment in question and give an indication of the nature of the appeal.

28.3.4 An application for extension of time for submitting an appeal, or an intention to appeal, shall not be granted unless the Senior Senate Assessor for Academic Appeals is satisfied that the student was precluded from submitting within the timescales set out above, as a result of serious illness or other circumstances which are both exceptional and relevant to the appeal.

28.3.5 Documents required for the consideration of an appeal shall be treated as having been given or sent on the day that it is received by [senate-appeals@glasgow.ac.uk](mailto:senate-appeals@glasgow.ac.uk); and any letter or document sent to any person including the student in connection with the appeal shall, if sent to the person's last notified address, be treated as having been given or sent on the day that it was posted or emailed.

## **28.4 Grounds for Appeal**

28.4.1 An appeal may be made to the Senate Appeals Committee against a decision of a College Appeals Committee only on the grounds that:

- i) relevant new evidence has emerged which could not reasonably have been produced to the College Appeals Committee; and/or
- ii) there has been defective procedure by the College in its disposal of the appeal; and/or
- iii) the disposal at College level was manifestly unreasonable.<sup>50</sup>

28.4.2 Evidence of medical or other adverse personal circumstances must be provided in accordance with the Code of Assessment (§16.45 - §16.46).

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<sup>49</sup> For the purposes of this Code, Monday to Friday are counted as working days except when the University is closed for a [public or other Holiday](#). Saturdays and Sundays are not counted as working days.

<sup>50</sup> Unreasonable in this context means that the decision has been irrational or logically flawed. The inclusion of "manifestly" means that the unreasonableness of the decision is obvious or clear.

28.4.3 In the case of a claim of unfair or defective procedure, evidence in the form of written statements or formal documents such as the Minute of the Board of Examiners must be provided. Advice on a subject data access request can be obtained from the [Data Protection Office](#).

28.4.4 Where the student claims that the disposal at College level was unreasonable, the student must state in writing the respects in which they believe that the College Appeals Committee was mistaken in its decision.

## **28.5 Submission of Appeal Form**

28.5.1 In order to appeal, students must complete an [Appeal Form](#). It is the student's responsibility to ensure that all information required to consider the appeal is submitted by the relevant deadline. Additional submissions will not normally be accepted.

28.5.2 An appeal will not be considered by the Senate Appeals Committee unless an Appeal Form has been completed.

28.5.3 Students must submit any relevant evidence with their Appeal Form. Guidance on appropriate evidence is set out on the Form.

28.5.4 To complete an Appeal Form, students will need to state:

- i) the name, address and student ID number of the student and the email address to be used for correspondence (the student email address will be used unless otherwise instructed by the student);
- ii) the decision appealed against;
- iii) all the grounds for the appeal: additional grounds may be admitted subsequently only at the discretion of the Senior Senate Assessor ; additional grounds presented at the hearing may lead to adjournment of the hearing;
- iv) the remedy or remedies which the student seeks.

28.5.5 The Appeal Form must also clearly identify any new evidence, describe how the procedure was defective, and/or explain why the outcome was unreasonable. If new evidence is submitted, the Appeal Form must explain why this could not have reasonably been produced at an earlier stage.

28.5.6 Evidence should consist of complete documents that are clearly dated. Non-textual images will not normally be considered. Evidence put forward to support the appeal which is suspected of being dishonest or to have been dishonestly acquired may be referred for investigation under the Code of Student Conduct.

## **28.6 Senate Appeals Committee - Constitution**

28.6.1 The Committee shall be constituted as follows:

- i) The Senior Senate Assessor for Academic Appeals or their deputy shall convene the Committee. In the event that neither the Senior Senate Assessor nor their deputy is available or where a conflict of interests precludes both from involvement in a case or in a particular stage of a case, the Clerk of Senate shall nominate another member of the Senate Appeals Committee to act as Convener.<sup>51</sup>
- ii) Eight members nominated by each College to serve for a period of three years. The nominees will be individuals with experience of assessment, teaching and supervision at undergraduate and postgraduate (including research) levels. The nominees will not be members of any College Appeals Committee.

28.6.2 The membership of the Committee shall be reported to Senate annually. Members shall normally serve for three years.

28.6.3 A representative of the student body may attend the hearing in the role of observer unless the student has expressed the wish that no such representative shall be present.

28.6.4 Where a member of the Committee has participated directly in the decision appealed against or has an affiliation to the School(s) in which the student has been studying, that member shall not sit for that appeal.

28.6.5 The quorum of the Committee to consider a specific student appeal shall be three. Exceptionally the Committee shall have powers to co-opt up to two members of academic staff in order to obtain a quorum.

28.6.6 The Committee may have the assistance of legal advisers.

28.6.7 A member of Academic Policy & Governance or nominee shall act as Clerk to the Committee.

## **28.7 Consideration of Appeals**

### **Power to give directions**

28.7.1 Upon receipt of an Appeal Form, the Senior Senate Assessor for Academic Appeals may direct the student (or their representative) or any party to the proceedings, to furnish additional evidence, information or explanation as may be thought to be appropriate.

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<sup>51</sup> From this point onward, the term 'Convener' refers to the Senior Senate Assessor, their deputy, or a member of the Senate Appeals Committee nominated by the Clerk of Senate.

28.7.2 A direction to the student (or their representative) shall state the period of time by which the student shall respond in writing following which the appeal may be dismissed by the Senior Senate Assessor.

#### **Referral of College Appeal Preliminary Review**

28.7.3 If a student wishes to refer for review the decision of the Convener of the College Appeals Committee made in accordance with §27.5.3, the student must submit an Appeal Review Form, along with any relevant evidence, within 10 working days of being notified of the College Appeals Committee's decision, stating their reasons why they believe that the College's judgement was unreasonable. It is the student's responsibility to ensure that all information required to review the decision of the Convener of the College Appeals Committee is submitted by the relevant deadline. Additional submissions will not normally be accepted. The Senior Senate Assessor will review the student's form and the College's decision not to accept as competent their ground or grounds for appeal. If the Senior Senate Assessor agrees that the ground or grounds in question were not competent, the student's referral for review will be dismissed.

28.7.4 If the Senior Senate Assessor disagrees with the College's decision made under §27.5.3, the appeal will be referred back to the College Appeals Committee with whatever guidance or direction they consider appropriate.

#### **Preliminary Review of Senate Appeals**

28.7.5 Prior to consideration of an appeal to the Senate Appeals Committee, the Senior Senate Assessor will review the student's appeal to determine whether it raises one or more competent grounds for appeal.<sup>52</sup> In cases where a student has appealed on the ground of relevant new evidence which could not reasonably have been produced to the College Appeals Committee, the Senior Senate Assessor will make a judgement about whether the student has submitted competent reasons for not having presented their circumstances to that Committee.

28.7.6 The Senate Appeals Committee will only consider an appeal in relation to the grounds that have been accepted by the Senior Senate Assessor to be competent.

28.7.7 If an appeal is deemed by the Senior Senate Assessor not to have satisfied any of the grounds for appeal, the appeal will be dismissed.

#### **Consideration by the Committee**

28.7.8 The Senior Senate Assessor for Academic Appeals, in consultation with two members of the Senate Appeals Committee, may make a decision without a hearing where the paperwork is comprehensive and informative and no further information is required from the student or where the student is no longer available for a hearing.<sup>53</sup> The Committee may:

- i) dismiss the appeal because the subject-matter of the appeal does not fall within the scope of §28.4;
- ii) dismiss the appeal because no competent grounds have been stated or because the appeal is frivolous or vexatious or because the appeal is out of time or because the student failed to comply with a direction made in terms of §28.7.1 and §28.7.2;
- iii) dismiss the appeal because it does not establish a case that disposal at College level involved defective or unfair procedure, or a failure to take relevant medical evidence or adverse personal circumstances into account or was manifestly unreasonable;
- iv) dismiss the appeal because the new evidence submitted by the student could reasonably have been presented to the College Appeals Committee;
- v) dismiss the appeal because the new evidence submitted by the student is not relevant or makes no material difference to the consideration of the case;
- vi) set aside the decision of the College Appeals Committee and refer the appeal to the appropriate academic body responsible for the application of the progress regulations or to the Board of Examiners with whatever guidance or direction it considers appropriate;
- vii) refer the appeal to the College Appeals Committee with whatever guidance or direction it considers appropriate, which may include a direction that the appeal is heard again by a Committee which is not constituted by any member who was involved in the first decision;
- viii) refer the appeal to the Senate Appeals Committee for a full hearing. Provision of a hearing does not imply that a case has been established.

28.7.9 The Senior Senate Assessor may also take such other interim action by way of direction as they deem appropriate.

28.7.10 The Clerk to the Committee shall state in the outcome letter to the student (or their representative) the reasons for the decision and shall provide the papers which were considered by the Committee.

28.7.11 If a student believes that a factual error or omission has been made regarding the consideration of their appeal by the Senate Appeals Committee, they (or their representative) must contact [senate-appeals@glasgow.ac.uk](mailto:senate-appeals@glasgow.ac.uk) within 10

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<sup>52</sup> This section refers to appeals that have been considered by the College Appeals Committee after being accepted at the Preliminary Review stage.

<sup>53</sup> The timing for the consideration and notification of the appeal outcome should not exceed that set for cases considered by a full hearing as specified in §28.8.1 and §28.12.4 of this Code. Therefore the decision should be issued within 30 working days of receipt of the Appeal Form. Where this is not possible the student should be informed as soon as possible of the reason for the delay.

working days of the date that the outcome letter was sent to them. The Senior Senate Assessor will consider the claim and determine the appropriate action to be taken.

28.7.12 If the student is dissatisfied with the University's consideration of their appeal, they shall have the right to a review by an external adjudicator (§28.15), details of which shall be provided at the conclusion of the appeal, and are available from [senate-appeals@glasgow.ac.uk](mailto:senate-appeals@glasgow.ac.uk).

## **28.8 Arrangements and Procedure for a Hearing**

### **Timing of the hearing**

28.8.1 When a hearing is required, the Committee shall meet within 20 working days of receipt of the full appeal. Where this is not possible the student should be informed as soon as possible within the 20 day period and be given the reason(s) for the delay.

### **Preparation of papers**

28.8.2 The Clerk of the Committee shall:

- i) request a copy of the papers which were before the College Appeals Committee and a report of the hearing including information relating to the manner in which the decision appealed against was reached;
- ii) request any other reports or information relevant to the appeal;
- iii) request the Convener of the College Appeals Committee to provide a written response to the statements made in the Appeal Form and to name any person or persons the College wishes to appear to provide evidence;
- iv) provide the student (or their representative), normally 10 working days in advance of the hearing, with a copy of all papers which will be before the Committee and the names of those persons who will be in attendance. The papers will normally be sent to the student by email unless other means are requested by the student;
- v) notify the student (or their representative) no less than five working days prior to the hearing of the date, time and location of the hearing and the names of the members of the Committee who will consider the case.

## **28.9 Attendance at Hearing**

28.9.1 Where the student is prevented from attending by ill health, the hearing shall normally be deferred on submission of medical evidence. If the student does not attend on the date appointed and no notification of the absence has been received, if the Senior Senate Assessor is satisfied that the student has received due notice of the hearing, the Committee may proceed to deal with the case and to reach a decision in the student's absence.

28.9.2 The student shall have the right to be accompanied, assisted or represented at the hearing by one of the following: a parent or guardian; a fellow student or other friend; an Adviser from the Students' Representative Council Advice Centre; a member of University staff, or any other person. Where the student seeks to have two individuals in attendance, one shall attend as an observer only. The student shall provide the name of any person or persons they wish to attend to the Clerk of the Committee no later than 10 working days before the date of the hearing.

28.9.3 The student may name any person or persons they wish to be present to provide evidence on their behalf. The name of any person or persons called by the student to provide evidence shall be provided to the Clerk of the Committee no later than 10 working days before the date of the hearing. The student shall be responsible for arranging the attendance of such persons at the hearing with the exception of members of staff of the University who shall be notified of the date, time and location of the hearing by the Clerk to the Committee.

28.9.4 If any person or persons are unable or unwilling to attend the hearing, the Senior Senate Assessor for Academic Appeals shall be responsible for deciding if the hearing shall proceed on the date arranged or be deferred. A written statement may be presented by any person who has been invited to attend the hearing but who is not available at the date specified.

28.9.5 The hearing shall be held in private. Strict confidentiality shall be observed.

## **28.10 Expert Advice**

Where the Committee requires the advice of an expert to deal with a question of fact or special difficulty, such an expert shall provide a written report and where appropriate shall be invited to attend the hearing to provide evidence.

## **28.11 Procedure for the Conduct of a Hearing**

28.11.1 The Committee shall rely only on evidence presented at the hearing. Unauthorised electronic recordings of previous meetings or events will not be admissible as evidence at the hearing.

28.11.2 The hearing shall be conducted in the presence of all persons invited to attend to provide evidence.

28.11.3 Any unauthorised electronic recording of the hearing is expressly forbidden by the University, and may constitute a student conduct offence in terms of the Code of Student Conduct.

### **Statements**

28.11.4 At the hearing:

- i) The Convener shall invite the student and their representative to make a statement. If the student declines the invitation to make a statement, the Committee shall reserve the right to question the student directly.
- ii) The Committee shall then address any questions to the relevant parties including those appearing to advise the Committee and shall afford the student and their representative an opportunity to question the persons involved through the Convener.
- iii) The Committee shall consider any request from any person present at the hearing to make a statement or to put questions through the Committee to anyone whom the Committee has examined.
- iv) The Committee shall afford the student an opportunity to make a final statement or to have one made on their behalf.
- v) The Convener shall seek confirmation from all parties that all necessary and relevant information has been conveyed to the Committee, that the questioning is complete and that in the opinion of the student, the hearing has been conducted in a fair manner.

#### **Deliberation of the Committee**

28.11.5 Thereafter all persons except the Committee, its Clerk and any legal adviser appointed to advise the Committee shall retire while the Committee considers its decision. The Committee shall reach its decision or defer the decision pending further investigations.

#### **Rules of evidence**

28.11.6 In reaching its decision, the Senate Appeals Committee shall not be bound by the rules of evidence. The Committee shall attempt to ascertain all relevant facts with a view to coming to a reasonable disposal.

#### **Adjournment**

28.11.7 At any stage the Convener may adjourn the hearing if they consider this to be necessary.

### **28.12 Disposal**

28.12.1 The Committee shall decide the matter at the conclusion of its consideration of the appeal or as soon as possible thereafter.

28.12.2 The Committee may decide by a majority.

28.12.3 The Committee may:

- i) dismiss the appeal because the subject matter of the appeal does not fall within the scope of §26.3;
- ii) dismiss the appeal because the disposal at College level did not involve defective or unfair procedure, or a failure to take relevant medical or adverse personal circumstances into account or was not manifestly unreasonable;
- iii) dismiss the appeal because the new evidence submitted by the student could reasonably have been produced to the College Appeals Committee;
- iv) dismiss the appeal because the new evidence submitted by the student is not relevant or makes no material difference to the consideration of the case;
- v) dismiss the appeal because the appeal is frivolous or vexatious; or if it is considered that the student suffered no material prejudice;
- vi) refer the appeal to the appropriate College Committee or to a Board of Examiners with whatever guidance or direction it considers appropriate;
- vii) uphold the appeal and grant whatever remedy it considers fair in the circumstances which does not involve overturning an academic judgement.

28.12.4 The decision and the reasons for the decision, with reference to any findings of fact, will be provided in writing to the student and their representative by email normally within 10 working days of the decision being determined. If it is not possible to provide the decision and the reasons for the decision within this timescale, the student will be informed of the reason for the delay and a new timescale will be provided.

28.12.5 Where an appeal is upheld, the University shall defray reasonable and proportionate incidental expenses necessarily incurred by the student in the process of pursuing an appeal.

28.12.6 Incidental expenses are those which arose out of the pursuit of an appeal. They might include travelling expenses or expenses incurred in providing documents. Expenses should be reasonable and proportionate. The claim should be supported by evidence in the form of receipts. Where the claim relates to travel expenses, these should be at the lowest rate that could be obtained taking account of the circumstances of the claim.

28.12.7 A claim for expenses should be made on a Complaints Expenses form and submitted to [senate-appeals@glasgow.ac.uk](mailto:senate-appeals@glasgow.ac.uk) within 20 working days of the date of the letter of outcome of the appeal.<sup>54</sup>

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<sup>54</sup> <https://www.gla.ac.uk/myglasgow/apg/studentcodes/academicappealsstaff/expenses/>.

### 28.13 Reference Back to a College

28.13.1 The Senate Appeals Committee may decide to refer the matter to the College Appeals Committee where it considers:

- i) that evidence made available to the Senate Appeals Committee had not been presented to the College Appeals Committee; or
- ii) that there had been defective procedure at the College level; or
- iii) that the decision of the College Appeals Committee had been manifestly unreasonable.

28.13.2 In the first case, the Senate Appeals Committee may decide to refer the matter to the College Appeals Committee as originally constituted to hear the appeal in order to permit that Committee to consider the case again.

28.13.3 In the second and third cases, the matter shall be considered by a newly constituted College Appeals Committee.

28.13.4 Where an appeal is made to the Senate Appeals Committee against the decision of the College Appeals Committee following a reference back, the Senior Senate Assessor for Academic Appeals, in consultation with any two members of the Senate Appeals Committee, will reconvene to consider the case.

### 28.14 Annual Review

28.14.1 The Senate Appeals Committee shall review its proceedings annually including a review of actions taken in respect of recommendations to Senate.

### 28.15 Independent External Review

28.15.1 Outcomes reached under the terms of §28.7.3, §28.7.7, §28.7.8 (i)-(v), §28.12.3 (i)-(v) and (vii) and §28.13.4 shall conclude the internal processes of the University.

28.15.2 If the student is dissatisfied with the University's consideration of an appeal to Senate, they shall have the right to a review by an external adjudicator,<sup>55</sup> details of which shall be provided at the conclusion of the appeal, and are available from [senate-appeals@glasgow.ac.uk](mailto:senate-appeals@glasgow.ac.uk).

## DISABLED STUDENTS

## Regulation 4

### Guide for Disabled Students

4.1 Guidelines for disabled students (including but not limited to dyslexic or autistic students, students with ADHD, students with ongoing medical or mental health conditions, and students with sensory or mobility impairments) can be found on the [University website](#). Details of examination and other assessment arrangements for disabled students can be found in Examination and Other Assessment Arrangements for Disabled Students (Regulation 24). The Disability Service Reception is located at Level 1, Fraser Building, Glasgow G12 8QF. The remit of the Disability Service does not extend to students with short- or medium-term illness or injury from which they are expected to recover.

4.2 Disabled students may disclose at any point during their degree programme and are strongly advised to contact the Disability Service early for advice on study support, and arrangements for reasonable adjustments to teaching and assessment. It is noted especially that the positive effect of study support is cumulative and thus support options diminish the closer a student comes to completing their programme of study. If a student requires reasonable adjustments in exams, it is their responsibility to [contact the Disability Service](#) well in advance of the [Registry's published deadlines](#). The Disability Service advises on procedures and provision at the University for disabled students. Disabled students are advised to contact the Disability Service as early as possible so that their study support needs can be assessed and implemented quickly. With their agreement, the Disability Service will share information about students' disability-related study support requirements across the University. This means it will not be necessary for colleagues outwith the Disability Service to ask students for evidence that they are disabled; rather, any clarification regarding how disability may affect students in their studies should be sought from the Disability Service. Disabled students without external supporting documentation should still contact the Disability Service for advice and support, which can include support to access diagnostic services.

4.3 The reasonable adjustments documented in the student's Disability Entries Report are passed on to the Disability Coordinators in the student's subject area(s) for dissemination to relevant staff. It is the responsibility of the subject area, School or College to contact the Disability Service (email: [support@disability.gla.ac.uk](mailto:support@disability.gla.ac.uk)) if further information is required about a student's support needs, and this must be done in preference to asking students to provide further evidence of disability. The Disability Service will respond promptly to any enquiry from academic staff seeking information. Further information can be found at <https://www.gla.ac.uk/myglasgow/disability/staff/coordinators/>.

4.4 Changes to reasonable adjustments initially implemented may be required due to a worsening or flare-up in a student's condition, or in response to changing circumstances. Amended or new adjustments can be agreed between the student and their Disability Adviser. Additionally, Academic or School staff should make an immediate, supportive response to any observable need. University staff do not need prior approval from the Disability Service to make an initial, supportive response, and while all disabled students should be signposted to the Disability Service for specialist advice and guidance,

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<sup>55</sup> External adjudication will be provided by the [Scottish Public Services Ombudsman](#).

they do not need to be using the Disability Service before the University begins to provide support. A supportive response may include: advising the student about assessment extensions and supporting the student with extension-related processes, facilitating a meeting between the student and their Adviser of Studies or other Academic Adviser, and signposting the student to the Disability Service or the [wider student support services](#). Academic or School staff who believe a student may require an immediate reasonable adjustment (such as a greater amount of extra time in a near-date exam, or an alternative to a near-date oral presentation) should contact the Disability Service for advice from a Disability Adviser. University staff are encouraged in all cases to contact the Disability Service for guidance and do not need permission from the student to do this.

4.5 When the University is the funder for a student's one-to-one study support, the University reserves the right to recruit staff who fulfil the University's quality audit requirements regarding the qualifications, experience, and academic background of such staff, as deemed appropriate by the Disability Service.

4.6 Subject to availability, equipment from the Disability Service's loan pool will be provided of the same or similar specification to that provided by DSA funding bodies. The Disability Service reserves the right to prioritise the allocation of loan items to students according to disability-related need. Failure to return equipment loaned to students from the Disability Service may lead to the application of sanction on the MyCampus student record and prevention of further registration, enrolment, or graduation. Loan equipment is not intended to meet students' ongoing equipment needs but rather to provide access to equipment while the student is supported to receive funding for equipment they will own.

## EXAMINATION AND OTHER ASSESSMENT ARRANGEMENTS FOR DISABLED STUDENTS

## Regulation 24

The University's Disability Service specifies reasonable adjustments for disabled students who have additional support and/or access needs on course. For further information see <https://www.gla.ac.uk/myglasgow/disability/support/>.

### Procedure

24.1 Disabled students include (but are not limited to) those with an ongoing medical or mental health condition, autism, sensory or mobility impairment, or learning difference (such as dyslexia or ADHD). Disabled students may disclose at any point during their degree programme but are strongly advised to contact the University's Disability Service early to allow adequate time for a needs assessment, and for Schools to be informed of reasonable adjustments to a student's teaching and assessment. Support will be provided from the point of disclosure but it is noted that a student disclosing near the end of their programme of study is unlikely to benefit to the extent they may have had they disclosed earlier. Disabled students without external supporting documentation should still contact the Disability Service to discuss exam adjustments.

24.2 The reasonable adjustments that have been agreed with the student will be entered into the MyCampus student record system. This will trigger an email alert to the Exams section of Registry as well as the [Disability Coordinators](#) within their Schools.

24.3 It is the responsibility of Schools and Registry to ensure that the recommended examination or assessment arrangements are made at subject level, including any accommodation or equipment requirements. Disability Coordinators must ensure that all relevant colleagues receive the information they need to implement a student's adjustments. The Disability Service and Registry can be consulted with any enquiries about information sharing.

24.4 Before each examination diet, Registry will extract from the student record system a list of all disabled students for whom examination arrangements have been agreed and this list will be sent to Schools.

Disability Coordinators will also be sent a list of disabled students taking courses in their Schools for whom exam arrangements are required. (This list will normally accompany the final version of the timetable for each diet of examinations.)

24.5 Registry publishes [examination arrangement deadlines](#) for each examination diet. Disabled students are strongly advised to make early contact with the Disability Service to discuss reasonable adjustments in exams. The University will, in all cases, work to provide disabled students with the reasonable adjustments to assessment to which they are entitled, but cannot guarantee that all adjustments agreed after the University's administrative deadline can be implemented. Furthermore, where a student has not disclosed a disability prior to assessment, reasonable adjustments cannot be applied retrospectively, after an assessment has been completed.

24.6 The University is required to make a case-by-case assessment of students' disability-related support needs in relation to programme requirements. For this reason, there can be no fixed inventory of standard/allowable adjustments, as all adjustments which do not compromise genuine competence standards, and which the University may reasonably be capable within its institutional resource of providing, must be available. Where Disability Advisers anticipate that implementing the adjustments a disabled student requires may present significant resource, practical or pedagogical difficulty, they will contact the School to discuss the adjustments **before** finalising them in the student's MyCampus Disability Report. Where the proposed adjustments raise issues in relation to regulatory requirements and/or academic standards, there will also be consultation with the Clerk of Senate. In rare cases where the School and the Disability Service do not agree a plan to implement the adjustments, or where such regulatory requirements and/or academic standards require fuller consideration, the matter will be referred to a Case Conference. The Case Conference will be convened by the Clerk of Senate (or nominee) and will include representatives from the Disability Service, Academic Policy & Governance, and the School(s) or subject area(s) responsible for running the student's assessments. Other parties may

also be present, including the Head of Equality, Diversity & Inclusion, and representatives from relevant University support services. Where a Case Conference is organised, the student will be advised of a delay in agreeing their adjustments, and the outcome of the Case Conference will be advised to the student within 10 working days.

### **Illness and Injury not Amounting to a Disability**

24.7 Where a student has a short- or medium-term illness or injury from which they are expected to recover, the Clerk of Senate should be notified by the Head of School or their nominee (hereinafter referred to as Head of School) if examination arrangements are required. All arrangements for students who are ill or injured must be approved by the Clerk of Senate. The remit of the Disability Service does not extend to students who are not disabled, such as those with broken limbs or fractures which cause handwriting difficulty. However, if guidance is required in relation to specific adjustments and/or if there is uncertainty as to whether a student is disabled, or is ill/injured, please contact the Disability Service for advice.

### **Range of Provisions**

24.8 Examples of examination arrangements include:

- extra time;
- separate accommodation on own or in a smaller room apart from main exam hall with small group of other students;
- use of a scribe;
- use of a reader;
- use of a computer or large monitor screen;
- enlarged print exam paper, digital exam paper or exam paper in Braille.

### **Extra time to sit an examination**

24.9 Depending on their support needs, disabled students may receive extra time as a reasonable adjustment in examinations. Extra time will in most cases be provided before the start of the examination or, failing which, at the end of the examination. Some disabled students may require rest breaks at intervals during the examination. Rest breaks will be taken at the student's own discretion, as required, and will not be taken in addition to any extra time.

24.10 Heads of School and invigilators should ensure that students with extra time experience as little disruption as possible as a result of the arrival or departure of other candidates.

### **Separate accommodation to sit an examination**

24.11 An arrangement to provide separate accommodation to sit an examination may be required to meet the needs of some disabled students, for example, when the use of a scribe or a reader is recommended. The presence of a separate invigilator is always required in these circumstances.

### **Use of a scribe**

24.12 A scribe may be employed when recommended in a needs assessment by the Disability Service.

24.13 Organising a scribe. The student is not involved in the selection of the scribe for their examinations.

School staff are responsible for the sourcing of a scribe who:

- is familiar with the subject(s) concerned;
- has no personal interest in the success of the candidate;
- is not a relative of the candidate;
- is not a teacher who is involved in the candidate's study of the subject;
- is not a student taking the same course as the candidate;
- can hear the candidate without difficulty;
- has legible handwriting;
- should be selected in good time prior to any examination.

The Disability Service can be consulted if there are difficulties with the recruitment of a suitable scribe.

24.14 Duties of a scribe

The scribe's duty is to transcribe only what is dictated or written by the candidate.

The scribe may exercise discretion regarding spelling, punctuation, etc.

The scribe may read back the candidate's responses to the candidate, as requested.

The scribe should converse with the candidate only insofar as this is necessary to clarify their instructions.

If it is deemed necessary, the scribe may be instructed by the candidate to draw maps, diagrams, graphs, etc., but in such instances, the scribe should do no more than follow the student's instructions.

The scribe's purpose is to ensure that the candidate is not disadvantaged in relation to any impairment, while conferring no unfair advantage.



<https://www.gla.ac.uk/myglasgow/disability/staff/exams/>

#### 24.15 Practice with the candidate

It is advisable for the scribe and the candidate to have the opportunity to practise answering a question paper under examination conditions.

Scribes should be selected sufficiently far in advance of the examination to allow this.

#### 24.16 Payment of a scribe

The Disability Service is responsible for the payment of scribes for disabled students. The School is responsible for the recruitment of the scribes, and for paying scribes where the student is injured (rather than disabled).

The School can employ and pay their own Graduate Teaching Assistants (who are already registered on their payroll) as scribes, or they can use an agency recommended by the Disability Service to recruit an exam scribe/reader for their student.

The Disability Service will confirm the hourly rate of pay for all scribes on request.

#### 24.17 Change in intention to use a scribe

If use of a scribe is included in the student's Disability Report, but the student does not use the scribe, the student should be referred to the Disability Service for a review of exam arrangements before the next exam diet.

#### **Use of a reader**

24.18 In some circumstances, a reader may be employed in place of a scribe or as well as a scribe. The scribe and reader can be the same person. In such circumstances, similar arrangements to those above will apply.

#### **Use of a computer in an examination**

24.19 A computer cluster is arranged by IT Services for use in examination diets. Computers are non-networked standalone machines. Printing facilities are also provided via pen drives supplied by the cluster manager. Invigilation for the computer cluster is provided and arranged by Registry. Schools may also make local arrangements to facilitate a student's use of a computer, particularly when a student requires separate accommodation on their own for an examination or class test. Students are not permitted to use their own computer equipment in an examination except where authorised by the Head of School.

#### **Anonymous Marking of Scripts**

24.20 The overriding principle is fairness to *all* candidates. This requires that, as far as possible, a uniform and consistent approach be adopted in the marking of anonymous scripts in credit-bearing examinations.

24.21 The script books used by disabled students for whom examination arrangements have been approved should not be identifiable in any way. Sometimes, though, as when the use of a computer has been approved, breaking of anonymity may be unavoidable. Coloured paper will not be approved for use in script books; coloured overlays or precision tinted lenses can be used instead, if required.

24.22 The fact that a candidate is disabled will be shared with the Board of Examiners only where necessary (e.g., where, due to disability, an alternative form of assessment has been used).

24.23 If, for any reason, a candidate is not provided with their reasonable adjustments (e.g., extra time), the invigilator should report the circumstances to the Head of School, who will inform the relevant Board of Examiners and the Disability Service. The Board of Examiners will determine the appropriate action.

#### **Scope of Provision**

24.24 Reasonable adjustments to assessment should be provided across the full range of assessment – to include any assessment outwith the formal exam diet, such as class tests, or assessment regimes unique to specific programmes. It may be necessary, for example, to implement reasonable adjustments for students required to give assessed presentations, or who will be assessed in a viva. Students and staff may contact the Disability Service for further advice and guidance about reasonable adjustments to assessments outwith the formal exam diet.

## **FITNESS TO STUDY PROCEDURE**

## **Regulation 34**

The Fitness to Study Procedure is governed by Resolution No. 673 of the University Court.

### **34.1 Introduction**

34.1.1 It is the aim of the University that all students will benefit fully from their higher education experience in terms of academic learning and personal development. However, it is recognised that at times students may face challenges which affect their studies and their wider participation in University life. This procedure is designed to support such students while ensuring that the wider student and staff University community is also able to carry on with its normal activities.

34.1.2 This procedure applies to any registered student of the University, including postgraduate research students.

34.1.3 If there are concerns that a student may not be fit to engage in study and to participate in University life more widely, action will be taken to identify the issues involved and to identify support available to the student which may help them to overcome any difficulties and ensure their fitness to study.

34.1.4 The University has other policies and procedures which relate to student support<sup>56</sup> and behaviour which can operate separately or in conjunction with this procedure (see Appendix 1).

34.1.5 The University has many services which offer support to students. Students can benefit from these with or without any reference to this procedure (see Appendix 2).

### **34.2 Circumstances under which a student's fitness to study may be brought into question**

34.2.1 When students are fit to study the University can be confident that:

1. They are able to engage with and benefit from their academic studies with a reasonable chance of obtaining the qualification they have registered for;
2. Their behaviour does not disrupt any other members of the University community (students, staff or visitors) in their University business;
3. They do not put their own, or others', health and safety at risk.

34.2.2 A student's fitness to study may be reviewed if any of the above are called into question. This may happen if students experience physical or mental wellbeing difficulties which have a negative impact on their studies or the experience of others around them.

34.2.3 Circumstances where concerns may be voiced include:

- Lack of engagement with study<sup>57</sup> (poor attendance, lack of communication with staff, non-submission of assessments).
- Behaviour or disposition which leads to concerns of underlying problems.
- Disruption to the teaching and learning activities of other students, including placements.
- Unreasonable demands being placed on staff or other students.
- Persistent behaviour which is unacceptable and appears to be caused by an underlying physical or mental health problem.
- Self-referral where the student advises a member of the University of difficulties they are experiencing.
- Concerns emerging through a third party outside the University.

34.2.4 If concerns arise when a student is on authorised study away from the University, there will be engagement and co-operation with the partner institution to identify the most suitable arrangements that can be made to address these.

34.2.5 Early intervention and support can help to avoid crisis situations. Any concerns should therefore be addressed through any one of the stages outlined below. In many cases an informal, supportive discussion with the student will resolve the matter. However, where significant concerns arise, a judgement will need to be made on whether action should be taken under Stage 2 or immediately referred to Stage 3; there is no need to work through the procedure sequentially.

### **34.3 Stage 1- Emerging Concerns**

34.3.1 Where there are concerns about a student's physical or mental health, wellbeing, or safety, any member of staff with knowledge of the student can make an initial approach to them in order to discuss the situation. This should be done in a supportive and understanding manner, clearly identifying the nature of the concerns to the student, and encouraging them to discuss the issues from their perspective. In some cases the student may not be aware of the impact of their actions on others. The student should be advised of any appropriate sources of support (see Appendix 2) and be encouraged to access them.

34.3.2 In most cases the student will respond positively, and will co-operate by modifying their behaviour and, where appropriate, seeking any available support. The member of staff may want to follow-up by acknowledging the positive response to the student, on an informal basis.

34.3.3 In some cases the student may acknowledge underlying difficulties and seek to suspend their studies until matters are resolved. The process for suspending studies varies between taught and research students as indicated below. If provision for Leave of Absence or PGR Suspension of Study does not lead to a successful return to study or research, the member of staff must ensure that the matter is taken forward and raised with Academic Policy & Governance. They may do so either by raising their concerns directly with Academic Policy & Governance, or through another local member of staff (such as a line manager or Head of School or their nominee).

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<sup>56</sup> The University is mindful of its obligations under the Equality Act 2010 including the need to make adjustments for disabled students who may be substantially disadvantaged in their studies compared to students who are not disabled.

<sup>57</sup> This may apply in cases where a student has submitted a successful Good Cause Claim in relation to non-completion or underperformance in academic assessments.

### **Undergraduate and Postgraduate Taught Students – Leave of Absence**

34.3.4 A Fitness to Study Leave of Absence may be agreed by the School or College which should, where possible, identify a provisional return date. Some degrees and other academic awards of the University specify a maximum duration of study – that is, a maximum period within which studies must be successfully completed, *including any suspension periods*. A student will be advised where there is a risk that a Fitness to Study Leave of Absence might lead to the maximum duration of study being exceeded.

34.3.5 Staff should be aware that there may be financial and welfare implications to taking a Leave of Absence, and should direct the student to appropriate sources of advice in order that the student may make an informed decision (e.g. SRC Advice Centre, Student Services Enquiry Team, Registry and other services listed in Appendix 2). Further guidance for staff on financial implications of taking a Leave of Absence is available from [Registry](#).

34.3.6 Where a Leave of Absence is agreed, the School or College must notify Registry which will place a Service Indicator (Fitness to Study – Leave of Absence) on the student's MyCampus record.<sup>58</sup> The Fitness to Study Leave of Absence should not be set indefinitely, so in requesting a Service Indicator, the School or College must identify either a provisional date for return, or a date for review of the Leave of Absence. The School or College shall make arrangements for the student's return to study and will advise them of any requirements for return, such as medical evidence or the requirement to engage with University support. The School or College must also notify Registry of the date of return to allow the Service Indicator to be removed from the student's record. In cases where there are concerns about a student's request to return to study, the matter should be referred to Academic Policy & Governance for consideration at Stage 2 (see §34.4.11 - §34.4.12). Further guidance for staff on process for applying a Leave of Absence indicator is available from [Registry](#).

### **Postgraduate Research Students – Suspension of Study**

34.3.7 In cases where PGR students acknowledge underlying difficulties they may seek to suspend their studies. This should be explored through the procedures for Suspension of Study as outlined in Section 9 of the [PGR Code of Practice](#). Approval will be sought from the relevant Graduate School in line with this Code. The terms of any approved suspension should include identification of a provisional return date, or a review date for the suspension of study; along with notification of any requirements for return to study, such as medical evidence or the requirement to engage with University support. In cases where Suspension of Study is not approved, or where there are concerns about a student's request to return to study following an agreed suspension, the matter should be referred to Academic Policy & Governance for consideration at Stage 2.

## **34.4 Stage 2 – Continuing Concerns (Referral to Fitness to Study Review Panel)**

34.4.1 Where the nature of the issues appear to require a more formal supportive intervention and concerns about a student's behaviour continue, the matter will be referred to the Fitness to Study Review Panel ('the Panel'). This stage will focus on working with the student to address the concerns and to ensure that they can either continue their studies immediately, or take positive steps to work towards re-engagement with their studies if a suspension is an agreed course of action with the Panel.

34.4.2 In these circumstances, the student will be invited to attend a meeting with the Panel<sup>59</sup> and the purpose of the meeting will be to:

- allow the student to explain the situation from their perspective;
- ensure that the student is fully aware of the concerns and any impact their behaviour is having on others;
- agree on an action plan with the student to find a constructive way forward;
- ensure that the student understands the possible outcomes if difficulties remain or the action plan is not followed.

34.4.3 The student will be notified of the date and time of the meeting and provided with any associated documentation at least a week in advance of the meeting, although with their agreement a meeting may be held in a shorter timeframe. Where documents are not available within this timescale, the student will be advised of any items that are being sought and will be notified that all remaining items will be issued to them as soon as practicable.

34.4.4 In some cases a medical or other professional assessment may be sought in advance of a Panel meeting and it may be necessary to delay the meeting until this information is available.

34.4.5 The Panel will be convened by the Director of Student Support & Wellbeing (or nominee) and will be clerked by a member of the Student & Academic Services Directorate. A representative from the Students' Representative Council (SRC) will normally be included on the Panel, and the Convener will determine the membership of the rest of the Panel which will include attendance from at least two members of staff as detailed below and any other members of staff as appropriate:

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<sup>58</sup> The Service Indicator allows the student to be identified as having a permitted absence, but does not alter the student's registration status, thus allowing flexibility in re-commencement of studies, continued access to University services such as the library, Moodle and support services, and continued administration of assessment results and progression arrangements.

<sup>59</sup> With the agreement of the student the meeting may not include full attendance of the assigned Panel, but the Panel Convener will always be present.

- Student Adviser or Supervisor (e.g. Adviser of Studies, Chief Adviser of Studies, International Student Adviser, or thesis/dissertation supervisor)
- Counselling & Psychological Services
- Disability Service
- A representative from the student's academic programme
- School Disability Co-ordinator
- A representative from the School of Medicine, Dentistry & Nursing

34.4.6 The student may choose to be accompanied, assisted or represented at the meeting by one of the following: a parent or guardian; a fellow student or other friend; a mental health advocate/supporter; an Officer of the SRC Advice Centre, or a member of University staff. It should be noted that legal representation is not appropriate and therefore not permitted at this stage of proceedings.

#### **Outcome**

34.4.7 After discussion with the student, the Panel will decide on the appropriate outcome of the meeting. The student will be asked to leave the room for this process and will be invited back to hear the proposed outcome, and will then be asked to confirm whether they agree with the proposed way forward. The outcome, and the detail of any agreed Action Plan, will be sent to the student in writing within 10 working days<sup>60</sup> of the meeting.

34.4.8 If it is not possible to reach a consensus on the next steps for the student, this will be noted in the written outcome. The student will be advised of their current position and any options, and whether the case is being referred to Stage 3 of this procedure.

#### **Action Plans**

34.4.9 Action Plans will set out the responsibilities of both the student and the University. Dates for completion or a review of progress will be set. Any arrangements for suspension of studies will be included in the student's Action Plan. Action Plans will also identify any anticipated consequences, should there be insufficient progress.

#### **Suspension of Studies – Fitness to Study Leave of Absence**

34.4.10 If a Leave of Absence is agreed by the Panel the proposed period of time out from study will be set out in the student's Action Plan, which will identify the earliest possible date for resumption of studies. Any conditions for return to study will also be set out; for example, required medical evidence of fitness to study or the requirement to engage with University support.

34.4.11 In order to resume studies, the student will be required to apply for resumption of studies by submitting a Return to Study Application form which will include a self-assessment, along with any professional evidence of fitness required for return. Application should be made to Academic Policy & Governance at least 20 working days prior to the proposed date of return. Later applications will be considered, but the date of return may be delayed if there is insufficient time to process the application.

34.4.12 On receipt of a Return to Study application, the Convener of the Panel will determine whether studies may be resumed by either: (i) consulting with at least one member of the relevant School; or (ii) by calling a meeting of the Panel, which the student will be invited to attend.

34.4.13 Some degrees and other academic awards of the University specify a maximum duration of study – that is, a maximum period within which studies must be successfully completed, *including any suspension periods*. A student will be advised where there is a risk that a suspension might lead to the maximum duration of study being exceeded.

### **34.5 Stage 3 – Significant or Persistent Concerns (Referral to the Code of Student Conduct)**

34.5.1 Where there are concerns that a student's behaviour is having a serious impact on their ability to study or the ability of other members of the University to carry out their normal activities, it may be necessary to refer the matter to the Senate Student Conduct Committee. This is done by making a referral under the Code of Student Conduct (Regulation 33). Such a referral may happen when:

- the student's behaviour appears to be in breach of the Code of Student Conduct;
- the student has not engaged with the Fitness to Study Review Panel at Stage 2 of this procedure;
- the student has not engaged with an Action Plan agreed with the Fitness to Study Review Panel.

34.5.2 Any matters of concern should be raised with the Student Conduct team ([student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk)) in the first instance. The Director of Academic Services, or their nominee, will decide on appropriate action under the Code of Student Conduct. In cases where the student has been considered under Stage 2 of this procedure, the Director of Academic Services, or their nominee, will consult with the Convener of the Fitness to Study Review Panel to obtain details of the case before taking any action under the Code of Student Conduct.

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<sup>60</sup> For the purposes of this Procedure, Monday to Friday are counted as working days except when the University is closed for a [Public Holiday](#). Saturdays and Sundays are not counted as working days.

34.5.3 The Student Conduct team will advise the student in writing of any referral under the Code of Student Conduct. Thereafter the procedures of that Code will be followed. It is recognised under the Code of Student Conduct that behaviour may be affected by some health conditions, and where health or disability may be a contributing factor in the concerns raised, the Committee will take into account any reports or evidence of the student's condition.

34.5.4 The University may suspend a student from studies pending investigation under Code of Student Conduct.

### 34.6 Right of Appeal

The student has a right of appeal against a decision made under the Code of Student Conduct, this is set out in §33.106 - §33.118 of the Code of Student Conduct.

### 34.7 Confidentiality and Data Protection

At all stages of the procedure due consideration will be given to issues of confidentiality and data protection. In cases where a student's health and safety is considered to be at risk the University may share information with external parties such as next of kin, medical professionals or the police. See the University's [Student Privacy Notice](#) for more information.

### 34.8 Appendix 1

#### Relevant Policies and Procedures

There are a number of policies, procedures and regulations which may also apply or be of relevance to students being considered under this Fitness to Study Procedure.

- [Equality & Diversity Policy](#)
- [Dignity at Work & Study Policy & Procedure](#)
- [Student Carers' Policy](#)
- [Student Maternity, Maternity Support & Adoption Policy](#)
- [Student Safety, Health and Wellbeing](#)
- [Absence Policy](#) – sets out absence reporting requirements for students
- Code of Student Conduct ([Regulation 33](#))
- Fitness to Practise Procedure ([Regulation 36](#)) – applies to certain professional degrees and awards. Referrals under Fitness to Practise relating to concerns over student behaviour will take precedence over any review under Fitness to Study.
- *Interruption of Studies Policy<sup>61</sup>*

#### Assessment

- Regulations on Incomplete Assessment and Good Cause (see [Regulation 16](#) - Code of Assessment §16.45-§16.53)
- Examination and Other Assessment Arrangements for Students with Disabilities ([Regulation 24](#))

The University has 24-hour emergency and crisis support in place to respond to critical situations involving our students and staff. In an immediate emergency dial 999 first, and then Campus Security (Gilmorehill Campus 4444; Garscube Campus 2222).

### 34.9 Appendix 2

Links to student support and advice services

- [Counselling & Wellbeing Services](#)
- [Disability Service](#)
- [Interfaith Chaplaincy](#)
- [International Student Support](#)
- [International Family Network](#)
- [Helping Distressed Students: A Guide for University Staff](#)
- [Student Learning Development](#)
- [Student Services Enquiry Team](#)
- [Residence Life \(living support\)](#)
- [SRC Advice Centre](#)

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<sup>61</sup> The University is developing an Interruption of Studies Policy which is anticipated to be introduced in autumn 2024. This link will be updated when the Policy is published.

The Procedure for Consideration of Fitness to Practise is governed by Resolution No. 672 of the University Court.

**Introduction**

36.0.1 Where a programme of study requires the student to act in the course of practical training in a quasi-professional role in relation to patients, children, clients or service-users or where the qualification provides a direct licence to practise, the University has a duty to ensure that the student is fit to practise. Students registered for these programmes of study are subject to separate fitness to practise procedures. The aims of the procedures are:

- a) to protect present or future patients, children, clients or service users;
- b) to comply with the requirements of professional bodies;
- c) to protect the health and wellbeing of students and to ensure that they are appropriately prepared for entry to the profession and clearly understand and demonstrate professional behaviour;
- d) to protect the institution against legal action brought by an individual, or the representative of an individual, claiming to have suffered loss as a result of a student proving during training or after qualification to be unfit to practise.

To these ends, fitness to practise is assessed not only in terms of academic attainment but is assessed in accordance with relevant professional concerns and expectations.<sup>62</sup>

**Principles****36.1 School Code of Professional Conduct and Fitness to Practise**

Schools providing programmes of study leading to the degrees listed below shall prepare a School<sup>63</sup> Code of Professional Conduct and Fitness to Practise<sup>64</sup> derived from any related code developed by the relevant professional or accrediting body for students, trainees or other members of the profession.

***School of Biodiversity, One Health & Veterinary Medicine***

BVMS

MVM

***School of Culture & Creative Arts***

MPhil Textile Conservation

***School of Education***

BA in Childhood Practice

BA Community Development

MA with Teaching Qualification

MDTechEd

MEd/PgDip Adult Learning, Community Development &amp; Youth Work Practice (CLD Standards Council Accredited)

MEd/PgDip Childhood Practice

MEduc

MSc Museum Education

Postgraduate Diploma in Education

***School of Health & Wellbeing***

Doctorate in Clinical Psychology

***School of Medicine, Dentistry & Nursing***

BDS

BN

Intercalating MBChB students

MBChB

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<sup>62</sup> The University's responsibilities under the Equality Act 2010 shall be taken into account in considering fitness to practise.

<sup>63</sup> In the case of the College of Arts & Humanities, the Fitness to Practise Code is developed at College level, rather than School level and references thereafter to the School Code should be read to include the College Code.

<sup>64</sup> From hereon referred to as the 'School Code of Professional Conduct and Fitness to Practise'.

MBChB graduates in the period between graduation and GMC registration (the term 'student' in this document also refers to graduates in this group)

MBChB graduates who are Foundation Year 1 doctors holding provisional registration with the GMC (the term 'student' in this document also refers to these doctors)

MSc (Dent Sci) (Endodontics; Oral & Maxillofacial Surgery)

MSc (Med Sci) in Human Nutrition with Specialisation

### **School of Social & Environmental Sustainability**

MA Primary Education with Teaching Qualification

Postgraduate Diploma in Education

Postgraduate Diploma in Education (STEM Subjects)

Students will be made aware of the published guidance from professional/regulatory bodies which accredit the above degrees, and these should be read in conjunction with this procedure.

### **36.2 Students and the Code**

- i) A student registered for one of the programmes of study which are subject to fitness to practise procedures may be treated differently from other students of the University if there is any question as to whether they are a fit and proper person to practise their intended profession.
- ii) All new entrants to programmes of study which are subject to fitness to practise procedures shall undergo training before the end of the first semester of the first year of study, designed to explain the nature and effect of the School Code of Professional Conduct and Fitness to Practise. The training shall address the relevance of compliance and non-compliance with the Code in respect of their progress on the programme.
- iii) Continuing students on programmes of study which are subject to fitness to practise procedures shall be provided with a copy of the current School Code of Professional Conduct and Fitness to Practise within the first five weeks of each session and their attention drawn to any changes.
- iv) Where a student has failed to comply with a School Code of Professional Conduct and Fitness to Practise the student may be required to leave the programme of study.
- v) All communication between the University and the student regarding Fitness to Practise cases will generally be conducted by email, to the student's University email address, unless the student advises that they prefer written communication. Committee documentation and the Committee outcome letter will both also be available in hard copy on request.
- vi) At all stages of the process the student will have access to pastoral support.

### **36.3 Fitness to Practise and the Criminal Law**

- i) Where the University believes that a criminal offence may have been committed, either on campus or off campus, it may report the matter to the police.
- ii) Where criminal proceedings against a student are on-going, the University may:
  - a) suspend action under this Procedure until the outcome of those proceedings is known;
  - b) postpone making a decision about whether to take action under this Procedure until the outcome of those proceedings is known; or
  - c) decide to continue with or commence action under this Procedure.
- iii) The University may still take action under this Procedure for an incident that has been considered by a criminal court, whether or not the student has been found guilty of any criminal offence by the court.
- iv) Where a student is convicted of an offence, the University may use this information as evidence in Fitness to Practise proceedings if it is directly relevant to the matter being considered.

### **36.4 Applicants and Publicity**

- i) Where Fitness to Practise procedures apply to a programme of study this shall be noted in the publicity material for the programme (including the University Prospectus) and a copy of the School Code of Professional Conduct and Fitness to Practise shall be made available on request.
- ii) Applicants shall be made aware when Fitness to Practise procedures apply to the programme of study for which they have applied and the implications of this. A copy of the School Code of Professional Conduct and Fitness to Practise shall be provided with the final confirmation of admission.

### **36.5 Breaches of the Code - Overview**

#### **Informal resolution**

- i) Where a concern is reported about a potential breach of the Code or where there is a pattern of behaviour or an issue of persistent ill health, which may have a bearing on fitness to practise, the School shall document the issue

and agree with the student appropriate action and a deadline by which any action must take place. Where possible the matter shall be dealt with informally. The School shall ensure that the student is made aware of the support services which are available: such as Adviser of Studies or equivalent, the Barclay Medical Centre, Counselling & Psychological Services, Student Disability Service and the Students' Representative Council.

#### **Formal procedure**

- ii) If the agreed action is not carried out or there has been a repetition of the behaviour causing concern or the alleged behaviour is considered to be unprofessional and of sufficient seriousness that the informal process is inappropriate, the matter will be referred for formal consideration by the School Fitness to Practise Committee and the School Head of Professional Services, or nominee, shall write to the student informing them of the referral and of the reason(s) for the referral.
- iii) Any such referral shall follow the procedure set out below.

#### **Appeal process**

- iv) A student who wishes to appeal against any decision of the School Fitness to Practise Committee may appeal to the Senate Fitness to Practise Appeals Committee in accordance with the procedure set out below.

### **36.6 Members of Committee**

- i) Schools providing a programme of study leading to any of the degrees listed in §36.1 shall establish a School Fitness to Practise Committee<sup>65</sup> the members of which are appointed annually. Members shall normally serve for three years and may be re-appointed after this term.
- ii) The Senate shall establish a Senate Fitness to Practise Appeals Committee, the members of which shall be appointed annually. Members shall normally serve for three years and may be re-appointed after this term.
- iii) Members of School Fitness to Practise Committees and the Senate Fitness to Practise Appeal Committee, including external members, shall be given appropriate guidance.
- iv) The membership of School Fitness to Practise Committees and the Senate Fitness to Practise Appeals Committee shall be reported to the Senate annually.

### **Procedure for Consideration of Fitness to Practise**

#### **36.7.1 Roles within the Procedure**

- i) The Head of School<sup>66</sup> or their nominee (hereinafter referred to as Head of School) shall appoint members of senior University staff with an appropriate clinical/professional background (which may include themselves) to the following roles within the procedure:

Fitness to Practise Officer;<sup>67</sup> considers cases in the first instance and determines which aspect of the procedure should be applied (for example informal route, or referral to School Fitness to Practise Committee); may also appoint an appropriate Fitness to Practise Investigating Officer or may undertake this role themselves (in terms of §36.7.6), and may take interim action such as temporary suspension from studies or professional placement.

Convener of School Fitness to Practise Committee.

- ii) The roles of Fitness to Practise Officer and Convener of School Fitness to Practise Committee shall be undertaken by separate individuals at all times.

#### **36.7.2 Initial (informal) Procedure**

- i) Any person(s) having a concern about the conduct or health of a student which they believe may constitute or result in unprofessional behaviour and/or a breach of a School Code of Professional Conduct and Fitness to Practise should report their concern in writing to the Fitness to Practise Officer of the School in which the student is studying. The report must be signed and dated by the person or persons responsible for making the report. In exceptional circumstances, the Fitness to Practise Officer may permit the identity of the person making the report to remain confidential where it is considered necessary to protect the interests of the person making the allegation.
- ii) On receipt of the written report referred to above, the Fitness to Practise Officer may refer the matter to the appropriate Programme Director, or Head of Subject, who shall investigate the matter, interview the student and consult such persons as it is deemed necessary to determine the facts of the case. Where possible the matter shall be resolved informally with the agreement of the student and any one affected.

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<sup>65</sup> Schools may agree to establish a joint School Fitness to Practise Committee covering more than one area. The School of Medicine, Dentistry & Nursing Fitness to Practise Committee will cover any cases from the School of Health & Wellbeing and will include representatives from the latter on its membership. In the case of the College of Arts & Humanities, the Fitness to Practise Committee operates at College level and references to the School Committee should be read to include the College Committee.

<sup>66</sup> In the case of the College of Arts & Humanities, references to the role of the Head of School in relation to Fitness to Practise should be read as referring to Head of College.

<sup>67</sup> The Head of School may appoint a further member of senior University staff with an appropriate clinical/professional background to deputise for the School Fitness to Practise Officer or to consider individual cases jointly with the Fitness to Practise Officer as necessary.



- iii) At this informal stage, a student may be accompanied by a supporter such as a family member, friend, member of staff, or member of the SRC, but shall not normally be permitted to be represented by a formally appointed individual at any interview relating to fitness to practise.
- iv) A record shall be kept of any written reports received by the Fitness to Practise Officer under (i), any referral made under (ii), of any interview(s) concerning the referral and of any action subsequently taken.

### **36.7.3 Referral to the School Fitness to Practise Committee**

- i) A student shall be referred to the School Fitness to Practise Committee in the following circumstances:
  - a) where a minor incident is repeated and is considered by the Fitness to Practise Officer to constitute a pattern of behaviour which is unprofessional and/or not compliant with the School Code of Professional Conduct and Fitness to Practise;
  - b) where a review of the progress made by the student following action agreed under the informal procedure indicates that there remains a concern about unprofessional behaviour and/or a potential breach of the School Code of Professional Conduct and Fitness to Practise;
  - c) where a reported concern is deemed by the Fitness to Practise Officer to be of sufficient seriousness to warrant immediate referral to the School Fitness to Practise Committee rather than resolution by the informal procedure.
- ii) In the event that the case has involved two or more students, the Fitness to Practise Officer has the option to recommend to the Convener of the Fitness to Practise Committee that the cases of the students be heard collectively.

### **36.7.4 Referral to the Head of Student Conduct**

If on receipt of a reported concern over fitness to practise or in the course of investigating such a concern, the Fitness to Practise Officer considers that both unprofessional behaviour and a breach of the University Code of Student Conduct may have occurred, they shall advise the Head of Student Conduct accordingly, in writing. The Fitness to Practise Officer and Head of Student Conduct will then determine how the cases shall be considered. Cases based on behaviour within the professional context, such as activities on professional placement, or involving interaction with patients or clients, will normally be referred under the Procedure for Determining Fitness to Practise in the first instance. Cases concerning misconduct which could also be perpetrated by students in non-professional areas, such as academic misconduct (plagiarism, cheating in examinations), disruptive or anti-social behaviour, or behaviour which may harm the reputation of the University, would normally be referred under the Code of Student Conduct in the first instance. In all cases, the University reserves the right to consider a student's behaviour under both the Procedure for Determining Fitness to Practise and the Code of Student Conduct if it has good reason to believe that there has been or may have been both a fitness to practise concern, and a breach of the Code of Student Conduct.<sup>68</sup>

### **36.7.5 Referral by the Head of Student Conduct to the Head of School**

If on receipt of a report of misconduct, or in the course of investigating such conduct, the Head of Student Conduct considers that there is both a fitness to practise concern and that a breach of the Code of Student Conduct may have occurred, they shall advise the relevant School's Fitness to Practise Officer accordingly, in writing. A determination will then be made as per §36.7.4 about how the cases shall be considered.

### **36.7.6 Suspension of Study**

- i) The Head of School or Fitness to Practise Officer may temporarily suspend the student's studies and may limit access to University facilities or to placement premises pending investigations under any of the provisions relating to the procedures for determining fitness to practise where suspension is justified to protect the interests of patients, children, clients or service users, the student concerned, other students or members of staff of the University.
- ii) The decision to suspend a student should, whenever practicable, be communicated in person to the student by the Head of School or Fitness to Practise Officer, in liaison with advising support (welfare) for the student. The student will be invited to bring a supporter or representative to the meeting. In all cases, the student shall be given written notice of the suspension.
- iii) The student shall have the right to call for a review of the suspension by the Head of School or Fitness to Practise Officer after 20 working days.<sup>69</sup>
- iv) The review of the suspension shall be conducted by a senior member of the College who has not been involved in the referral or the investigation of the referral and who is not a member of the standing School Fitness to Practise Committee.

### **36.7.7 Investigation of a breach of the School Code of Professional Conduct and Fitness to Practise or other unprofessional behaviour**

- i) In the event of a student being referred to the School Fitness to Practise Committee on one or more of the grounds referred to at §36.7.3, the Fitness to Practise Officer shall appoint an Investigating Officer, or may undertake this role themselves. The Investigating Officer shall be a senior member of the School or College and may also be a member of

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<sup>68</sup> A matter will not normally be referred to the second procedure until the time permitted for an appeal under the first procedure has elapsed without any appeal being lodged or until any appeal has been heard and a decision has been reached.

<sup>69</sup> For the purposes of this Procedure, Monday to Friday are counted as working days except when the University is closed for a [Public Holiday](#). Saturdays and Sundays are not counted as working days.

the School Fitness to Practise Committee, in which case, they will not sit on the panel hearing for the specific case under investigation.

- ii) The Fitness to Practise Officer shall inform the student in writing of the reasons for the referral to the School Fitness to Practise Committee and the name of the Investigating Officer and shall state the procedure for the investigation. The student shall be invited to provide a written statement to the Investigating Officer within 10 working days<sup>69</sup> concerning the matters raised in the referral. The student shall have the right to representation by a member of the SRC or other formally appointed representative or to be accompanied by a family member or friend at any meeting with the Investigating Officer.
- iii) The Investigating Officer in the presence of another member of staff may interview the student and may interview any person or persons named in the referral or responsible for the referral. The interview with the student will normally take place following receipt of the student's written statement, should they choose to submit one. Details of the student's academic record and any other relevant documentation shall be made available to the Investigating Officer. The notes of the interviews shall be retained in the record of the investigation and a reference to the investigation shall be held in the student file.
- iv) The student may be required by the Investigating Officer to attend an appointment with a relevant University support service in order to ascertain their fitness to practise.
- v) Strict confidentiality shall be observed throughout the course of the investigation.
- vi) The Investigating Officer shall prepare a written report of the investigation normally within 20 working days of their appointment. If it is not practicable to provide the written report within this timescale, the student shall be informed of the reason for the delay and a new timescale shall be provided.

The report shall include a recommendation relating to the continuation or otherwise of any suspension from study. The Fitness to Practise Officer shall determine, on the basis of the Investigating Officer's report, whether to refer the case to a School Fitness to Practise Hearing or to manage the case by the informal procedure or alternatively that no breach of the School Code of Professional Conduct and Fitness to Practise has occurred.

- vii) The Fitness to Practise Officer shall inform the student and their representative in writing of their decision within five working days of the availability of the Investigating Officer's report.

#### **36.7.8 Retention of Records during the Investigation**

All papers relating to an allegation under investigation shall be held in a file clearly marked 'under investigation' in the office of the School Head of Professional Services. A reference to the investigation shall be held in the student's file.

#### **36.7.9 Constitution of the School Fitness to Practise Hearing**

- i) A Fitness to Practise Hearing (a 'Hearing') shall take place before a panel which will be drawn from the membership of the School Fitness to Practise Committee. In particular the panel who will make up the Committee for the purposes of the Hearing shall be constituted as follows:
  - a) the Convener, as appointed by the Head of School (see §36.7.1);
  - b) four members drawn from the membership of the School Fitness to Practise Committee as appointed by the School in which the student is studying, one of whom may be a lay member of the relevant professional body or lay member of the University;
  - c) a representative member or registrant of the relevant professional body concerned who is not a member of the University.
- ii) A junior member of the relevant professional body concerned may also join the membership of the panel for the Hearing.
- iii) No person who has signed or co-signed a referral or report or who undertook the investigation of the alleged breach or was involved in an informal consideration of the alleged breach may sit on the panel hearing the case.
- iv) The panel and the Investigating Officer may have the assistance of a legal adviser.
- v) The School Head of Professional Services or their nominee shall act as Clerk to the Committee.

#### **36.7.10 Arrangements for a Hearing**

- i) Timing of a Hearing

Where a Hearing is required, it shall normally take place within 20 working days of the date of the letter of notification from the Fitness to Practise Officer to the student intimating the decision following the investigation.

- ii) The student will have the opportunity to meet with the Clerk to the Committee (or nominee) within five working days following the recommendation to proceed to a Hearing. The student will be invited to bring a supporter or representative to this meeting where they will receive advice regarding the procedural aspects of the Hearing and the documentation to be submitted.
- iii) Preparation of the papers

The Clerk to the Committee shall:

- a) provide the student (or their representative) with a copy of the original report submitted to the Fitness to Practise Officer subject to any action taken to protect the anonymity of the person making the report in terms of §36.7.2;
  - b) provide the student (or their representative) with a copy of the report if one has been prepared by an Investigating Officer;
  - c) invite the student (or their representative) to submit a written statement in response to the statements contained in the report(s);
  - d) invite the student (or their representative) to submit any other documentation which the student wishes the Committee to consider at the Hearing.
- iv) The student (or their representative) shall be provided no less than 10 working days in advance of the Hearing, with a copy of all papers which shall be before the Committee at the Hearing.
  - v) The Clerk to the Committee shall notify the student (or their representative) no less than five working days prior to the Hearing of the date, time and location of the Hearing and the names of the panel who will make up the Committee for the purposes of the Hearing.
  - vi) The Hearing may take place in person, through a blended modality of in person and electronic attendance or wholly electronically. Those joining the Hearing electronically in whatever capacity will be asked to confirm that they are in a confidential and secure environment.
  - vii) The Hearing will pause if any technical failure is experienced and recommenced on resolution. If a significant technical issue is experienced for one or more individuals joining electronically it will then be at the discretion of the Convener to continue or to adjourn the Hearing. The key driver in this decision will be to ensure that the student is not disadvantaged in any way.

#### **36.7.11 Attendance at Hearing**

- i) The student shall be required to attend the Hearing. Where the student is prevented from attending by ill health, and has notified the Clerk to the Committee of this prior to the Hearing, the Hearing shall normally be deferred on submission of medical evidence. Where the student states their decision not to attend the Hearing in writing to the Clerk to the Committee, or where the student does not attend on the date appointed and no notification of the absence has been received, if the Convener is satisfied that the student has received due notice of the Hearing, the Committee may proceed to deal with the case and to reach a decision in the student's absence.
- ii) The Convener may decide to postpone a Hearing if reports requested by the Convener or the Investigating Officer are delayed or not provided.
- iii) The Fitness to Practise Officer or their appointed representative shall attend the Hearing to present the circumstances of the referral and shall have the right to name any person or persons they wish to be present to provide evidence relating to the referral.
- iv) The student shall have the right to be accompanied, assisted or represented at the Hearing by one of the following: a parent or guardian; a fellow student or other friend; an Adviser from the Students' Representative Council Advice Centre; a member of University staff, or any other person. The student shall inform the Clerk to the Committee at least five working days before the Hearing of the name of any legal representative. Where the student seeks to have two individuals in attendance, one shall attend as an observer only.
- v) The student may name any person or persons they wish to be present to provide evidence on their behalf; however any such person is under no obligation to attend the Hearing or provide written evidence. The name of any person or persons, called by the student, who have agreed to provide evidence shall be provided to the Clerk to the Committee no later than 10 working days before the date of the Hearing. The student shall be responsible for arranging the attendance of such persons at the Hearing with the exception of members of staff of the University who shall be notified of the date, time and location of the Hearing by the Clerk to the Committee.
- vi) If any person or persons are unable or unwilling to attend the Hearing, the Convener shall be responsible for deciding if the Hearing should proceed on the date arranged or be deferred. A written statement may be presented by any person who has been invited to attend the Hearing but is not available at the date specified. In considering such written statements, the Committee shall note that it will not be possible to pursue or clarify any issues arising from them, and in such cases the weight of such evidence may be limited.
- vii) The Hearing shall be held in private. Strict confidentiality shall be observed.

#### **36.7.12 Professional Advice**

Where the Committee requires the advice of an expert to deal with a question of fact or special difficulty, such an expert shall provide a written report and where appropriate shall be invited to attend the Hearing to provide evidence.

#### **36.7.13 Procedure for the Conduct of a Hearing**

- i) The Committee shall rely only on the papers which have been prepared for the Hearing, and evidence presented at the Hearing. Unauthorised electronic recordings of previous meetings or events will not be admissible as evidence at the Hearing.

## ii) **Statements**

At the Hearing:

- a) the Convener shall invite the student and their supporter or representative to make a statement. If this invitation is declined the Committee will move to §36.7.13 (ii) (b);
  - b) the Fitness to Practise Officer or their nominee shall present the circumstances of the case. The Committee shall then address any questions to the relevant parties including those appearing to advise the Committee or called to provide evidence and shall afford the student and their supporter or representative an opportunity to question the persons involved through the Convener;
  - c) the Committee shall consider any request from the student's supporter or representative to make a statement or to put questions through the Committee Convener to anyone whom the Committee has examined. Any observer permitted under §36.7.11 (iv) should put any questions through the student's supporter or representative;
  - d) the Committee shall afford the student an opportunity to make a final statement or to have one made on their behalf;
  - e) the Convener shall seek confirmation from all parties that all necessary information has been conveyed to the Committee, that, in their opinion, the questioning is complete and that in the opinion of the student, the Hearing has been conducted in a fair and reasonable manner.
- iii) Thereafter all persons except the Fitness to Practise Committee, its Clerk and any legal adviser(s) appointed to advise the Committee shall retire while the Committee considers its decision. The Committee shall reach its decision or defer the decision pending further investigations.
- iv) In reaching its decision the Fitness to Practise Committee shall not be bound by the rules of evidence. The Committee shall attempt to ascertain all relevant facts with a view to coming to a reasonable disposal.
- v) At any stage the Convener may adjourn the Hearing if they consider this to be necessary.
- vi) Any unauthorised electronic recording of the Hearing is expressly forbidden by the University, and may constitute a student conduct offence in terms of the Code of Student Conduct. The written note of the Hearing produced by the Committee's appointed note taker(s) alone will constitute the formal record.

### **36.7.14 Interim Finding**

- i) The Committee may decide that the student's fitness to practise is impaired and may reach an interim finding. In this circumstance the following outcomes are open to the Committee:
  - a) The student is suspended from their programme of study for a period. The student will normally be required to meet conditions set by the Committee in the period of suspension. Their progress, including but not exclusively, against the conditions, will inform both any review meetings and reconvened Hearings.
  - b) The student is permitted to continue with conditions and will be formally reviewed.
- ii) The Hearing will be reconvened after an appropriate time interval on one or more occasions to review the student and to reach a final outcome. The Committee Convener and membership will normally remain the same.
- iii) The Committee will agree the timings of the formal review(s) and what reports should inform them. The review meetings will normally take place with the Committee Convener and the Fitness to Practise Officer. The report(s) of these meetings and any supporting material will form part of the documentation for consideration by a reconvened Hearing. The student and their supporter will be in attendance at the review meeting(s).
- iv) The Hearing will be reconvened immediately on the request of the Fitness to Practise Officer if the student is alleged to have breached any condition required of them. A further investigation may take place if required and at the discretion of the Fitness to Practise Officer and will be presented to the reconvened Committee.

### **36.7.15 Disposal**

- i) The Committee shall decide the matter at the conclusion of its consideration of the referral or as soon as possible thereafter.
- ii) The Committee may decide by a majority and the Convener will have the casting vote in any decision relating to the student if necessary.
- iii) The following outcomes are open to the Committee following a Hearing:
  - a) The student receives no warning or sanction.
  - b) The student receives a warning as there is evidence of misconduct but the student's fitness to practise is not impaired to a point requiring any further sanction.
  - c) The student receives a sanction.<sup>70</sup> Sanctions are as follows:

*Undertaking* – A promise given by the student in writing to the Committee that there will not be a repeat of the circumstances or behaviour leading to the referral.

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<sup>70</sup> Any sanctions will come into effect on the day on which the outcome letter is dated and issued to the student.

*Undertaking and Conditions* – A promise given by the student in writing to the Committee that there will not be a repeat of the circumstances or behaviour leading to the referral and that they agree to the conditions or actions which may be imposed or applied. These include but are not limited to:

- remedial tuition; or
- repeat of specified part(s) of the programme of study; or
- increased supervision.

*Suspension* – This prevents a student from continuing on their programme for a specified time and stops them from graduating at the expected time. During the period of suspension, the student may undergo a medical assessment or medical treatment, or other form of remedy and thereafter be required to demonstrate fitness to practise to the satisfaction of the Fitness to Practise Officer.

*Expulsion* – The Committee can expel a student from the programme if they consider this is appropriate for ensuring the protection of the patient, or client group, or the public. It is applied where the student's behaviour is fundamentally incompatible with continuing on a professional programme.

- iv) Where a student is unable to demonstrate fitness to practise to the satisfaction of the Fitness to Practise Officer at the conclusion of a specified period of supervision or completion of medical treatment or other form of remedy, the case shall be referred to the School Fitness to Practise Committee for further consideration.
- v) The Committee's decision and the reasons for the decision, with reference to any findings of fact, shall be provided in writing to the student by email normally within 10 working days of the decision being determined. If it is not practicable to provide the decision and the reasons for the decision within this timescale, the student shall be informed of the reason for the delay and a new timescale shall be provided.

#### **36.7.16 Records and Reports**

The Clerk to the Committee shall prepare a written report of the Hearing. The report and the papers presented to the School Fitness to Practise Committee shall be held in a confidential file in the office of the School Head of Professional Services. A reference to the report shall be held in the student's file until the conclusion of the programme of study after which the report shall be archived and retained for the anticipated professional life of the individual. The School Fitness to Practise Committee shall decide whether a report shall be submitted to the professional body.

#### **36.7.17 Annual Review**

The School Fitness to Practise Committee shall review its proceedings annually and shall provide an annual report to Senate.

### **Review by the Senate Fitness to Practise Appeals Committee**

#### **36.8.1 Jurisdiction of the Senate Fitness to Practise Appeals Committee**

The Senate Fitness to Practise Appeals Committee ('the Appeals Committee') shall consider appeals by students against a decision of a School Fitness to Practise Committee which falls within the scope of grounds for an appeal to Senate.

#### **36.8.2 Lodging an appeal**

##### ***Time within which an appeal is to be lodged and late appeals***

- i) Where an appeal lies against a decision of the School Fitness to Practise Committee in terms of §36.8.3, the appeal or intention to appeal shall be submitted in writing to the Senate Fitness to Practise Appeals Committee at [senate-appeals@glasgow.ac.uk](mailto:senate-appeals@glasgow.ac.uk) within 10 working days of the student being informed of the decision against which they are appealing. Where an intention to appeal is submitted, the full appeal, including the grounds, remedy and all supporting evidence, shall be submitted within 20 working days of the date of the letter or email stating the student's intention to appeal.
- ii) An application for an extension of time for submitting an appeal beyond the stated timescales shall be made in writing to [senate-appeals@glasgow.ac.uk](mailto:senate-appeals@glasgow.ac.uk) for the attention of the Clerk of Senate and shall include sufficient information concerning the nature of the appeal, shall state the grounds on which an extension of time is sought and be accompanied by such evidence of medical or other adverse personal circumstances as are relevant to the application.
- iii) An application for extension of time for submitting an appeal shall not be granted unless the Clerk of Senate is satisfied that the student was precluded from appealing within the stated timescales as a result of serious illness or other circumstances which are both exceptional and relevant to the appeal.

#### **36.8.3 Grounds for an appeal**

- i) An appeal may be made to the Appeals Committee against a decision of a School Fitness to Practise Committee only on the grounds that:
- a) new evidence has emerged which could not reasonably have been produced to the School Fitness to Practise Committee;
- b) there has been defective procedure at School level;
- c) the disposal by the School Fitness to Practise Committee was manifestly unreasonable.

- ii) In the case of a claim of unfair or defective procedure, evidence in the form of written statements or formal documents must be provided. Advice on a subject data access request can be obtained from the [Data Protection Office](#).
- iii) Where the student claims that the disposal at School level was unreasonable; the student must state in writing the respects in which they believe that the School Fitness to Practise Committee erred in coming to its decision or was mistaken in that decision.

#### **36.8.4 Content of a letter of appeal**

The letter of appeal should be concise and shall state:

- a) the name, address and student ID number of the student and the email address to be used for correspondence (the student email address will be used unless otherwise instructed by the student);
- b) the decision appealed against;
- c) all the grounds for the appeal: additional grounds may be admitted subsequently only at the discretion of the Convener; additional grounds presented at the Hearing may lead to adjournment of the Hearing;
- d) the remedy or remedies which the student seeks;
- e) the name and address of any person whom the student has appointed as a representative or who will accompany the student at the Hearing.

#### **36.8.5 Constitution of the Senate Fitness to Practise Appeals Committee**

- i) The Appeals Committee shall be constituted as follows:
  - a) the Clerk of Senate as Convener;
  - b) the Senior Senate Assessor for Academic Appeals or their deputy;
  - c) two members drawn from a panel made up of two nominees from each School that has a fitness to practise procedure;
  - d) two representative members of the profession concerned who are not members of the University.
- ii) These six members shall constitute the quorum.
- iii) A representative of the student body may attend the Hearing in the role of observer unless the subject of the referral has expressed the wish that no such representative shall be present.
- iv) No member of a School Fitness to Practise Committee shall be entitled to serve on the Appeals Committee. Where a member of the Appeals Committee has participated directly in the decision appealed against, that member shall not sit for that appeal.
- v) The Appeals Committee may have the assistance of a legal adviser.
- vi) A member of Academic Policy & Governance or nominee shall act as Clerk to the Appeals Committee.

#### **36.8.6 Consideration of appeals**

##### ***Power to give directions***

- i) Upon receipt of a letter of appeal, the Convener may direct the student (or their representative) or any party to the proceedings, to furnish additional evidence, information or explanation as may be thought to be appropriate.
- ii) A direction to the student (or their representative) shall state the period of time by which the student shall respond in writing following which the appeal may be dismissed by the Convener.

##### ***Preliminary Disposal***

- iii) The Convener after consultation with two members of the Appeals Committee may make a preliminary disposal in order to accelerate a decision. The Convener may:
  - a) dismiss the appeal because the subject-matter of the appeal does not fall within the scope of §36.8.3;
  - b) dismiss the appeal because no competent grounds have been stated or because the appeal is frivolous or vexatious or because the appeal is out of time or because the student failed to comply with a direction made in terms of §36.8.6(i) and (ii);
  - c) dismiss the appeal because it does not establish a case that disposal at School level involved defective or unfair procedure, or a failure to take relevant evidence of medical or other adverse personal circumstances into account or was manifestly unreasonable;
  - d) dismiss the appeal because the new evidence submitted by the student could reasonably have been presented to the School Fitness to Practise Committee;
  - e) refer the appeal to the School Fitness to Practise Committee with whatever guidance or direction it considers appropriate, which may include a direction that the case is heard again by a Committee which is not constituted by any member who was involved in the first decision;

- f) refer the appeal to the Senate Fitness to Practise Appeals Committee for a full Hearing. Provision of a Hearing does not imply that a case has been established.
- iv) The Convener may also take such other interim action by way of direction as they deem appropriate.
- v) The Clerk to the Appeals Committee shall state in the letter to the student (or their representative) intimating the outcome of the preliminary disposal the reasons for the decision and shall provide the papers which were considered by the Appeals Committee.
- vi) An appeal which has been dismissed under preliminary disposal may be reinstated if the student (or their representative) makes representation stating that the Appeals Committee overlooked an aspect of the original appeal. The representation and the reasons shall be made in writing to [senate-appeals@glasgow.ac.uk](mailto:senate-appeals@glasgow.ac.uk) within 10 working days of the date of the letter intimating the outcome of preliminary disposal. An appeal can only be reinstated if it is shown that the Appeals Committee did not consider one or more aspects of the original appeal.

### **36.8.7 Arrangements for a Hearing before a Senate Fitness to Practise Appeals Committee**

#### **i) Timing of the Hearing**

When a full Hearing is required, the Appeals Committee shall meet within 20 working days of receipt of the letter of appeal or as soon thereafter as is practicable.

#### **ii) Preparation of the papers**

The Clerk to the Appeals Committee shall:

- a) request a copy of the papers which were before the School Fitness to Practise Committee and a report of the Hearing including information relating to the manner in which the decision appealed against was reached;
- b) request any other reports or information relevant to the appeal;
- c) request the Convener of the School Fitness to Practise Committee to provide a written response to the statements made in the letter of appeal and to name any person or persons whom they wish to appear to provide evidence;
- d) provide the Appeals Committee and the student normally 10 working days before the Hearing with a copy of all papers relevant to the appeal;
- e) notify the student no less than five working days before the Hearing of the date, time and location of the Hearing and the names of the members of the Appeals Committee who will consider the case.

iii) The Hearing may take place in person, through a blended modality of in person and electronic attendance or wholly electronically. Those joining the Hearing electronically in whatever capacity will be asked to confirm that they are in a confidential and secure environment.

iv) The Hearing will pause if any technical failure is experienced and recommenced on resolution. If a significant technical issue is experienced for one or more individuals joining electronically it will then be at the discretion of the Convener to continue or to adjourn the Hearing. The key driver in this decision will be to ensure that the student is not disadvantaged in any way.

### **36.8.8 Attendance at Hearing**

i) The student shall be required to attend the Hearing. Where the student is prevented from attending by ill health, the Hearing shall normally be deferred on submission of medical evidence. If the student does not attend on the date appointed and no notification of the absence has been received, if the Convener is satisfied that the student has received due notice of the Hearing, the Appeals Committee may proceed to deal with the case and to reach a decision in the student's absence.

ii) The student shall have the right to be accompanied, assisted or represented at the Hearing by one of the following: a parent or guardian; a fellow student or other friend; an Adviser from the Students' Representative Council Advice Centre; a member of University staff, or any other person. The student shall inform the Clerk to the Appeals Committee at least five working days before the Hearing of the name of any legal representative. Where the student seeks to have two individuals in attendance, one shall attend as an observer only.

iii) The student may name any person or persons they wish to be present to provide evidence on their behalf. The name of any person or persons called by the student to provide evidence shall be provided to the Clerk to the Appeals Committee no later than 10 working days before the date of the Hearing. The student shall be responsible for arranging the attendance of such persons at the Hearing with the exception of members of staff of the University who shall be notified of the date, time and location of the Hearing by the Clerk to the Appeals Committee.

iv) If any person or persons are unable or unwilling to attend the Hearing, the Convener shall be responsible for deciding if the Hearing shall proceed on the date arranged or be deferred. A written statement may be presented by any person who has been invited to attend the Hearing but who is not available at the date specified. In considering such written statements, the Appeals Committee shall note that it will not be possible to pursue or clarify any issues arising from them, and in such cases the weight of such evidence may be limited.

v) The Hearing shall be held in private. Strict confidentiality will be observed.

### **36.8.9 Expert Advice**

Where the Appeals Committee requires the advice of an expert to deal with a question of fact or special difficulty, such an expert shall provide a written report and where appropriate shall be invited to attend the Hearing to provide evidence.

### **36.8.10 Procedure for the Conduct of a Hearing**

- i) The Appeals Committee shall rely only on the papers that have been prepared for the Hearing and evidence presented at the Hearing. Unauthorised electronic recordings of previous meetings or events will not be admissible as evidence at the Hearing.
- ii) Any unauthorised electronic recording of the Hearing is expressly forbidden by the University, and may constitute a student conduct offence in terms of the Code of Student Conduct.

### **36.8.11 Statements**

- i) The procedure shall be as follows:
  - a) at the Hearing, the Convener shall invite the student and their representative to make a statement. If the student declines, the Appeals Committee will move to §36.8.11 i) b);
  - b) the Appeals Committee shall then address any questions to the relevant parties including the student and those appearing to advise the Appeals Committee and shall afford the student and their representative an opportunity to question the persons involved through the Convener. All those questioned will personally answer any question put to them;
  - c) the Appeals Committee shall consider any request from any person present at the Hearing to make a statement or to put questions through the Appeals Committee Convener to anyone whom the Appeals Committee has examined. Any observer permitted under §36.8.8 (ii) should put any questions through the student's supporter or representative;
  - d) the Appeals Committee shall afford the student an opportunity to make a final statement or to have one made on their behalf;
  - e) the Convener shall seek confirmation from all parties that all necessary information has been conveyed to the Appeals Committee, that the questioning is complete and that in the opinion of the student, the Hearing has been conducted in a fair manner.
- ii) Thereafter all persons except the Appeals Committee, its Clerk and any legal adviser appointed to advise the Appeals Committee shall retire while the Appeals Committee considers its decision. The Appeals Committee shall reach its decision or defer the decision pending further investigations.
- iii) In reaching its decision, the Appeals Committee shall not be bound by the rules of evidence. The Appeals Committee shall attempt to ascertain all relevant facts with a view to coming to a reasonable disposal.
- iv) At any stage the Convener may adjourn the Hearing if they consider this to be necessary.

### **36.8.12 Disposal**

- i) The Appeals Committee shall decide the matter at the conclusion of its consideration of the appeal or as soon as possible thereafter.
- ii) The Appeals Committee may decide by a majority and the Convener will have the casting vote in any decision relating to the student if necessary.
- iii) The Appeals Committee may:
  - a) dismiss the appeal because the subject matter does not fall within the scope of §36.8.3;
  - b) dismiss the appeal because the new evidence produced by the student could reasonably have been produced to the School Fitness to Practise Committee;
  - c) dismiss the appeal because the disposal by the School Fitness to Practise Committee did not involve defective or unfair procedure or was not manifestly unreasonable;
  - d) refer the appeal to the School Fitness to Practise Committee with whatever guidance or direction it considers appropriate;
  - e) uphold the appeal and grant whatever remedy it considers reasonable and practical in the circumstances.
- iv) Where an appeal is upheld, the University shall defray reasonable and proportionate expenses.<sup>71</sup>
- v) The Appeals Committee's decision and the reasons for the decision, with reference to any findings of fact, shall be provided in writing to the student by email normally within 10 working days of the decision being determined. If it is not practicable to provide the decision and the reasons for the decision within this timescale, the student shall be informed of the reason for the delay and a new timescale shall be provided.

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<sup>71</sup> <https://www.gla.ac.uk/myglasgow/apg/studentcodes/academicappealsstaff/expenses/>.



### 36.8.13 Reference back to a School

- i) The Appeals Committee may refer a case back to a School Fitness to Practise Committee where it considers:
  - a) that evidence made available to the Appeals Committee had not been presented to the School Fitness to Practise Committee; or
  - b) that there had been defective procedure at the School level;
  - c) that the decision of the School Fitness to Practise Committee had been manifestly unreasonable.
- ii) In the first case, the Appeals Committee may decide to refer the matter to the School Fitness to Practise Committee as originally constituted to hear the appeal in order to permit that Committee to hear the case *afresh*.
- iii) In the second and third cases, the matter shall be considered by a newly constituted School Fitness to Practise Committee.
- iv) Where an appeal is made to the Appeals Committee against the decision of the School Fitness to Practise Committee following a reference back, it shall be competent for the Convener, in consultation with at least two other members of the original Appeals Committee, either to dismiss the appeal or to recall the Appeals Committee to hear the case.

### 36.8.14 Reports to Senate and Annual Review

- i) The Appeals Committee shall review its proceedings annually and shall provide an annual report to Senate.

### Independent External Review

If the student is dissatisfied with the outcome of an appeal to the Appeals Committee, they shall have the right to an external review,<sup>72</sup> details of which shall be provided on completion of the appeal, and available from [senate-appeals@glasgow.ac.uk](mailto:senate-appeals@glasgow.ac.uk).

## REGULATIONS AND CODE OF CONDUCT FOR THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGY FACILITIES IN THE UNIVERSITY OF GLASGOW Regulation 30

### Introduction

30.1 These Regulations apply to the use of all University ICT by all staff, students, consultants, contractors, visiting and Honorary staff, affiliates, volunteers and others granted access. This includes use of any University ICT accessed over the campus data network or remotely via the Joint Academic Network (JANET) or otherwise whether through University supplied, third party supplied or the User's own personal devices (including personal computers, smartphones and tablets).

- Part A describes the University's policy for the acceptable use of University ICT.
- The Regulations in Part B contain general rules applicable to all Users of University IT. It is the responsibility of Users to become familiar with the Rules that apply to the particular Systems or Facilities that they utilise for University purposes.
- The Regulations in Part C relate to the permitted uses of digital content and software and includes the 'Code of Practice for the use of Software' described therein. They also include provisions relating to the use and protection of personal data.
- Part D relates to misuse of University ICT and the sanctions and disciplinary procedures that apply. Any Users of University ICT who breach these Regulations may be dealt with under the appropriate Disciplinary Procedures in force within the University of Glasgow.

### Definitions

In these regulations (including the Introduction) the following words and expressions have the meaning given to them below:

**'University ICT'**

information and communication technology systems (including software, hardware, data networks and digital content) made available by the University for use by staff, students, consultants, contractors, visiting and Honorary staff, affiliates, volunteers and others;

**'Appropriate Authority'**

an individual or organisational unit under whose control an ICT System or Facility is placed;

**'User'**

any person or persons granted authority to use an ICT System or Facility. Authority will only be granted to a person where that person agrees to be bound by these Regulations;

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<sup>72</sup> External review will be provided by the [Scottish Public Services Ombudsman](#).

## **'UserID'**

a form of unique identifier which is given to a User by the Appropriate Authority which, together with a personal password of the User, is used to identify and authenticate the User when accessing any University ICT.

### **Part A: Acceptable Use**

30.2 The use of University ICT is subject to the following conditions of acceptable use.

1. The University ICT is provided for bona fide University business, teaching, research and study purposes. Incidental personal use of the University's campus data network, file store, email and Internet access is permitted only so long as it is reasonable and in full compliance with these Regulations. Personal use is a privilege and not a right. It must not be overused or abused. We may withdraw permission for it at any time or restrict access at our discretion. Permission to access and use University ICT Systems is given on the understanding that it is used only for approved purposes and only by the person or persons authorised to use them.
2. All staff use of University ICT must be consistent with all terms and conditions in contracts of employment and with the University Human Resources Policies that are to be found on the Human Resource web site. All student use of ICT Systems and Facilities must be consistent with the Code of Student Conduct (Regulation 33). Your use should not involve access to or publication of material of a nature which might bring discredit to you or the University.
3. Before you can have access to and use any University ICT you must be registered as a User. Whether you are a student or member of staff of the University or you are a visitor or guest, you are required to adhere to the University's Policies, Guidelines and procedures. If your status is properly recorded in the relevant administrative databases you can be registered as a User by a standard process. If you are not a student or a member of staff, as part of the registration process you will give an undertaking that you have read these Regulations and agree to be bound by them. Copies of these regulations may be posted on notice boards and are published in the *University Regulations*.
4. When you are registered to use University ICT, you will be given a UserID and a password, referred to as a 'GUID'. This UserID is your personal identification and along with your password serves to authenticate you to the system and to grant access to the Systems and Facilities that you are authorised to use.
5. Your use of University ICT should not interfere with or cause difficulties for other users, nor may you by any wilful or deliberate or negligent act endanger the integrity of networks, equipment, system programs or stored information.
6. As a User you may have access to University electronic mail (email) facilities. These are provided to improve communications among staff and students for matters relating to their roles within the University. Staff must use a University email account for University work. Staff may only use a consumer email account where this is provided by the staff member for personal identity verification as part of first registration or password reset security processes. It should be noted that sending email to a mailing list or to a specific list of recipients constitutes publishing and the University as well as the individual(s) concerned may be held responsible for the content of any such publication.
7. There are many ways that as a User you will be able to make information available to other users and contribute to relevant discussion and debate, both internally and with other Users of the University's network and externally with users of other networks (including the Internet). In particular, you may publish material on web sites or by contributing to collaboration facilities or social networking sites. It should be noted that these activities constitute publishing the contents or contribution and the University as well as the individual(s) concerned may be held responsible for the content of any such publication.
8. Access to or publication of material of a pornographic, criminal or offensive nature including material promoting terrorism is not permitted. The University has a statutory duty to have due regard to the need to prevent people being drawn into terrorism. If you need to work with any questionable material that is essential as part of your particular University work, research or study you must clear this use in advance with your Head of College/School/Service and the Director of IT Services must be notified.
9. Users may conduct work that involves the use of systems, facilities or data belonging to other organisations, including NHS Scotland, local and national government departments and commercial organisations. It is the User's responsibility to ensure that they are aware of and comply with the policies, rules and regulations of both the University of Glasgow **and** these external organisations, so as to protect the User's own, the University's and the external organisation's interests.
10. The University may monitor communications, files and emails but this is always in the context of what is permitted by relevant legislation and University policies. For more information see [IT Monitoring Policy](#). Whilst the University operates on the basis of trust, if there are reasonable grounds for suspecting that an individual is engaging in activities which are in breach of any of the Regulations or of the various guidelines, the University reserves the right to investigate fully. In the event that misuse is suspected, the University will take appropriate action to investigate the matter which may include direct monitoring of the use made by the User. Such monitoring will require the permission of the University Court or their nominee. If misuse is established, disciplinary action will be taken, including referring the matter to the Police should the University consider that an offence may have been, or may be, committed.

### **Part B: General Rules**

11. The Appropriate Authority controlling any element of the University ICT has the power to set out the conditions of use of that element by a User and to modify these from time to time.

12. The conditions of use will include identifying and authenticating the User when accessing any University ICT, through appropriate UserIDs and passwords or other verification mechanisms. The authority granted to a User to use any University ICT is limited to the User to whom authority has been granted, in particular:
  - a) authority given to a User may not be extended or transferred to any other person or persons;
  - b) a User will not allow any other person (whether another User or otherwise) to access any University ICT by way of their personal UserID and personal password and is required to keep that password secret;
  - c) a User will not use or attempt to use any University ICT using someone else's UserID and password, nor attempt to find out another user's UserID or password;
  - d) a User must not use or access any University ICT for any illegal or unauthorised purpose, nor attempt to gain access to information or facilities to which they have not been granted authorisation;
  - e) a User must not store or to make publicly accessible any data, text, image or programme which is unlawful or does not accord with the aims or objectives of the University;
  - f) a User's permissions to access University ICT will terminate when they cease to be a member of staff, student, consultant or otherwise following the expiry of the period in which that User (e.g. a visitor) has been permitted access.

'Hacking' and other unauthorised use of University ICT, whether situated on University premises or elsewhere, is explicitly forbidden and may constitute an offence under the Computer Misuse Act 1990.
13. Users must ensure that their use of University ICT complies with all applicable UK and International laws and relevant University policies.
14. Users of University ICT using computing equipment owned, leased or operated by the University must comply with the conditions as set down by any Appropriate Authority within the University. Users must ensure that network connections are not utilised for unauthorised access to University or external systems. Users with requirements for network usage extending beyond the normal teaching, research and administrative activities of the University should consult the Director of IT Services before any commitments are made. Special rules may apply which will cover payments due to the University for the use of its equipment and will protect the University from any claims for damages etc. which may arise from such use.
15. Users may be permitted to access and use certain elements of the University ICT through devices that are their personal property (such as computers, tablets and smart phones) but these Regulations and all policies concerning data, communications and security apply to any such use.
16. In managing University ICT, IT Services will take reasonable care to prevent the corruption or loss of information and data held on the University's own servers. It cannot however guarantee the integrity of information stored on its equipment. It is therefore the responsibility of the User to satisfy themselves that there are adequate backup arrangements for valuable information. IT Services will only accept responsibility for attempting to recover data that has been stored on a system that is backed by the University. University ICT is managed to ensure high availability, but the University cannot accept responsibility for inconvenience caused to Users by breakdown or unavailability of equipment.
17. Any commercial exploitation of programs developed using University ICT must be carried out according to regulations issued by the University from time to time. Information on these regulations can be obtained from Research, Strategy & Innovation Office.

### **Part C: Rules Concerning Data, Digital Content and Software**

18. When using software, information, images and other digital content such as music or films, it should be understood that virtually all of this material is subject to [copyright](#). Copies of material may not be made or stored without the approval of the copyright owner. Users must ensure that all the requirements of the agreements or contracts under which licensed software or other content is made available to and by the University (including Public Domain 'Shareware' or Fair Dealing conditions of use) are met and must comply with any published usage restrictions. In particular, users must also comply with the Code of Practice for the Use of Software, given below.

#### **Code of Practice for the Use of Software**

30.3 Most of the software supplied to Users through the University is licensed for Educational Use only. Those Users wishing to use software or systems for consultancy or commercial activity should ensure that either the University licenses permit this type of activity or that they arrange to licence a copy/copies of the appropriate software specifically for the activities concerned. If in doubt, users should consult the IT Helpdesk.

- a) Software will be used for educational purposes only, unless explicit arrangements have been made for other purposes. A definition of 'Educational Use' is provided below.
- b) The University will maintain a record of software available centrally for use in the University together with details of licensing arrangements. (Records of centrally licensed software are maintained by IT Services, whilst Colleges and Schools are responsible for maintaining lists of software currently held and for establishing the legality of all their holdings.)

- c) All Users of software are expected to make themselves aware of the conditions under which it may be used before starting to use a particular product.
- d) Software may not be copied for use on machines or by people, within or outwith the University, where such use is not covered by an appropriate licence.
- e) In the event of termination of the licence, Users will be notified and must endeavour to remove all active copies of the software and take steps to ensure that archive copies are not used.

#### **Definition of 'Educational Use'**

30.4 The Educational Use of a Software Product or other Digital Content is the use by any person authorised under the terms of the Licensee for the purposes of the normal business of an Educational Establishment. Such use includes the following:

- a) Teaching;
- b) Research;
- c) Personal educational development;
- d) Administration and management of courses and the educational policy of the Educational Institution;
- e) Development and/or support activities associated with any of the above.

#### **30.5 The following are excluded:**

- a) Consultancy or services where the Software or Digital Content is commercially exploited.
  - b) Work of significant benefit to the employer of students on industrial placement or part-time courses.
19. The protection of personal data (that is data that can be used to identify a living individual) is governed by the General Data Protection Regulation and any holdings of personal data must be registered internally with the University's Data Protection Office. Users processing, storing or transmitting personal data are responsible for ensuring that this is carried out in accordance with the Regulation. The control of students using such data is the responsibility of the member of staff supervising them. All Users must comply with the University's [Data Protection Policy and Guidelines](#) and must treat as privileged any personal information concerning others which may become available to them through their use of University ICT; no part of such information may be copied, modified, disseminated or used without the permission of the appropriate person or authority.
20. Users of personal or other confidential data must take appropriate security measures against unauthorised access to, or alteration, disclosure or destruction of, that data and against its accidental loss or destruction. The [Guidelines for handling Confidential Data](#) are designed to provide a secure framework within which confidential material may be protected and must be followed.

#### **Part D: Misuse of ICT Systems and Facilities**

- 21. The Director of IT Services or their nominee shall have the power to remove from the University data network, any system or facility which is interfering with the operation of the network or which is being used for purposes which contravene these Regulations.
- 22. The University Secretary or their nominee shall have the power to withdraw access to any or all University ICT from any person deemed to be in breach of these Regulations, any applicable legislation or relevant University policy, and to require the modification or deletion of personal data in order to ensure compliance.
- 23. In the event of an apparent breach of these Regulations by a User, the Director of IT or Services or their nominee has the authority summarily to withdraw access to the facilities allowed to the User.
- 24. Where a student violates these Regulations, minor infringements shall be dealt with by the Director of IT Services or their nominee. The Director of IT Services may report major breaches of these Regulations to the Clerk of Senate for action under the Code of Student Conduct where there was prima facie evidence of intention to breach these Regulations, and where sanctions beyond those set out in these Regulations might be invoked.
- 25. Where a member of staff violates the Regulations, the matter will be dealt with via the Disciplinary Procedures defined by Human Resources and available via their web site.

## **POLICY STATEMENT ON STUDENTS' RECORDING OF TEACHING**

## **Regulation 31**

The [Recording of Teaching Policy](#) covers live on campus (in class) and online teaching events.

31.1 Students will normally have the opportunity to make recordings of course lectures for study purposes where official recordings are not available. Students undertake to adhere to the following rules:

- Students must ask the course lecturer for consent to record in advance of teaching and specify the type of recording to be undertaken (e.g., audio, video, screen capture). Students should provide staff with as much advance notice as possible ahead of the teaching taking place.

- Any recording is primarily for the student's use in relation to their studies but it may be shared, in a similar way that lecture notes are shared, with other students on the same course. In no circumstances, however, should a recording be made available to other parties.
- Students may be asked to turn off their recording device when other students do not want their personal contribution recorded.
- Students may be asked to turn off their recording device during parts of a lecture when deemed appropriate by the lecturer.
- Once the recording has served its study purpose, it should be erased.
- Inappropriate use of recordings, including recording after a lecturer has refused consent, will be considered as a breach of the Code of Student Conduct and will be subject to disciplinary action.
- Inappropriate recording and distribution may be subject to legal action.

31.2 For lecturers: where official recording facilities are not available, the lecturer's consent to record will not normally be refused without good reasons. Where consent is refused to record teaching other than lectures, the lecturer should aim to provide an explanation. When a request has been made to record, the class should be notified to allow students to advise that they do not wish any of their participation to be recorded. Any recording is for the student's use in relation to their studies but it may be shared, in a similar way that lecture notes are shared, with other students on the same course. In no circumstances, however, should a recording be made available to other parties.

- Once the recording has served its study purpose, it should be erased.
- Students may be asked to turn off their recording device when other students do not want their personal contribution recorded.
- Students may be asked to turn off their recording device during parts of a lecture when deemed appropriate by the lecturer.
- Acceptable grounds for not allowing student recording of all or part of a lecture include:
  - The provision of an official University recording.
  - Where the lecture is likely to have repeated or substantial student speech or interactions.
  - Where the lecture includes sensitive content.
  - Where the lecture is delivered by a visiting lecturer.
- The making, use or retention of recordings in contravention of this policy statement - for example, where consent to record has not been granted, or a recording has been uploaded to the internet - will be considered as a breach of the Code of Student Conduct, and may also be subject to legal action.

31.3 The University and Schools will provide technical and pedagogic guidance to students on how to benefit from lectures and how to use lecture recordings appropriately.

31.4 Administrative procedures around student recordings of lectures should be kept to a minimum. Where it is known in advance that a specific lecture(s) within a course is not to be recorded by students, this, along with reasons, should be communicated to students on the course through an appropriate channel such as Moodle in advance of the lecture(s).

## **PLAGIARISM STATEMENT**

## **Regulation 32**

### **Introduction**

32.1 The University's degrees and other academic awards are given in recognition of a student's personal achievement. All work submitted by students for assessment is accepted on the understanding that it is the student's own effort.

32.2 Plagiarism is defined as the submission or presentation of work, in any form, which is not one's own, without acknowledgement of the sources. Plagiarism includes inappropriate collaboration with others. It is important to note that inappropriate collaboration with others includes inappropriate interaction with any other student, outside agency, website or software that generates assessment responses. Plagiarism can also arise from a student using their own previous work (termed self-plagiarism). Self-plagiarism includes using work that has already been submitted for assessment at this or any other institution.

32.3 The incorporation of material without formal and proper acknowledgement (even with no deliberate intent to cheat) can constitute plagiarism. Work may be considered to be plagiarised if it consists of:

- a direct quotation;
- a close paraphrase;
- an unacknowledged summary of a source;
- direct copying, translation or transcription.

With regard to essays, reports and dissertations, the rule is: if information or ideas are obtained from any source, that source must be acknowledged according to the appropriate convention in that discipline, and any direct quotation must be placed in quotation marks and the source and page number cited immediately. Any failure to acknowledge adequately or to cite properly other sources in submitted work is plagiarism. Under examination conditions, material learnt by rote or close paraphrase will be expected to follow the usual rules of reference citation otherwise it will be considered as plagiarism. Schools should provide guidance on other appropriate use of references in examination conditions.

32.4 Plagiarism is considered to be an act of fraudulence and an offence against the University Code of Student Conduct. Alleged plagiarism, at whatever stage of a student's studies, whether before or after graduation, will be investigated and dealt with appropriately by the University.

32.5 The University reserves the right to use systems, such as similarity checking software, to assist with the detection of plagiarism in the interests of improving academic standards when assessing student work. Such systems may be externally based.

### **Referral**

32.6 Where a student is suspected of plagiarism<sup>73</sup> the member of staff shall refer the case to the Head of School<sup>74</sup> or their nominee (hereinafter referred to as Head of School) along with all appropriate documentary evidence (the piece of work in question duly marked-up, a copy of the original source(s) of the plagiarism, the referral form, etc.). Any further consideration of that piece of work by the School shall be held in abeyance until the procedures set out below have been completed. The student shall be informed in writing that their marks have been withheld pending an investigation of suspected plagiarism. As part of any such investigation the University may review previously assessed material and rescind published marks or grades if necessary.

32.7 The Head of School shall assess the extent of the suspected plagiarism and, if necessary, consult with the Student Conduct Team. The Head of School will deal with suspected cases concerning non-Honours undergraduate students that are first offences and not considered to be severe. The Head of School will refer all Honours and postgraduate level cases, all suspected second offences, and cases of severe plagiarism directly to the Student Conduct Team for investigation under the provisions of the Code of Student Conduct.

32.8 Whilst there is no definitive list, examples of cases which would be regarded as severe plagiarism include:

- i) any case of serious and or blatant plagiarism when considered in relation to the student's level of study and length of exposure to the procedures, practices and regulations of the University;
- ii) a first offence where a reduction in marks would put at risk the student's degree or direct progression;
- iii) any case, regardless of extent, where it is inappropriate to deal with it within a School.

### **Procedure before the Head of School**

32.9 At all times the principles of natural justice shall be observed.

32.10 With respect to undergraduate non-Honours cases that are first offences and not considered to be severe, the Head of School shall interview the student concerned. They should also interview any students who have allegedly allowed their work to be copied. As soon as practicable, the student will be informed in writing of the alleged offence and of the requirement to attend for interview. The student will also be provided with a copy of the marked-up piece of work and the identified source materials in advance of the interview.

32.11 The student shall have the right to be accompanied, assisted or represented at the interview by one of the following: a parent or guardian; a fellow student or other friend; an Adviser from the Students' Representative Council Advice Centre; a member of University staff, or any person. At the beginning of the interview, the Head of School will ascertain who is to be the spokesperson for the student (the student or a representative). The foregoing notwithstanding, the Head of School shall have the right to question the student directly, where necessary.

32.12 The Head of School shall have a member of support staff present to keep a record of the meeting.

32.13 At the interview, the student will be shown a copy of their work, duly marked-up and be given a clear explanation of what they have allegedly done. The student will be given the opportunity to justify the work and be invited to admit or deny responsibility.

32.14 If the Head of School is satisfied on the balance of probabilities that an offence has occurred they may impose an academic penalty, which will take account of the extent of the plagiarism. The Head of School may reduce the marks or results up to the point where the academic rating for the piece of work in question is reduced to grade H. Consideration will also be given to resubmission opportunities; the maximum mark that can be awarded to any resubmission is the pass mark appropriate to the degree programme being followed. The student shall be given instruction about plagiarism (which

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<sup>73</sup> If a student suspects a fellow student of plagiarism then they should speak to a member of staff in the School concerned. The identity of the student making the report shall remain confidential.

<sup>74</sup> Where the Head of School has a potential conflict of interest (e.g. teaches or examines on the course concerned) then they should pass the case to another senior member of academic staff in the School. In the case of small Schools, where it may not be possible to pass the case to another senior member of academic staff, the case should be passed to the Head of a cognate School.

may include a referral to Student Learning Development) and the necessity of properly acknowledging and referencing sources.

If it is judged that the case is of a more serious nature than first believed, the Head of School may refer the case onwards for consideration by the Senate Assessors for Student Conduct.

32.15 If the Head of School is not satisfied that an offence has occurred but considers that the student has engaged in poor academic practice then the student should receive a warning, instruction about plagiarism and the necessity of properly acknowledging and referencing sources.

32.16 The student will be notified in writing of the outcome by the School. The School will send a copy of this letter to the Student Conduct Team to be kept on record. The existence of a record for a particular student will be made known to any other School seeking to assess the seriousness of other issues (see §32.6 and §32.7).

32.17 If it is judged that there is no case for the student to answer, the student will be informed in writing and the piece of work in question will be marked in accordance with normal arrangements, without penalty. The Student Conduct Team does not need to be notified of such instances.

32.18 The Head of School shall inform the Board of Examiners of any reduction in marks. The Board of Examiners shall not have the authority to revisit or alter academic penalties imposed by this process.

### **Right of Appeal**

32.19 The student shall have the right of appeal to the Senate Assessors for Student Conduct in respect of any penalty imposed by the Head of School. A student who wishes to appeal must do so in writing to [student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk) within 10 working days of the date of the issue of the written decision of the Head of School.

32.20 The Senate Assessors for Student Conduct will consider an appeal against the penalty imposed by a Head of School only on the grounds that:

- i) new evidence has emerged which could not reasonably have been produced to the Head of School;
- ii) there has been defective procedure at the Head of School level;
- iii) the penalty imposed by the Head of School was clearly unreasonable.

The letter of appeal must clearly specify the details of any new evidence, the manner in which the procedures were defective or in what respects they believe the Head of School has erred or been mistaken in imposing a penalty. The letter must also specify the remedy that the student seeks.

### **Plagiarism in the Work of a Graduate**

32.21 The University will investigate any suspected case of plagiarism in the work of a graduate, which has already been assessed for an award of the University, to determine if the nature and extent of the plagiarism had been material to the award of the degree, diploma or certificate, or class within the degree.

32.22 All such cases will be considered as severe plagiarism. The Head of School will conduct an investigation and refer the case to the Student Conduct Team in accordance with §32.7.

## **CODE OF STUDENT CONDUCT**

## **Regulation 33**

The Code of Student Conduct ('this Code') is governed by Resolution No. 670 of the University Court.

### **WHAT THIS CODE COVERS**

33.1 The University has a responsibility to provide a safe and fair environment for its students, staff and members of the public. As part of this all students are required to behave acceptably and adhere to the University's rules at all times.

33.2 Students attending Associated Institutions<sup>75</sup> are also expected to abide by the conduct rules of those Institutions (which are published separately). Any misconduct may be considered by either or both institutions, depending on the agreement between the University and the Associated Institution.

33.3 The University will consider allegations of misconduct under this Code made by:

- a) members of the University community (being other University students, members of staff, and contractors or others working on or visiting University premises); and
- b) other third parties where the student's conduct is related to a University activity or where the University in its sole discretion considers that the student's conduct may harm the safety, interests or reputation of the University.

33.4 All students, from the point at which they accept an offer from the University, and including students whose studies have been suspended, are subject to this Code in relation to:

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<sup>75</sup> Educational institutions with which the University has a formal collaborative arrangement relating to the delivery of learning, teaching, or academic supervision.

- a) the activities they engage in as students of the University, including educational, sporting, cultural, social or other activities, and including those that take place while the student is away from the University, for example on field trips;
- b) the services or facilities they access due to being students of the University;
- c) their presence in, or access to, premises owned, leased or managed by the University, Glasgow University Sports Association, Queen Margaret Union, Glasgow University Union, or Glasgow University Students' Representative Council; and/or
- d) any activity, including digital activity and social media use, not covered by a), b) or c), but which may harm the safety, interests or reputation of the University.

33.5 Action may, exceptionally, be taken under this Code if misconduct on the part of a former student is alleged, which occurred whilst they were a student at the University. It shall be at the discretion of a Senior Senate Assessor (in the case of academic misconduct) or the Head of Student Conduct (in the case of non-academic misconduct) whether it is possible or desirable to investigate any such allegation given the time elapsed, the availability or likely availability of evidence, the availability of meaningful sanctions, and the perceived benefit to the University of taking such action.

33.6 Sanctions against a former student may include the withdrawal of a qualification (in the case of academic misconduct) and/or refusal to allow re-registration for a further qualification or course at the University.

33.7 This Code is separate from matters of criminal or civil law and does not aim to make findings on matters of law.

## **GENERAL PRINCIPLES**

33.8 The University will aim to treat all its students fairly under this Code and to adhere to the principles of natural justice. All parties will be treated with dignity and respect, and implementation of this Code will be sensitive to protected characteristics with reasonable adjustments made if required.<sup>76</sup> All students against whom allegations of misconduct are taken forward under this Code will be clearly informed of the allegations against them, and will have the right to be heard, the right to support, and the rights of appeal, as set out in this Code. University of Glasgow students making allegations will have the right to receive support as set out in this Code. Cases will be considered objectively by investigators and decision makers who are competent and impartial.

33.9 Procedures and sanctions will be proportionate to the misconduct. Academic sanctions will only be directly applied in relation to academic misconduct. Suspension or expulsion are potential sanctions for academic or non-academic misconduct.

33.10 Allegations will be considered in a timely manner. Investigations will be undertaken without undue delay and will be completed to the reasonable satisfaction of the Investigating Officer (in the case of allegations of non-academic misconduct) or Senate Assessors (in the case of allegations of academic misconduct) before the decision is made. Both Responding Student(s) and Reporting Individual(s) will be informed of likely timescales and updated where delays are necessary or otherwise occur.

33.11 The standard of proof at each stage of the procedures under this Code will be on the balance of probabilities. This means that, for each event or incident, the relevant decision maker must be satisfied, on the evidence available, that it is more likely than not that the event or incident occurred.

33.12 Involvement in a misconduct case can be difficult for any student and the University will assess risks for all relevant parties when implementing this Code. Students are reminded of the support available to them from the University Support Services and from the Glasgow University Students' Representative Council ('SRC') Advice Centre. Where concerns about individual welfare of any student arise because of a misconduct case, the University will, with agreement of that student, make a referral to the Safeguarding Team so that appropriate support measures can be put in place.

## **ROLES IN THIS CODE**

33.13 Roles in this Code are outlined in Annex A.

## **RELATIONSHIP WITH OTHER UNIVERSITY POLICIES, PROCEDURES AND REGULATIONS**

33.14 Other regulations and policies exist separately that cover, for example, the use of IT facilities, Halls of Residence, and so on. Breaches of those regulations may be dealt with solely under those policies, but may also be considered under this Code. These regulations and policies include:

[Registration and Fee Regulations](#)

[Equality & Diversity Policy](#)

[Dignity at Work & Study Policy & Procedure](#)

[Personal Relationships Policy](#)

[Regulations and Code of Conduct for the Use of ICT Systems and Facilities in the University of Glasgow](#)

[Policy Statement on Students' Recording of Teaching](#)

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<sup>76</sup> Protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation, as described in the Equality Act 2010.



[Plagiarism Statement](#)

[Guidance on using Artificial Intelligence](#)

[Expected Behaviour Policy](#)

[Code of Policy and Procedures for Investigating Allegations of Misconduct in Research](#)

[No Smoking Policy Statement](#)

[Statement on Alcohol, Drugs and Substance Misuse](#)

[Accommodation Services Policies and Procedures](#)

33.15 The Glasgow University Student Unions,<sup>77</sup> the Student Representatives' Council and the Glasgow University Sports Association are each constitutionally separate from the University of Glasgow and may also have their own conduct regulations. However, behaviour which may breach the disciplinary rules of the Student Unions, Student Representative Council and the Glasgow University Sports Association on premises owned, leased, or managed by them or at any events organised by them (wherever they take place) may also constitute a breach of this Code. Where there is an allegation that would constitute a Level 2 misconduct under this Code, the case will be considered under this Code.

### **The Student Contract**

33.16 The Student Contract outlines the relationship between the University and all of its students. It links to relevant student regulations including this Code.

### **Fitness to Study<sup>78</sup>**

33.17 Where there are concerns that a student's conduct may be being affected by their mental or physical health, this will normally be considered under the Fitness to Study Procedure.

### **Fitness to Practise<sup>79</sup>**

33.18 Students registered on certain professional programmes are subject to the Fitness to Practise Procedure. If a School Fitness to Practise Officer, while investigating a Fitness to Practise concern, believes that this Code may apply, they will advise the Head of Student Conduct in writing at [student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk). The Fitness to Practise Officer and the Head of Student Conduct will decide how to proceed. Misconduct within a professional context will normally be considered under the Fitness to Practise Procedure. Misconduct which could also be perpetrated by students on non-professional programmes will normally be considered under this Code. The University may consider the case under both procedures if it believes that both are relevant.

## **WHAT IS MISCONDUCT?**

33.19 Misconduct means behaviour that falls short of the standard of behaviour expected of a student of the University.

There is no definitive list of student conduct offences, but a list of examples of academic and non-academic conduct offences can be found in Annex B.

## **COMMUNICATING WITH STUDENTS ABOUT MISCONDUCT**

33.20 All written correspondence about misconduct will be sent by email to the student's University email account unless agreed otherwise.

### **Support and Advice**

33.21 The University recognises that some allegations of misconduct are extremely distressing for the student alleged to have breached conduct regulations and for the person making the allegation.

Where a case is taken forward under this Code students are signposted to relevant sources of support in the University, including the SRC. Where concerns about individual welfare of any student arise because of a misconduct case, the University will, with agreement of that student, make a referral to its Safeguarding Team so that appropriate support measures can be put in place if appropriate.

33.22 The SRC provides confidential, independent and impartial support and guidance through its Advice Centre for the Responding Student and for the Reporting Individual (where that individual is a registered student of the University) throughout the conduct process. The SRC Advice Centre will discuss any potential sharing of information with the Responding Student or Reporting Individual.

## **MISCONDUCT AND THE CRIMINAL LAW**

33.23 Where the University believes or is informed that a criminal offence may have been committed, either on campus or off campus, it may report the matter to the police, regardless of the stage of any investigation or conduct procedure under this Code.

33.24 Where criminal proceedings against a student are ongoing, the University may:

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<sup>77</sup> Glasgow University Union (GUU) and Queen Margaret Union (QMU).

<sup>78</sup> [University Regulation 34](#) – Fitness to Study Procedure.

<sup>79</sup> [University Regulation 36](#) - Procedure for Determining Fitness to Practise.

- a) suspend action under this Code until the outcome of those proceedings is known;
- b) postpone making a decision about whether to take action under this Code until the outcome of those proceedings is known;
- c) in exceptional cases, decide to continue or commence action under this Code.

33.25 If a registered student of the University is charged with, or convicted of, a criminal offence they must let the University know by emailing [student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk). A Responding Student subject to a criminal investigation must keep the University informed of any progress or change in status of the criminal process (by emailing [student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk)). The University will endeavour to provide pastoral support to any student subject to criminal investigation as well as to any student who has alleged criminal misconduct, even if the University conduct proceedings are suspended. This support might include access to University student support services, access to the SRC Advice Centre, extensions to academic deadlines, or a leave of absence.

33.26 The University may still take action under this Code for an incident that has been considered by a criminal court, whether or not the student has been found guilty of any criminal offence by the court, but this Code is not intended as a substitute for criminal proceedings.

33.27 Where a student is convicted of a criminal offence, the University will use this information as evidence in conduct proceedings if it is directly relevant to the matter being considered. Any sentence or order imposed by a criminal court may be taken into account in deciding on any sanction to be applied under this Code.

## **GENERAL CONDUCT PROCEDURES**

33.28 There are separate procedures for academic and non-academic misconduct which are described below. Where a student is accused of academic and non-academic misconduct, both procedures will be used and the cases may be managed concurrently. All attendees will be reminded that the details of meetings under this Code should be treated as confidential.

### **Confidentiality**

33.29 The University will treat allegations of misconduct, and sanctions applied, confidentially and in line with the Code of Student Conduct Privacy Notice, except to the extent that it is considered by the University to be necessary to share information within the University or with external organisations to enable the University to:

- a) investigate the allegation;
- b) report or assist in the investigation of a crime;
- c) fulfil its safeguarding duties; and/or
- d) comply with its legal and/or contractual obligations (for example, to regulators, research funders, or professional bodies).

Details of misconduct and sanctions will not be published on the student's degree transcript (Higher Education Achievement Report) and will not normally be divulged in references unless specifically requested by the individual or organisation requesting the reference.

33.30 Details of conduct decisions are held confidentially by the Student Conduct Team. Details of decisions, including sanctions, will be circulated to relevant University colleagues or Student Union, SRC or GUSA officers on a need-to-know basis, to implement the decisions. All participants in conduct processes will be reminded that the details of meetings under this Code should be treated as confidential.

33.31 Once a decision has been reached on the case, the Reporting Individual will normally be informed that the matter was dealt with under the University Code of Student Conduct and noting whether the Responding Student was found to have committed misconduct. Parties, such as alleged victims and witnesses, may be informed of the sanction imposed where the University considers that it is of direct interest for them to be informed (by way of example, in cases of violence, sexual violence, bullying or harassment, it may be appropriate for the alleged victim to be informed of any sanction relating to restrictions on attendance on campus, approaching named individuals, etc).

### **Reasonable Behaviour**

33.32 All individuals involved in a procedure under this Code, including the Responding Student and their accompanying individual (if any), must communicate and act respectfully and reasonably and in accordance with this Code and with the University's Expected Behaviour Policy.<sup>80</sup> Staff with responsibilities under this Code may halt proceedings and refer to the Head of Student Conduct if they consider that an individual has failed to comply with this expectation. Under these circumstances, the Clerk of Senate has the authority to exclude any individual from any part of the procedures under this Code following consultation with the Head of Student Conduct.

### **Right to be Accompanied**

33.33 Responding Students, Reporting Individuals and witnesses are entitled to be accompanied to meetings under this Code.

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<sup>80</sup> [University Regulation 37](#) – Expected Behaviour Policy.

The accompanying individual will normally be a family member, a fellow student or friend, an adviser from the SRC Advice Centre, or a member of University staff, provided that they are not also a witness.

The role of the accompanying individual is to provide moral and pastoral support to the person they are accompanying to the meeting. The accompanying individual shall not disrupt the proper conduct of the meeting.

33.34 The Responding Student must inform the Head of Student Conduct ([student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk)) at least five working days<sup>81</sup> before the relevant meeting of the name of any person who may attend to accompany them.

33.35 The Responding Student will normally be expected to speak for themselves.

33.36 There is no automatic right for a student to have legal representation at meetings and hearings and legal representation is only allowed for meetings or hearings where the student has been granted express permission in advance (see §33.37 below). The Responding Student will normally be advised to seek support and guidance from the SRC Advice Centre.

33.37 If the Responding Student wishes to be accompanied or represented by a person not listed in §33.33 above, the student must make a request to the Head of Student Conduct ([student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk)) in writing, giving the name of the proposed representative and a rationale for representation, no later than five working days before the meeting or hearing.

The decision whether to allow legal representation will be for the Head of Student Conduct in consultation with the Senate Assessor, Investigating Officer, or Convener of the relevant Conduct Committee or Appeal Meeting, as appropriate.

Factors that will be considered in deciding whether to grant permission will include:

- the seriousness of the allegation and the potential sanction (for example, whether the outcome of the hearing could deprive the Responding Student of the right to practise their chosen profession or could irretrievably prejudice that right);
- the capacity of the Responding Student to understand the allegation(s) made against them and to defend/present their own case;
- the need for reasonable speed in achieving an outcome and to avoid delay;
- whether any points of law are likely to arise (in most cases the purpose of any meeting or hearing will be to determine points of fact and not law);
- any probable procedural difficulties;
- the need for fairness between the Responding Student and those making allegations; and
- other relevant factors, including any representations made by the Responding Student.

Where permission is granted, the Responding Student will be responsible for paying the costs of their representation (including legal costs) and these will not be reimbursed by the University.

#### **Failure to Appear at a Meeting**

33.38 If a Responding Student does not attend a meeting scheduled under this Code on the scheduled date and has not advised of medical or other grounds that prevent attendance, the matter may be dealt with in the Responding Student's absence. If the allegation is found to be established, an appropriate sanction will be applied, and the Responding Student will be notified of the outcome in writing.

#### **Allegations Against More Than One Student**

33.39 Where an allegation is made against more than one Responding Student for the same offence, each of the Responding Students will be given an equal opportunity to respond. The Head of Student Conduct will advise on whether the Responding Students should be interviewed together or separately. Responding Students will have the opportunity to speak with the Senate Assessor(s), Investigating Officer and/or Senate Student Conduct Committee privately if necessary. Decisions on outcomes will be made for each Responding Student individually.

#### **Meeting Arrangements and Written Submissions**

33.40 The Senate Assessors (in the case of academic misconduct) or the Investigating Officer (in the case of non-academic misconduct) shall meet with a Responding Student either virtually (e.g., online) or in person, or may accept a written statement from the Responding Student instead of meeting with them. The written statement shall be considered in the same way as an oral statement.

33.41 Conduct Committee and Appeal meetings may take place online or in person, as determined by the Convener, in consultation with the Head of Student Conduct.

33.42 All meetings under this Code, where Responding Students and/or Reporting Individuals are present, will include at least two representatives from the University, unless there are exceptional circumstances, and all parties agree that the meeting may proceed with only one University officer in attendance. For the purposes of this section, an Investigating Officer under this Code who is external to the University is a representative from the University.

33.43 A written record of the meetings with the Investigating Officer (in the case of allegations of non-academic misconduct) or Senate Assessors (in the case of allegations of academic misconduct), and of Conduct and Appeal

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<sup>81</sup> For the purposes of this Code, Monday to Friday are counted as working days except when the University is closed for a [Public Holiday](#) or other reason. Saturdays and Sundays are not counted as working days.

Committee meetings, will normally be shared with the Responding Student within 10 working days<sup>81</sup> of the meeting. Reports of Investigating Officers for non-academic misconduct will normally be shared with the Responding Student within 10 working days of the outcome agreed by the Head of Student Conduct.

33.44 Records of student conduct correspondence, risk assessments and meetings are kept for at least six academic sessions after the incident under investigation, and for their remaining registration at the University if that is longer.

#### **Electronic Recordings**

33.45 Electronic recordings of any meetings held under the Code of Student Conduct are not permitted unless required as, for example, a reasonable adjustment relating to disability. Requests relating to recording meetings must be made in writing to the Head of Student Conduct [student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk) at least five working days<sup>81</sup> in advance of the meeting.

#### **Reports to Senate**

33.46 An Annual Report will be presented to Senate stating the number and types of misconduct reported, and the outcomes at Level 1 and Level 2; and the number and types of appeals heard by the Conduct Appeal Committees.

#### **Reconsideration of an Allegation**

33.47 A Responding Student cannot normally be considered twice in respect of the same allegation under this Code. Exceptionally, the Clerk of Senate may allow this if new substantive evidence becomes available. The factors in making the decision to consider a case again will include the time elapsed, the severity of the offence, the impact on the student(s) concerned and any possible impact on fitness to study or fitness to practise.

#### **Procedures for Conduct and Appeal Meetings**

33.48 At least 10 working days<sup>81</sup> before a Conduct Committee or Appeal Committee meeting, the Clerk of the Committee will send the Responding Student notice of the meeting and send them the papers for the meeting including details of the allegation (in the case of Conduct Committees) to give the student reasonable time to prepare.

33.49 The Committee may accept a written statement from the Responding Student as evidence instead of the Responding Student or their representative attending the Committee meeting. The statement should be submitted to the Head of Student Conduct ([student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk)) no later than five working days before the relevant meeting.

33.50 The Committee will rely only on evidence presented (either verbally or in writing) at the meeting in making their decision.

33.51 The Committee may adjourn the meeting and delay making a decision where it is decided that further investigation into the allegation(s) is needed.

33.52 If the members of the Committee cannot agree on an outcome, the decision will be that of the majority of its members. The Convener will have a casting vote if there is not a majority view.

#### **Student Safeguarding and Wellbeing**

33.53 Where safeguarding concerns are raised, the Convener of each Committee should seek advice from the Safeguarding Manager as to steps they consider necessary to support wellbeing and participation of the Reporting Individual (where they are a University of Glasgow student), the Responding Student, and any witnesses (where they are University of Glasgow students or staff). This may include, amongst other things, requiring that all questioning be conducted through the Convener; the use of technology or physical barriers to remove direct line of sight between the Responding Student and a witness; and seeking to ensure that questioning by any party is appropriate. Where reasonably possible, the arrangements to support wellbeing will be agreed and notified in advance of the meeting.

### **ACADEMIC CONDUCT PROCEDURES**

#### **Referrals**

33.54 Allegations of academic misconduct should be submitted to the Student Conduct Team, using the online reporting form, or in writing to the Head of Student Conduct at [student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk).

33.55 The University will not generally investigate reports, under this Code, that have been made anonymously, but the information shared may be used to inform understanding of current issues and shape future work, such as campaigns and resourcing.

#### **Time Frames**

33.56 Conduct procedures will proceed without undue delay and where possible will not normally take more than 90 working days from the start of the investigation into an allegation to the conclusion of any appeal meeting. Extensions to this timescale may be required if, for example, the case is particularly complex, or due to other circumstances beyond the reasonable control of the University. Note that at certain times of year academic cases may take longer than 90 working days due to the increased number of referrals and the need to prioritise graduating students. Relevant parties will be informed of likely timescales and updated where delays are necessary or otherwise occur.

#### **Senate Assessors for Student Academic Conduct**

33.57 The Senate shall appoint a cohort of up to 24 Senate Assessors for Student Academic Conduct ('the Senate Assessors'), from which Senate Assessors will be selected to consider individual cases and take disciplinary action under this Code. The Senate Assessors take the role for four years, and the Senate appoints two Senior Senate Assessors from

amongst the Senate Assessors. The duties of the Senior Senate Assessors can be performed by any of the Senate Assessors, if required.

### **Resolution by Mutual Agreement**

33.58 If the Responding Student admits to the alleged academic misconduct and a Senior Senate Assessor considers that a mutually agreed resolution may be possible, then the academic misconduct may be resolved by mutual agreement.

33.59 The Responding Student will be informed of the allegation in writing, given a reasonable opportunity to respond, and notified of a potential sanction in writing. If the Responding Student agrees, the sanction will be confirmed in writing by the Senate Assessors. Examples of mutually agreed sanctions that may be applied are outlined in Annex C.

### **Local Resolution**

33.60 In relation to first offences for undergraduate non-honours students, the Head of School or their nominee (hereinafter referred to as Head of School) may deal with the following under the University's Plagiarism Statement: cases of suspected plagiarism or collusion, or where work may have been generated using artificial intelligence, provided that such cases are not associated with formal on-campus examinations and are not considered to be extensive.. All other cases will be considered under this Code.

### **Level 1 Resolution – Summary Decision**

#### ***Allegation that a student has engaged in academic misconduct***

33.61 A Senior Senate Assessor will carry out an initial review into the allegation(s) and will be advised and assisted by members of the Student Conduct Team as appropriate. The Senior Senate Assessor will have had no previous involvement in the case. The Senior Senate Assessor will determine the subsequent course of action, which may include referring the matter back to the School, not taking the matter further, or taking the referral forward using the Procedure at Level 1.

33.62 If the allegation(s) is considered to be more serious (having regard to the examples given in Annex C), the Senior Senate Assessor can decide in consultation with another Senate Assessor to refer the case directly to Level 2 for a full meeting of the Senate Student Academic Conduct Committee.

#### ***Procedure at Level 1***

33.63 The Responding Student will normally be invited to attend a meeting with two Senate Assessors to respond to the allegation(s), to admit or deny responsibility and, if they admit responsibility, to explain their behaviour or offer information that may be relevant in deciding a sanction.

33.64 The Responding Student will be given notice (normally not less than five working days) of the meeting and provided with the details of the allegation and a copy of the Conduct procedures in advance. The Responding Student will also be told how to access advice and support, for example from the SRC Advice Centre.

#### ***Outcome at Level 1***

33.65 At the conclusion of the meeting the Senate Assessors may:

- a) dismiss the allegation of misconduct and advise that no further action should be taken;
- b) carry out further investigation;
- c) impose a sanction in accordance with Annex C;
- d) refer the matter to the Senate Student Academic Conduct Committee.

33.66 The Senate Assessors will normally tell the Responding Student the outcome at the end of the meeting, and the outcome will normally be confirmed in writing within 10 working days.<sup>81</sup> This letter will outline the right of, and timeline for, appeal and how to access advice and support if needed.

33.67 The relevant School(s) and College(s) will be informed in writing of any academic sanction imposed by the Senate Assessors. The School will inform the Board of Examiners (which cannot review or change the sanction imposed by the Senate Assessors).

33.68 The Responding Student has the right of appeal against the decision of the Senate Assessors including any sanction imposed. The procedures are set out under §33.109 - §33.123.

#### ***Misconduct which is more serious***

33.69 The Senate Assessors at Level 1 shall refer the matter to the Senate Student Academic Conduct Committee under Level 2 of this Code if they decide that the Responding Student has committed misconduct which (having regard to the examples given in Annex C), may be more serious than can be considered at Level 1.

### **Level 2 Resolution - Senate Student Academic Conduct Committee**

33.70 The Senate Student Academic Conduct Committee ('the Committee') is appointed by the Senate. The Committee membership is:

- Convener (appointed by Senate).
- College representatives (members of, or nominated by, Senate).
- Student member (the President of the Glasgow University Students' Representative Council or another SRC Sabbatical Officer).

At least three members of the Committee must be present at any meeting, including the Convener and at least one College member. Reasonable steps will be taken to include a student member on the Committee. Other staff members may be co-opted where appropriate. No member of the Committee will have had previous involvement with the Responding Student or work directly within the area where any alleged misconduct took place.

33.71 The Senate Assessors will give the Committee a written report of the case, and a copy will be sent to the Responding Student before the meeting.

33.72 The Senate Assessors and Responding Student must notify the Head of Student Conduct, at [student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk), of any witnesses who may attend the meeting at least five working days<sup>81</sup> before the meeting is due to take place.<sup>82</sup>

33.73 At the hearing:

- a) The Convener of the Committee will introduce all present, confirm whether the Responding Student will be represented by another person, explain the purpose of the meeting and explain any measures in place to protect the wellbeing of the Responding Student and any witnesses (such as those referred to in §33.53). Subject to their duty to ensure the procedure as a whole is fair, the Convener may impose time limits on presentations and statements and will remind all attendees that the details of the meeting should be treated as confidential.
- b) A Senate Assessor will present the allegation(s) against the Responding Student and will present the findings of any investigation, calling witnesses as appropriate.
- c) The Responding Student (or representative) will be invited to respond to the allegation(s) presented by the Senate Assessor and may call witnesses, as appropriate. The Responding Student will be invited to state whether they admit or deny the allegation(s).
- d) The Committee may ask questions of the Responding Student, their representative or supporter, the Senate Assessor and any witnesses.<sup>83</sup>
- e) Through the Convener, the Responding Student (or their representative) may ask questions of the Senate Assessor and witnesses, subject to any alternative arrangements agreed as outlined in §33.53.
- f) Through the Convener, the Senate Assessor may ask questions of the Responding Student and witnesses.
- g) The Committee may at any time seek additional evidence or information from other parties at the meeting.
- h) The Convener will invite the Senate Assessor and the Responding Student (or their representative) to sum up.
- i) If the Responding Student admits the allegation(s) they will be invited to give an explanation of the misconduct and advise the Committee of any information that might be relevant in deciding on a sanction.
- j) If the Responding Student denies the allegation(s), the Committee will decide, on the balance of probabilities, whether the Responding Student has committed the alleged misconduct.

33.74 If the Committee decides that the Responding Student has committed misconduct, they will, in a private meeting, agree on the appropriate sanction in accordance with Annex C.

33.75 The decision of the Committee is normally given verbally following conclusion of the Committee's deliberations. The Responding Student will normally be notified of the Committee's decision formally within 10 working days of the meeting. This letter will outline the right to and timeline for appeal and how to access advice and support if needed.

33.76 The Responding Student has the right of appeal against the decision of the Committee including any sanction imposed. The procedures are set out under §33.109 - §33.123.

## **NON-ACADEMIC CONDUCT PROCEDURES**

### **Referrals**

33.77 Allegations of non-academic misconduct should be made in writing to the Head of Student Conduct at [student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk).

33.78 The University will not generally investigate reports, under this Code, that have been made anonymously, but the information shared may be used to inform understanding of current issues and shape future work, such as campaigns and resourcing.

### **Time Frames**

33.79 Conduct procedures will proceed without undue delay and will not normally take more than 22 working weeks<sup>84</sup> from the initial referral to the conclusion of any appeal meeting. Extensions to this timescale may be required if, for example, the case is particularly complex, there is a related criminal investigation or prosecution, because of delays caused by the

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<sup>82</sup> The Convener of the Committee has the authority to waive the stated timescales in relation to the notification of witness attendance.

<sup>83</sup> The Convener will ensure that any questioning by any party is appropriate and will not permit any questioning which is deemed to be vexatious, harassing, or irrelevant to the case.

<sup>84</sup> For the purposes of this Code, Monday to Friday is counted as a working week except when the University is closed for a [Public Holiday](#) or other reason.

Reporting Individual or the Responding Student, or other circumstances beyond the reasonable control of the University. All parties will be informed of likely timescales and updated where delays occur or are necessary.

See Annex D for the breakdown of this procedural timescale.

### **RISK ASSESSMENT AND PRECAUTIONARY MEASURES**

33.80 When an allegation of non-academic misconduct is made a preliminary assessment of the case will be made by the Head of Student Conduct or their nominee.

33.81 Where the preliminary assessment indicates a potential risk of harm (physical or mental) to the individual who has made the allegation or to anyone in the University community, or a risk to the University's property or activities, a risk assessment will be undertaken.

33.82 This risk assessment will be undertaken by a Risk Assessment Group which will be convened by the Head of Student Conduct or their nominee, and will comprise a representative from Student Services, a representative from the University Security team, a Case Manager from the Student Conduct Team and such other member(s) of University staff as the Head of Student Conduct may consider necessary or desirable. The findings and recommendations of the Risk Assessment Group shall be recorded in writing.

33.83 The Clerk of Senate, Chief Operating Officer or their nominee, has the authority to take precautionary measures, with immediate effect, pending further investigation under this Code. The purpose of such measures may be, for example:

- a) to ensure the safety and wellbeing of the University community, including the Responding Student, as well as the Reporting Individual; or
- b) to ensure that potential witnesses or other evidence are not subject to interference.

When deciding whether to impose any precautionary measures, consideration should be given to any recommendation(s) made by the Risk Assessment Group.

These measures may include:

- a) a non-contact order between students;
- b) limiting or removing access to University activities, services, facilities or buildings;
- c) temporary exclusion from all or part of University accommodation (to the extent permitted by the relevant accommodation contract); and/or
- d) precautionary suspension from the University.

33.84 The Responding Student will be informed of any decision to impose precautionary measures, and the reasons for the decision, in writing. Other parties, such as alleged victims and witnesses may be informed of precautionary measures where it is of direct interest for them to be informed (by way of example, in cases of violence, sexual violence, bullying or harassment, it may be appropriate for the alleged victim to be informed of any restriction relating to attendance on campus, approaching named individuals, etc).

33.85 Precautionary measures pending an investigation are not a finding of misconduct, nor a formal conduct sanction.

33.86 The Clerk of Senate, Chief Operating Officer or their nominee, as the case may be, shall review precautionary measures:

- a) routinely every month;
- b) where they are made aware of a material change to the facts or circumstances upon which they made their decision; and
- c) on request from the Responding Student if there is evidence that the measures were imposed based on factual error or in the event that they consider there has been a material change to the relevant facts or circumstances upon which the decision to impose precautionary measures was based. Such requests must be made in writing to the Head of Student Conduct at [student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk) and should include submission of any relevant evidence relating to the factual error or material change to the relevant facts or circumstances.

33.87 Following such reviews, the Responding Student (and any others notified of the original decision) will be notified to advise if precautionary measures are changed, lifted, or remain unchanged.

#### ***Resolution by mutual agreement***

33.88 If the Responding Student admits to the alleged misconduct and the Head of Student Conduct feels that a mutually agreed resolution may be possible, then the misconduct may be resolved by mutual agreement without any further investigation under this Code.

33.89 The Responding Student will be informed of the allegation in writing, given a reasonable opportunity to respond, and notified of a potential sanction in writing. If the Responding Student agrees, the sanction will be confirmed in writing by the Head of Student Conduct. Examples of mutually agreed sanctions are outlined in Annex C.

### ***Local Resolution***

33.90 Local resolution of non-academic misconduct may take place without the use of Level 1 or 2 procedures. However, serious misconduct issues will normally be escalated to be considered under Level 1 of the Code of Student Conduct. The Wardens, Student Life Manager, the Head of Student Engagement, the Head of Accommodation Operations, and the Director of IT Services, or nominees have the authority to take actions under local regulations. See §33.14 - §33.18.

### **Resolution Following Investigation Under This Code**

#### ***Investigating Officers***

33.91 The University will appoint an Investigating Officer to investigate cases of non-academic misconduct. The Investigating Officer will have had no previous involvement in the case.

33.92 The Investigating Officer will conduct their investigation as they see fit.

33.93 The Investigating Officer will normally meet with the Reporting Individual and may meet with other witnesses and consider documents or other evidence relevant to the case.

33.94 The Investigating Officer will normally meet with the Responding Student to allow them to respond to the allegation, to admit to or deny responsibility and, if they admit responsibility, to explain their behaviour or offer information that may be relevant in deciding a sanction.

33.95 The Responding Student will be given notice of the meeting and be provided with the details of the allegation and a copy of this Code in advance. The Responding Student will also be told how to access advice and support, for example from the SRC Advice Centre.

33.96 The Investigating Officer will write a report which outlines the process followed, the witnesses spoken to, the information gathered in their investigation, and their conclusion as to whether or not misconduct occurred under this Code. Investigating Officers should not make recommendations for disposal.

#### ***Level 1 – Summary Decision***

33.97 The Investigating Officer will provide their report to the Head of Student Conduct or their nominee. The Head of Student Conduct will:

- a) dismiss the allegation of misconduct and advise that no further action should be taken;
- b) request further investigation;
- c) impose a sanction in accordance with Annex C; or
- d) refer the matter to the Senate Student Non-Academic Conduct Committee.

Where a proposed sanction involves a period of suspension this decision will be taken in consultation with the Clerk of Senate or Chief Operating Officer.

33.98 The Responding Student will be sent written notification of the outcome which will comprise the report of the Investigating Officer, together with any additional deliberations, reasoning and conclusions of the Head of Student Conduct, within 10 working days<sup>85</sup> of the referral to the Head of Student Conduct. This letter will outline the right to and timeline for appeal and how to access advice and support if needed.

33.99 The Responding Student has the right of appeal. The procedures are set out under §33.109 - §33.123.

33.100 Other interested parties may be notified of the outcome in accordance with §33.31.

#### ***Misconduct which is more serious***

33.101 The Head of Student Conduct shall refer the matter to the Senate Student Non-Academic Conduct Committee under Level 2 of this Code if they decide that the allegation of misconduct (having regard to the examples given in Annex C), may be more serious than can be considered at Level 1. Any Responding Student whose case is to be considered at Level 1 (Summary Decision) has a right to request that their case is heard by a Conduct Committee if they want the opportunity to present their case to a committee.

#### ***Level 2 – Senate Student Non-Academic Conduct Committee***

33.102 The Senate Student Non-Academic Conduct Committee ('the Committee') is appointed by Senate. The Committee membership is:

- Convener (appointed by Senate).
- Members of University staff<sup>85</sup> (members of, or nominated by, Senate).
- Student member (the President of the Students' Representative Council or another SRC sabbatical officer).

At least four members of the Committee must be present at any meeting, including the Convener and at least two members of University staff. No member of the Committee will have had previous involvement with the Responding Student or work directly within the area where any alleged misconduct took place. Reasonable steps will be taken to include a student

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<sup>85</sup> Staff from Research & Teaching or Management Professional & Administrative [MPA] Job Families (MPA staff will normally be at Grade 9 or 10).



member in the Committee (the President of the Glasgow University Students' Representative Council or another SRC Sabbatical Officer). Other staff members may be co-opted where appropriate.

33.103 The Investigating Officer, or nominee, at Level 1 will present the case to the Committee and provide a copy of their investigation report.

33.104 The following individuals will be invited, on behalf of the Convener, to attend the Committee:

- the Reporting Individual(s);
- the Responding Student;
- the Investigating Officer (or nominee).

The Investigating Officer, or nominee, the Reporting Individual and the Responding Student may invite other relevant witnesses to attend the meeting if they consider that their testimony may be relevant to the case under consideration. The Student Conduct Team must be notified at [student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk) of any witnesses who may attend at least five working days<sup>81</sup> before the meeting.<sup>82</sup>

33.105 At the meeting:

- a) The Convener of the Committee will introduce all present, confirm whether the Responding Student(s) will be represented by another person, explain the purpose of the meeting, and explain any measures in place to protect the wellbeing of the Responding Student(s) and any witnesses (such as those referred to in §33.53). Subject to their duty to ensure the procedure as a whole is fair, the Convener may impose time limits on presentations and statements and will remind all attendees that the details of the meeting should be treated as confidential.
- b) The Investigating Officer, or nominee, will be invited to present the allegation(s) against the Responding Student. They will call witnesses as appropriate (on the understanding that these witnesses have been notified to the Student Conduct Team in advance and that the Convener has approved their attendance at the Committee).
- c) Where a case has been referred directly to the Committee by the Head of Student Conduct at Level 1, the Head of Student Conduct, or nominee, will be invited to present the allegations against the Responding Student. The Head of Student Conduct will also be able to call witnesses as appropriate.
- d) The Responding Student (or representative) will be invited to respond to the allegation(s) and may call witnesses, as appropriate (on the understanding that these witnesses have been notified to the Student Conduct Team in advance and that the Convener has approved their attendance at the Committee). The Responding Student will be invited to state whether they admit or deny the allegation(s).
- e) The Committee may ask questions of the Responding Student, the Responding Student's representative, the Investigating Officer, or nominee, and any witnesses, including the Reporting Individual.
- f) Through the Convener, the Responding Student (or their representative) may ask questions of the Investigating Officer, or nominee, and witnesses, subject to any alternative arrangements agreed as outlined in §33.53.
- g) Through the Convener, the Investigating Officer, or nominee, may ask questions of the Responding Student and witnesses (if called).
- h) The Committee may at any time seek additional evidence or information from other parties at the meeting.
- i) The Convener will sum up the case and ask the Investigating Officer, or nominee, and the Responding Student (or their representative), to confirm the accuracy of this summation.
- j) If the Responding Student admits the allegation(s), they will be invited to give an explanation of the misconduct and advise the Committee of any information that might be relevant in deciding on a sanction.
- k) If the Responding Student denies the allegation(s), the Committee will decide, on the balance of probabilities, whether the Responding Student has committed the alleged misconduct.

33.106 If, on the balance of probabilities, the Committee decides that the Responding Student has committed misconduct, they will agree on the appropriate sanction in accordance with Annex C.

33.107 The decision of the Committee is normally given verbally following conclusion of their deliberations. The Responding Student will be notified of the outcome of the Committee's deliberations formally within 10 working days of the meeting. This letter will outline the right to and timeline for appeal and how to access advice and support if needed.

33.108 The Responding Student has the right of appeal against the decision of the Committee including any sanction. The procedures are set out under §33.109 - §33.123.

## **APPEALS PROCEDURES**

33.109 The appeals procedures for decisions made under this Code are set out below along with the appeal process for sanctions imposed under other conduct regulations.

### **Appeal Against Student Conduct Decisions**

33.110 A Responding Student may appeal to the Senate Student Conduct Appeal Committee (the 'Committee') against a decision or sanction imposed by the Senate Assessors (in cases of academic misconduct), the Head of Student Conduct (in cases of non-academic misconduct), the Senate Student Academic Conduct Committee or the Senate Student Non-Academic Conduct Committee.

33.111 The Responding Student must appeal in writing to the Head of Student Conduct at [student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk) within 10 working days<sup>81</sup> of the date of the letter advising of the original decision.

33.112 The Committee will consider an appeal only on the following grounds:

- a) the Responding Student has new material evidence<sup>86</sup> that they were unable, for valid reasons, to provide earlier in the process and which evidence is likely to have had a material bearing on a decision at the earlier stage;
- b) the procedures set out in this Code have not been followed, to the material detriment of the Responding Student;
- c) the finding of misconduct or sanction(s) imposed at the earlier stage was clearly unreasonable.

33.113 The letter of appeal must clearly specify any new evidence, describe how the procedure was defective, or explain why the outcome was unreasonable. If new evidence is submitted, it must be explained why this could not have reasonably been produced at the earlier stage. The letter should also specify the outcome the Responding Student seeks.

33.114 The Committee will be convened by the Clerk of Senate or their nominee. The Committee will be appointed by the Clerk of Senate or the University Principal and Vice Chancellor, and will be made up of at least two other senior University staff who have not previously been involved in the misconduct case in question and who do not work directly within the area where the alleged offence took place. All reasonable steps will be taken to include a student member in the Committee (the President of the Students' Representative Council or another SRC Sabbatical Officer). Other staff members may be co-opted where appropriate. If the Clerk of Senate has had prior involvement with the case, an alternative convener of equivalent seniority (i.e. a Vice Principal) will be appointed. The Committee has full powers to decide the appeal and will report its decision to Senate.

33.115 In cases of appeal from a decision of the Senate Assessors (Level 1, academic misconduct) or the Head of Student Conduct (Level 1, non-academic misconduct) where new evidence or other information presented is accepted by the relevant Senate Assessors or Head of Student Conduct (as the case may be) and which would have resulted in a lesser sanction had it been available at an earlier stage, the Clerk of Senate may, in consultation with another member of the Committee, uphold the appeal and vary or remove the sanction applied without the need for a Committee hearing. In circumstances where the Clerk of Senate has sanctioned a period of suspension at Level 1, any appeal relating to this sanction will be considered by another Vice Principal.

33.116 If the appeal does not meet any of these grounds or the appeal is out of time, the Clerk of Senate, in consultation with another member of the Committee may dismiss the appeal.

33.117 An appeal against a conduct decision normally means that the sanction imposed is not imposed while the appeal is being considered. However, the Clerk of Senate has the right to maintain the sanction, if the Senate Assessors (in cases of academic misconduct), the Head of Student Conduct (in cases of non-academic misconduct), or the Convener of the original Conduct Committee recommend this. In such cases the Clerk of Senate will inform the Responding Student of this decision and the reasons for it. This provision does not apply to a suspension applied as a precautionary measure under §33.83 of this Code which will normally remain in place until any appeal has been decided, subject to §33.86.

33.118 The Senate Assessors (in cases of academic misconduct), the Head of Student Conduct (in cases of non-academic misconduct), or the Convener of the original Conduct Committee, as applicable, will receive a copy of the letter of appeal and will provide the Committee with a written statement of the circumstances of the case and a response to the points of appeal.

33.119 Many appeals will be capable of being determined without any need for the Committee to hear evidence from witnesses. The Committee may, through the Head of Student Conduct or their nominee, invite such witnesses to the appeal meeting as they consider may be necessary in order to consider the appeal (which may include, without limitation, the relevant Investigating Officer, the Senate Assessor (in the case of academic misconduct), the Head of Student Conduct (in the case of non-academic misconduct), or the Convener of the original Conduct Committee, as applicable). The Responding Student must notify the Student Conduct Team, at [student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk), of any witnesses who may attend the meeting at least five working days before the meeting is due to take place. Any such notification should be accompanied by an explanation of why the witnesses are relevant to the ground(s) of appeal.

33.120 At the meeting:

- a) the Convener will introduce all present, confirm whether the Responding Student(s) will be represented by another person, explain the purpose of the meeting and explain any measures in place to protect the wellbeing of the Responding Student(s) (such as those referred to in §33.53). Subject to their duty to ensure the procedure as a whole is fair, the Convener may impose time limits on witness evidence, as well as on presentations and statements and will remind all attendees that the details of the meeting should be treated as confidential;
- b) the Convener will invite the Responding Student (or their supporter or representative) to make a statement setting out their grounds for appeal and may invite the Senate Assessor (in the case of academic misconduct), Head of Student Conduct (in the case of non-academic misconduct), or the Convener of the original Conduct Committee, if present, to comment;
- c) the Committee may question the Responding Student, or where appropriate their representative and any witnesses;
- d) the Responding Student (or their representative) will be invited to provide a closing statement, should they wish. No new evidence may be introduced during a closing statement.

33.121 The Committee may set aside, change, or uphold the decision and/or any sanction originally imposed.

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<sup>86</sup> Material evidence is that which is relevant and significant as opposed to trivial or irrelevant to the case.

33.122 The decision of the Committee is normally given verbally following conclusion of deliberations. The Responding Student will be issued with a letter detailing the outcome of the Committee's deliberations within 10 working days of the appeal meeting.

33.123 The decision of the Conduct Appeal Committee is final and there is no further opportunity for appeal against that decision within the University. Paragraph 33.133 outlines the role of the Scottish Public Services Ombudsman (SPSO).

#### **APPEAL PROCEDURE FOR SANCTIONS IMPOSED FOR MISCONDUCT UNDER THE PLAGIARISM STATEMENT OR OTHER REGULATIONS SET OUT IN §33.14**

33.124 A student may appeal against a finding of misconduct or sanction imposed by a Head of School under the Plagiarism Statement, or by another University Officer as set out in §33.14.

33.125 The student must appeal in writing to the Head of Student Conduct at [student-conduct@glasgow.ac.uk](mailto:student-conduct@glasgow.ac.uk) within 10 working days<sup>81</sup> of the date of the letter advising of the finding and any sanction being appealed against.

33.126 An appeal will only be considered on the following grounds:

- a) the student has new material evidence<sup>86</sup> that the student was unable, for valid reasons, to provide earlier in the process and which evidence is likely to have had a material bearing on a decision at the earlier stage;
- b) the applicable procedure(s) have not been followed, to the material detriment of the student;
- c) the finding of misconduct or sanction(s) imposed was clearly unreasonable.

33.127 The letter of appeal must provide details of the finding and any sanction that is being appealed, and clearly specify any new evidence, describe how the procedure was defective or explain why the sanction was clearly unreasonable. If new evidence is submitted, it must be explained why this could not have reasonably been produced at the earlier stage. The letter should also specify the outcome the student seeks.

33.128 The appeal will be considered by two Senate Assessors (in cases of academic misconduct), or by the Head of Student Conduct (in cases of non-academic misconduct). They may decide to:

- a) dismiss the appeal because it does not meet any of the grounds specified in §33.126 (a)-(c), or because the appeal is frivolous or vexatious, or because the appeal is out of time;
- b) uphold the appeal, either in full or in part, if the appeal meets at least one of the grounds specified in §33.126 (a)-(c), and the Senate Assessors (in cases of academic misconduct) or Head of Student Conduct (in cases of non-academic misconduct) are satisfied with the case for appeal.

33.129 The Senate Assessors (in cases of academic misconduct), or Head of Student Conduct (in cases of non-academic misconduct), may wish to meet with the student and/or with the Head of School or other officer responsible for the decision and any sanction being appealed against.

33.130 In deciding on the appeal, the Senate Assessors (in cases of academic misconduct) or Head of Student Conduct (in cases of non-academic misconduct) may set aside, change, or uphold the decision and any sanction imposed by the Head of School or other officer.

33.131 The student will be informed of the outcome of the appeal in writing within 10 working days of consideration by the Senate Assessors (in cases of academic misconduct) or Head of Student Conduct (in cases of non-academic misconduct).

33.132 The decision of the Senate Assessors (in cases of academic misconduct) or Head of Student Conduct (in cases of non-academic misconduct) is final and there is no further opportunity for appeal against that decision within the University. Paragraph 33.133 outlines the role of the Scottish Public Services Ombudsman (SPSO).

#### **INDEPENDENT EXTERNAL REVIEW**

33.133 In accordance with the Further and Higher Education (Scotland) Act the Scottish Public Services Ombudsman (SPSO) has responsibility for investigating complaints relating to universities. This can include complaints about student conduct procedures.

The SPSO's contact details are:

Post: Freepost SPSO

Freephone 0800 377 7330

Online contact: <https://www.spsso.org.uk/contact-us>

Website: <https://www.spsso.org.uk/>

Mobile site: <http://m.spsso.org.uk/>

## ANNEX A

### ROLES IN THE CODE OF STUDENT CONDUCT

#### Student/Individual Roles

Reporting Individual	A person who makes an allegation of misconduct against a student. The reporting individual may or may not be a student of the University of Glasgow.
Responding Student	The student against whom an allegation of misconduct is made.

#### University staff Roles/Groups

The individuals appointed to roles may nominate another person to carry out all or part of their responsibilities under this Code. Such persons must have similar levels of experience and expertise.

Clerk of Senate	<ul style="list-style-type: none"> <li>Oversees this Code on behalf of Senate, in consultation with the Student Conduct Team.</li> <li>Determines precautionary measures to be taken based on a risk assessment by the Risk Assessment Group.</li> <li>Has the authority to exclude any individual from any part of the procedures under this Code, with the advice of the Head of Student Conduct, if they behave unreasonably.</li> <li>Advises on the appropriateness of Level 1 sanctions involving suspensions of up to 12 weeks.</li> <li>Decides whether a student may be allowed to re-register or graduate while conduct proceedings are ongoing.</li> <li>Decides whether a Responding Student can be considered twice in respect of the same allegation under the Code, if new substantive evidence becomes available.</li> <li>Acts as Convener of the Conduct Appeal Committee (unless excluded due to prior involvement in the matter).</li> <li>Determines whether there are grounds for appeal and whether the appeal has been made within required timescales.</li> <li>Determines whether any sanctions should remain in place during the appeal process.</li> </ul>
Senior Senate Assessor for Student Academic Conduct	<ul style="list-style-type: none"> <li>May undertake any of the duties of a Senate Assessor.</li> <li>Receives academic misconduct allegations from the Student Conduct Team.</li> <li>Decides (with another assessor) whether an academic conduct allegation is sufficiently serious to refer straight to a Senate Academic Misconduct Committee.</li> <li>Prepares a report for, and presents the case to, the Senate Student Academic Conduct Committee, where necessary.</li> <li>Considers appeals, with another Assessor, against sanctions imposed for misconduct under the Plagiarism Statement.</li> <li>Attends Conduct Appeal Committee meetings, where necessary.</li> <li>Decides whether it is possible or desirable to investigate allegations of academic misconduct against former students.</li> </ul>
Senate Assessor for Student Academic Conduct	<ul style="list-style-type: none"> <li>May undertake any of the duties of a Senior Senate Assessor.</li> <li>Investigates whether there has been academic misconduct.</li> <li>In consultation with the Head of Student Conduct, decides whether a Responding Student attending a meeting may be accompanied or represented by a person not listed in the Code.</li> <li>Determines sanction(s) to be applied to misconduct at Level 1.</li> <li>Prepares a report for, and presents the case to, the Senate Student Academic Conduct Committee, where necessary.</li> <li>Attends Conduct Appeal Committee meetings, where necessary.</li> <li>Considers appeals, with a Senior Senate Assessor, against sanctions imposed for misconduct under the Plagiarism Statement.</li> </ul>
Investigating Officer for Non-Academic Misconduct	<ul style="list-style-type: none"> <li>This role may be undertaken by a member of University staff or, where specialist expertise is needed, may be undertaken by someone external to the University.</li> <li>Investigates allegations of non-academic misconduct.</li> <li>In consultation with the Head of Student Conduct, decides whether a Responding Student attending a conduct interview may be accompanied or represented by a person not listed in the Code.</li> </ul>

	<ul style="list-style-type: none"> <li>• Reports to the Head of Student Conduct for non-academic misconduct on their investigation and their conclusions as to whether or not a breach of the Code has taken place. (The Investigating Officer does not make recommendations for sanctions and/or further action.)</li> <li>• Presents their case to the Senate Student Non-Academic Conduct Committee, where necessary.</li> </ul>
Convener of Student Conduct or Conduct Appeals Committee	<ul style="list-style-type: none"> <li>• Ensures that procedures are followed to convene and operate Senate Student Academic/Non-Academic Conduct Committee or Conduct Appeal Committee (including adjournments).</li> <li>• Ensures well-being and participation of any student and any witness during Student Conduct Committee or Conduct Appeal Committee hearings.</li> <li>• In consultation with the Head of Student Conduct, decides on witnesses who may be permitted to attend a hearing.</li> <li>• Questions will normally be asked through the Convener at the hearings.</li> <li>• Has a casting vote on any decisions.</li> </ul>
Member of Student Conduct Committee	<ul style="list-style-type: none"> <li>• Determines whether there has been misconduct.</li> <li>• Determines sanction(s) to be applied to misconduct at Level 2.</li> </ul>
Member of Conduct Appeals Committee	<ul style="list-style-type: none"> <li>• Considers appeals brought by a student against a Conduct decision.</li> </ul>
Head of Student Conduct	<ul style="list-style-type: none"> <li>• Receives allegations of misconduct.</li> <li>• Assigns Case Managers to non-academic misconduct cases.</li> <li>• Decides, with School Fitness to Practise Officers, whether misconduct cases should be considered under this Code or under Fitness to Practise Procedures.</li> <li>• Where a student is accused of academic and non-academic misconduct, advises whether it will be possible to consider the case under one of these procedures or under both.</li> <li>• Receives notifications from students of any person who may attend a meeting to accompany or represent them.</li> <li>• Advises, where an allegation is made against more than one student for the same offence, whether the students should be interviewed separately or together.</li> <li>• Decides whether a Responding Student attending a meeting may be accompanied or represented by a person not listed in the Code.</li> <li>• Advises on whether resolution by mutual agreement is appropriate for misconduct cases and identifies potential sanctions to be agreed.</li> <li>• Receives notifications of any witnesses who may be permitted to attend a Committee or appeal meeting.</li> <li>• Receives notifications that individuals have behaved unreasonably during misconduct proceedings.</li> <li>• Receives appeals against misconduct findings.</li> <li>• Receives requests for review of precautionary measures.</li> <li>• Determines whether non-academic misconduct should be handled at Level 1 (Summary Decision) or Level 2 (Student Conduct Committee).</li> <li>• Determines sanctions to be applied to misconduct at Level 1 (seeking approval from the Clerk of Senate where a sanction involves a suspension of up to 12 weeks).</li> <li>• Prepares a report for the Non-Academic Misconduct Committee, where necessary.</li> <li>• With the advice of the Student Conduct Team, considers appeals against sanctions imposed for misconduct by Local Resolution.</li> <li>• Decides whether it is possible or desirable to investigate allegations of non-academic misconduct against former students</li> </ul>
The Risk Assessment Group	<ul style="list-style-type: none"> <li>• Comprises the Head of Student Conduct (or nominee), the Head of Student Wellbeing &amp; Inclusion (or nominee), a representative from the Safeguarding Team, and a representative from the University Security team. Other members of staff may be invited to attend a Risk Assessment Group where they can provide background and additional context which will be useful to the Group's deliberations.</li> <li>• Undertakes a risk assessment to assess whether there is a risk of harm (physical or mental) to an individual who has made an allegation under the Code, or to anyone in the University community, or whether there is a risk to the University's property or activities.</li> </ul>

	<ul style="list-style-type: none"> <li>• Advises the Clerk of Senate on precautionary measures following the risk assessment.</li> </ul>
The Student Conduct Team	<ul style="list-style-type: none"> <li>• Advises the Clerk of Senate and other persons on the student conduct process.</li> <li>• Informs academic Schools of any academic penalties imposed by the Senate Assessors.</li> <li>• Maintains confidential records on misconduct cases and outcomes. These records are kept for at least six academic sessions after the incident under investigation.</li> <li>• Prepares annual reports on conduct cases for Senate.</li> <li>• Reviews processes and procedures.</li> </ul>
Safeguarding Manager (or nominee)	<ul style="list-style-type: none"> <li>• Attends Risk Assessment Groups to advise on the level or risk posed by alleged misconduct relating to the safety and welfare of those directly involved and the wider University community.</li> <li>• Advises the Student Conduct Team, the Clerk of Senate and the Risk Assessment Group of safeguarding issues arising from alleged misconduct.</li> <li>• Provides support and guidance to responding and reporting students so that they have access to necessary support resources e.g, counselling, advocacy.</li> <li>• Escalates serious incidents or concerns regarding alleged misconduct to the Student Conduct Team as appropriate.</li> <li>• Advises the Student Conduct Team on safeguarding measures that may need to be implemented during Senate Student Conduct Committee hearings.</li> <li>• Advises on safety and risk management measures that may be necessary during Level 1 Investigations.</li> </ul>
Case Manager	<ul style="list-style-type: none"> <li>• Manages academic and non-academic case referrals. Assigned by the Head of Student Conduct to non-academic misconduct cases.</li> <li>• Assigns Investigating Officers to non-academic conduct cases.</li> <li>• Arranges all meetings relating to the investigation of cases, including Risk Assessment Group meetings.</li> <li>• Supports Senior Senate Assessors and Senate Assessors to conclude academic misconduct cases.</li> <li>• Ensures timescales are adhered to.</li> <li>• Maintains regular communications with all parties.</li> <li>• Ensures case records are accurate and kept up to date.</li> </ul>

## ANNEX B

### Part A. Examples of academic misconduct

#### Understanding academic misconduct

All work submitted by students for University examinations or assessments is accepted on the understanding that it is the student's own effort. Academic writing must be created by students, reflecting their own critical evaluation, and demonstrating rigour through use of the student's own 'voice' to present their understanding of the ideas. Academic misconduct is work that does not meet this requirement and may be understood as intellectual theft because of the way that the arguments of others have been used without appropriate citation or referencing.

Specifically, it is behaviour i) which gains or attempts to gain or assists others in gaining or attempting to gain, unfair academic advantage; or ii) which puts others at an unfair academic disadvantage; or iii) which compromises assessment in some other way. In all cases, it is the action (or inaction) that is of primary concern, although intent and/or mitigating circumstances may be relevant to the consideration of sanction, should academic misconduct be found to have occurred.

Examples of academic misconduct include (but are not restricted to):

- a) plagiarism i.e. taking the work of another person or source (including generative artificial intelligence tools) and using it as if it were one's own without appropriate reference or acknowledgment;
- b) self-plagiarism i.e. resubmitting previously submitted work, wholly or in part (whether at the University or another institution) without proper acknowledgement, to gain credit again;
- c) purchasing work, attempting to have it produced, or having it produced (in whole or in part) by any other person, agency, website, software or service (and whether or not for a fee);
- d) sitting an examination or assessment for someone else or having someone else sit an examination or assessment for oneself;

- e) providing or sharing one's own work with another student to use for assessment, or producing work for another student, or collaborating in the preparation of an assessment unless explicitly permitted (such as with groupwork assignments) or collaborating in the preparation for an assessment such that the distinctive contribution of individual students cannot be determined in the final assessment;
- f) dishonesty in order to gain academic advantage (including the submission of false or fraudulent documents in support of any good cause application);
- g) communicating with, disturbing, copying from, or colluding with, other students during an assessment or examination whether in-person or online;
- h) bringing into, using, or accessing in an examination material or items that are not expressly permitted. This may include, but is not limited to:
  - i) bringing or using unauthorised mobile phones, laptops, computers, tablets, any type of watch, unauthorised types of calculator, or other unauthorised electronic devices, notes, dictionaries, or annotations on any material or item and is regardless of whether these are brought intentionally or are used during the examination;
  - ii) accessing material that is not expressly permitted via an authorised electronic device;
- i) offering, promising, or giving any member of University staff (or related personnel, such as external examiners) money, gift, or other advantage which is or may be intended to induce that person to perform improperly a relevant function or activity, or to reward that person for the improper performance of such a function or activity in the marking or processing of any assessment or examination;
- j) failing to comply with any rules applicable to the relevant examination or assessment of which the student has been made aware, or to comply with any reasonable instruction of an invigilator;
- k) Ethics approval violations and other research misconduct (as described in the University's **Code of Policy and Procedures for Investigating Allegations of Misconduct in Research**)<sup>87</sup> or otherwise failing to comply with the University's **Code of Good Practice in Research** by PGR students in a manner which gains or attempts to gain, or assists others in gaining or attempting to gain, unfair academic advantage.

#### **Part B. Examples of non-academic misconduct**

Examples of non-academic misconduct include (but are not restricted to):

- a) Engaging in criminal activity.
- b) Aggressive or abusive behaviour, including behaviour or language (whether spoken, written, or electronically) which causes another person to feel unduly concerned, afraid, threatened or abused or otherwise behaving in a physically disorderly, threatening, offensive, indecent or violent manner or inciting others to do so.
- c) Unreasonable or unduly persistent behaviour, including making unreasonable or unduly persistent demands of the University or its staff, to the detriment of the University or other members of the University community.
- d) Disruptive behaviour, including disrupting, or interfering with, any academic, administrative, sporting, social, cultural, or other University activity or preventing, hindering, or obstructing any member of the University community from carrying out their duties or activities (noting that this does not disproportionately interfere with any right to make fair and justified comment, criticism or protest).
- e) Any form of sexual misconduct including, without limitation, sexual violence, unwelcome sexual advances, sexual harassment, unwanted touching, stalking, sexual coercion, indecent communication including, without limitation, the making of sexually abusive or degrading remarks, sexual exposure, voyeurism, display or sharing (or threatened sharing) of pornographic or intimate images, video or other content without consent, and any other unwanted conduct of a sexual nature.
- f) Anti-social behaviour or behaving in a way that risks (whether deliberately or recklessly) the health, safety or welfare of any person, or could cause injury.
- g) Harassing, bullying, victimising, or discriminating against any person; this can also include harassment, bullying, victimisation or discrimination on the basis of their age, disability, gender reassignment, marriage or civil partnership, pregnancy, maternity, race, ethnic or national origin, religion or beliefs, sex, sexual orientation, or socio-economic background.<sup>88</sup>
- h) Possession, misuse or supplying a controlled drug as defined by the Misuse of Drugs Act 1971 (as amended from time to time).
- i) The unlawful possession, use, or supply of an offensive weapon.

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<sup>87</sup> [Code of Policy and Procedures for Investigating Allegations of Misconduct in Research](#) – Research misconduct is characterised as behaviours or actions that fall short of the standards of ethics, research and scholarship required to ensure that the integrity of research is upheld.

<sup>88</sup> The definition of bullying and harassment used by the University is set out in the [Dignity at Work & Study Policy & Procedure](#).

- j) Behaving dishonestly by engaging in or facilitating fraud, deception, misrepresentation, or personation (including the falsification or misuse of the University name, documents, or logo). (Allegations of fraud related to visa applications will be referred directly to UKVI via the Immigration Compliance Team.)
- k) Damaging or vandalising University property or the property of any person.
- l) Stealing or misappropriating University property (including funds and intellectual property) or the property of any person.
- m) Misusing or making unauthorised use of University premises or property, including misusing IT facilities or safety equipment.
- n) Unauthorised disclosure or misuse of private or confidential information.
- o) Deliberately doing, or failing to do, anything that thereby causes the University to be in breach of a statutory obligation.
- p) Making false, malicious, or vexatious complaints (without removing the right to make complaints and raise concerns through formal procedures).
- q) Conduct that may harm the University's reputation (noting that this does not disproportionately interfere with any right to make fair and justified comment, criticism or protest).
- r) Failing to comply with the University's rules, regulations, policies, procedures, or codes of conduct, including (without limitation) failing to comply with any previously imposed sanction under this Code.

## **ANNEX C**

### **SANCTIONS FOR STUDENT CONDUCT**

This Annex outlines the types of misconduct that might be considered to fall within the different levels of the Student Code of Conduct. Each case is considered on an individual basis, depending on its context, and so the examples are not intended to be exhaustive or invariable.

This Annex also outlines the possible sanctions at each of the levels. The Head of Student Conduct at each level will consider several factors when deciding on sanctions which may include:

- a) the nature of the offence;
- b) the extent of and potential advantage of the offence, for example in cases of cheating;
- c) the level of intentionality and pre-planning;
- d) previous conduct (a first offence is likely to be treated more leniently than a second or later offence);
- e) for non-academic cases,<sup>89</sup> whether the student admits to the offence, recognises the harm caused and demonstrates remorse;
- f) whether the student has attempted to conceal or destroy evidence or influence any person involved in the misconduct or its investigation; and/or
- g) whether the offence has a disproportionate impact on or is specifically aimed at a person or persons with protected characteristics.<sup>76</sup>

**NB** Misconduct initially considered locally, through mutual agreement, or at Level 1 may be escalated to a higher level if the Investigating Officer, Senate Assessor (for academic misconduct), or Head of Student Conduct (for non-academic misconduct) finds that the misconduct was more serious than at first thought. Misconduct considered at Level 2 may be referred back to a previous stage for further investigation, if required, or to a lower level if found to be less serious than at first thought.

### **ACADEMIC MISCONDUCT**

#### **Mutually Agreed or Local Resolution**

Examples of the types of academic misconduct that might be considered locally or by mutual agreement include:

- a) bringing disallowed items into an examination that would bring no benefit in the assessment, or that were unlikely to be accessible; and/or
- b) allowing another student to copy the student's work in a formative assessment.

Cases of minor plagiarism in summative assessments may be considered by Schools under the procedures set out in the Plagiarism Statement.

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<sup>89</sup> In the case of academic misconduct there is less latitude due to the need to preserve the integrity of academic assessment and ensure that only original work is marked.



### ***Examples of Sanctions for Mutually Agreed or Local Resolution***

- a) issue a written warning;
- b) require the student to write a letter of apology;
- c) require or recommend attendance at, or participation in, academic integrity provision through Student Learning Development, Schools and/or Colleges; and/or
- d) any combination of the above.
- e) In cases considered under the Plagiarism Statement, Schools are permitted to apply limited academic penalties.

### **Resolution after Investigation under the Code of Student Conduct**

#### ***Level 1 – Summary Decision***

Examples of the types of academic misconduct that might be considered at Level 1 include:

- a) plagiarism or self-plagiarism;
- b) copying another student's work with or without their permission;
- c) undue collaboration between students; and/or
- d) bringing materials into an examination with the potential to gain benefit in the assessment;
- e) submission of work that is not the student's own;
- f) breach of instructions in an in-person or online examination.

#### ***Examples of Level 1 Sanctions***

- a) issue a written warning;
- b) require the student to write a letter of apology;
- c) require or recommend attendance at, or participation in, academic integrity provision through Student Learning Development, Schools and/or Colleges;
- d) impose an academic penalty. An academic penalty may include one or more of the following:
  - i. a reduction in grade for an individual assessment (including an award of grade H [zero grade points]);
  - ii. a reduced course grade (down to the lowest grade, H);
  - iii. capping of subsequent course grades or assessment results;
  - iv. prohibition of any reassessment opportunity; and/or
  - v. refusing credit for a course (CR);
- e) suspend the student from all or part of the University for up to 12 weeks, or impose conditions on the student continuing with studies; and/or
- f) any combination of the above.

#### ***Level 2 – Committee Decision***

Examples of the types of academic misconduct that might be considered at Level 2 include:

- a) extensive or multiple offences of plagiarism;
- b) submitting assessments that have been purchased;
- c) a substantial or second offence of cheating in an examination;
- d) attempting to bribe an assessor or other University officer;
- e) falsifying research results; and/or
- f) failing to uphold legal and ethical requirements of research by PGR students;
- g) dishonesty in order to gain an academic advantage.

#### ***Examples of Level 2 Sanctions***

- a) impose any of the Level 1 sanctions;
- b) suspend the student from all or part of the University for a specified period;
- c) permanently expel the student from the University; and/or
- d) any other sanction or combination of sanctions that the Committee considers appropriate.

## **NON-ACADEMIC MISCONDUCT**

### **Mutually Agreed or Local Resolution**

Examples of the types of non-academic misconduct that might be considered locally or by mutual agreement include:

- a) excessive noise, particularly in residences or in the local community;
- b) smoking in non-designated areas;
- c) other minor forms of anti-social behaviour in the University or local community;
- d) disruption of University activities resulting in minor inconvenience;
- e) minor damage to University or another student's property; and/or
- f) using inappropriate language, noises or gestures.

#### ***Examples of Sanctions for Mutually Agreed or Local Resolution***

- a) issue a written warning;
- b) require the student to write a letter of apology;
- c) require the student to cover the cost of damage to property, or costs incurred as a result of the behaviour, with no financial limit;
- d) levy a fine of up to £250;<sup>90</sup>
- e) issue a non-contact agreement between students; and/or
- f) require attendance at awareness-raising training (for example, drug or alcohol awareness).

### **Resolution after Investigation under the Code of Student Conduct**

#### ***Level 1 – Summary Decision***

Examples of the types of non-academic misconduct that might be considered at Level 1 include:

- a) significant or repeated anti-social behaviour or disruption of University activities;
- b) criminal activity including theft, possession or mis-use of controlled drugs, damaging University property, causing or intending to cause physical harm;
- c) being verbally abusive or intimidating another person;
- d) causing a significant health and safety concern;
- e) misuse of University property;
- f) sexual misconduct (for example touching a person's clothes or hair or kissing without consent);
- g) repeated, unwanted and unsolicited contact with another person electronically or in person;
- h) deception or dishonesty;
- i) harassing or discriminating against any person;
- j) conduct that may harm the University's reputation; and/or
- k) refusal to comply with another sanction imposed under this code.

#### ***Examples of Level 1 Sanctions***

- a) issue a written warning;
- b) require the student to write a letter of apology;
- c) require the student to cover the cost of damage to property, or costs incurred as a result of the behaviour, with no financial limit;
- d) impose a fine of up to £350;
- e) the imposition of a non-contact order between students;
- f) require attendance at awareness-raising training (for example drug or alcohol awareness). The student may be required to cover the cost of the training;
- g) suspend the student from all or part of the University for up to 12 weeks, or impose conditions on the student continuing with studies; and/or
- h) require attendance at graduation to be *in absentia*;

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<sup>90</sup> Funds received for the payment of fines will be paid into the University's Student Hardship fund, or an alternative support fund related to the nature of the offence.

i) any combination of the above.

### **Level 2 – Committee Decision**

Examples of the types of non-academic misconduct that might be resolved at Level 2 include:

- a) repeated Level 1 offences;
- b) submission of falsified medical certificates or other fraudulent extenuating circumstances claims;
- c) engaging in more serious criminal activity including fraud, serious physical assault or threat to life, major damage to University property, repeated possession or mis-use of controlled drugs or supply of drugs, sexual violence (for example, rape or intimate touching without consent) or subjecting another student to unwanted sexual acts, domestic violence, possession of indecent images of children, committing hate crimes, possession, use or supply of an offensive weapon;
- d) causing a serious health and safety concern;
- e) downloading pornographic images onto a University computer;
- f) bullying, in person or electronically;
- g) abusive comments or harassment based on a person's protected characteristics;<sup>76</sup>
- h) engaging in conduct that may significantly harm the University's reputation; and/or
- i) refusal to comply with a significant sanction imposed under this Code.

#### *Examples of Level 2 Sanctions*

- a) impose any of the Level 1 sanctions;
- b) exclude the student from all or part of University accommodation to the extent permitted by the relevant accommodation contract;
- c) suspend the student from all or part of the University for a specified period;
- d) permanently expel the student from the University; and/or
- e) any other sanction or combination of sanctions that the Committee considers appropriate.

## **ANNEX D – EXPECTED PROCEDURAL TIMESCALE FOR NON-ACADEMIC REFERRALS**

<b>Stage</b>	<b>Elapsed time</b>
Referral received	
Preliminary Assessment	2 weeks
Risk Assessment	1 week
Investigation <sup>91</sup>	4-5 weeks
Committee <sup>91</sup>	4-5 weeks
Outcome Report	2 weeks
Appeal submission	2 weeks
Appeal assessment	2 weeks
Appeal hearing	4 weeks

## **EXPECTED BEHAVIOUR POLICY**

## **Regulation 37**

### **37.1 Introduction**

37.1.1 This Policy sets out to make the University community and members of the public aware of what constitutes expected behaviour and the action that will be taken to manage this. All students (including alumni) and staff, their representatives, and members of the public with whom the University communicates, are covered by this Policy, including those engaged with one or more of the University's other codes and procedures (e.g. Student Conduct, Complaints, Appeals or Fitness to Practise).

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<sup>91</sup> Timescale for Investigation and Committee stages not normally to exceed nine weeks in total.

37.1.2 Incidents of unacceptable behaviour are relatively infrequent, but in some circumstances the University may need to take action in order to protect/promote the well-being of its students, staff or services (including delivery of learning and teaching activities) and to provide everyone engaging with the University with the best possible experience.

### **37.2 Aims of the Policy**

37.2.1 To ensure the fair, honest and consistent treatment of all individuals with whom the University interacts, through any means of contact and communication.

37.2.2 To make the University community and members of the public aware of what constitutes expected behaviour and the action that will be taken to manage this.

37.2.3 To ensure that University students and staff do not suffer as a result of the unacceptable behaviour of others and are not placed at risk.

### **37.3 Supporting Positive Behaviour**

37.3.1 The University supports positive behaviour<sup>92</sup> and will seek to let people know how they can engage positively. The University will do this by providing information about how to access services and request adjustments, and by explaining clearly what people need to do so that they have the best possible experience when engaging with the University.

37.3.2 All members of the University community are entitled to be treated with respect and courtesy. It is understood that, in upsetting or distressing circumstances, and in certain forms or stages of ill health, people may act out of character and may become persistent, angry or upset. However, where these circumstances lead to aggressive behaviour or unreasonable demands, this would be considered unacceptable. Similarly, behaviour which disrupts normal University activities, intentionally or not, would be considered unacceptable.

37.3.3 Supporting positive engagement includes supporting people to express concerns about the University and its services in a constructive manner by ensuring that:

- the University applies its policies and procedures, including its [Complaints Handling Procedure](#), fairly and openly when individual concerns are raised;
- concerns can be raised about University services without putting University staff or their ability to investigate these concerns at risk;
- the University provides information so people understand what procedure or policy they are engaged with, at what stage, and what options they have for challenging decisions at each stage of the process;
- when the University's process has concluded it will clearly explain when ongoing engagement is no longer constructive and would not lead to a change in outcome.

### **37.4 Aggressive/Abusive Behaviour**

37.4.1 The University considers that all forms of harassment constitute unacceptable behaviour. A number of other procedures also apply to students and staff who consider that they are being harassed (listed at §37.10).

37.4.2 Further, any behaviour or language (spoken or written) which causes staff or students to feel unduly concerned, afraid, threatened or abused is not acceptable. Aggressive/abusive behaviour might include any of the following:

- demeaning, abusive, indecent or offensive language or comments (including those in writing);
- threatening behaviour or language, or actual threats;
- written, verbal or physical harassment or bullying;<sup>93</sup>
- comments that discriminate on the basis of sex, sexual orientation, race and ethnicity, age, disability, religion and belief or other irrelevant distinction;
- unsubstantiated allegations;
- use of aggressive or inappropriate gestures.

### **37.5 Unreasonable Demands and Undue Persistence**

37.5.1 The University will always aim to provide assistance where required and will not refuse reasonable requests. However, where unreasonable demands are made, this will be considered unacceptable behaviour. Examples of unreasonable demands could include:

- demanding responses within inappropriate timescales;

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<sup>92</sup> Examples of positive behaviours can be found in various University policies, including the Code of Student Conduct, the Dignity at Work & Study Policy, Code of Professional Conduct (staff), Fitness to Practise Procedure.

<sup>93</sup> Definitions of harassment and bullying used by the University are set out in the [Dignity at Work & Study Policy & Procedure](#) (Appendix B).

- expecting staff to discuss complaints or grievances in a public context (such as lectures or seminars);
- persistent emails or mass circulation of emails;
- making lengthy or repeated phone calls and expecting attention from staff outside normal office hours;
- approaches to other members of staff, other people or agencies when due process has already commenced or has been completed.

37.5.2 Where demands impact on the work of the University, by taking up excessive amounts of time and therefore disadvantaging other areas of work, the University will consider this to be unacceptable.

37.5.3 Similarly, undue persistence will be viewed as unacceptable. The nature of the request may be reasonable, but the persistent behaviour in pursuing it may not be. This might include refusal to accept that the University can no longer assist, or the pursuit of a closed complaint, appeal or other matter with no new evidence. Again, this takes up excessive amounts of University time and resources.

### **37.6 Disruptive Behaviour**

Behaviour which disrupts or interferes with any academic, administrative, sporting, social or other University activity is not acceptable. This may include:

- persistently interrupting others;
- behaviour which distracts others from the main activity, or disrupts the good order of the event;
- engaging in antisocial behaviour;
- aggressive or abusive behaviour (see above).

### **37.7 Management of Behaviour**

37.7.1 The manner in which the University deals with unacceptable behaviour will depend on the nature and extent of the behaviour. This may range from asking the person to modify their behaviour or restricting contact with them, to invoking its disciplinary and conduct procedures or, in the most serious cases, the involvement of the police.

37.7.2 Where violent behaviour is actual or threatened, the incident will normally be reported to the police. All personal contact with the person who acted in, or threatened, violence will be ended and further communication will take place only through a specific third party, or be restricted to written communication. The individual may also be suspended from the University, or prohibited from entering the University campus. The matter will also be dealt with under the Code of Student Conduct if the person is a registered student of the University, or under the University's staff disciplinary procedures if the person is an employee.

37.7.3 Where abusive language is used, either spoken or written, the person concerned will be asked to modify their language. The University will not respond to ongoing abusive correspondence and, it may also exercise its right to end personal communication with the individual concerned and require any future communication to take place through a third party. The matter is likely to be referred under the Code of Student Conduct if the person is a registered student of the University or to the University's staff disciplinary procedures if the person is an employee.

37.7.4 Persistent sending of email messages may result in suspension of the sender's University email account and blocking of incoming emails from external accounts. Disciplinary processes will be invoked for staff or students under the IT Code and the relevant disciplinary and conduct procedures.

37.7.5 The University has the right to end telephone calls where the caller is abusive, aggressive, threatening or uses offensive language. The caller will be asked to stop; it will be explained that this behaviour is not acceptable, and the call will be ended if the caller does not stop. The matter may be referred under the Code of Student Conduct if the person is a registered student of the University, or to the University's staff disciplinary procedures if the person is an employee.

37.7.6 Where unsubstantiated allegations against staff are made to, or in the presence of, a third party (for instance, in an email sent to a group of people, or at a meeting), the University may exercise its right to invoke disciplinary procedures against a student or member of staff and/or to initiate legal proceedings against any person.

37.7.7 Where unreasonable demands are made and/or undue persistence is used, the University may decide to restrict contact to certain days/times and with a nominated person, or to restrict communication to that made through a third party. This may happen where contact or demands are so excessive that they adversely affect the opportunity to carry out normal duties and provide a service to others.

37.7.8 Restrictions may subsequently be relaxed and normal relations re-instated if an agreement is reached with all parties and any conditions imposed continue to be met.

37.7.9 Where a complaint has been submitted under the University Complaints Handling Procedure or a student has submitted a formal appeal against an academic decision, the University reserves the right to suspend the case until after any disciplinary or police procedure has been completed.

37.7.10 The University will always advise the person in writing of the action it intends to take, and the reason for it.

### **37.8 Appealing Against a Decision to Restrict or End Contact**

Anyone with whom we restrict or end contact under this Policy has the right to appeal against this decision. In the case of a student, the appeal should be made, in writing, to the Clerk of Senate; and for staff, through the Staff Grievance Procedure.

### **37.9 Recording Unacceptable Behaviour**

Incidents of unacceptable behaviour may be recorded and kept on file for a minimum of six academic sessions, thereafter it shall be retained for the remaining duration of an individual's registration as a student or term of employment with the University. Any restrictions on contact made in accordance with §37.7.7 will also be noted.

### **37.10 Other Relevant Information**

[Dignity at Work & Study Policy & Procedure](#)

Fitness to Practise Procedure (Students) ([Regulation 36](#))

Code of Student Conduct (Students) ([Regulation 33](#))

[SRC Advice Centre](#)

Complaints Handling Procedure ([Regulation 29](#))

[Equality & Diversity Policy](#)

[Disciplinary Procedures](#) (Staff)

[Staff Guidelines for Handling Student Mental Health Difficulties](#)

## **CODE OF POLICY AND PROCEDURES FOR INVESTIGATING ALLEGATIONS OF MISCONDUCT IN RESEARCH**

**Regulation 38**

38.1 The University Court has approved a [Code and Procedure](#) for dealing with allegations of misconduct in research.

## **NO SMOKING POLICY STATEMENT**

**Regulation 42**

### **42.1 Position Statement**

42.1.1 Smoking is not permitted in any University building or vehicle. The University's definition of smoking extends beyond traditional cigarettes to also cover e-cigarettes, which are also not permitted to be smoked in any University building or vehicle. For the avoidance of doubt, e-cigarettes include personal vaporizers and electronic nicotine delivery systems.

42.1.2 Anyone wishing to smoke is asked to be mindful of others and to make every effort to eliminate or minimise the risk of passive smoking. Individuals should not smoke near doorways, open windows, air intakes and high pedestrian traffic areas/thoroughfares.

### **42.2 Scope**

42.2.1 This policy applies to all staff, students, visitors and contractors and will be applied fairly and uniformly throughout all University locations.

42.2.2 The University's No Smoking Policy is available in full at <https://www.gla.ac.uk/myglasgow/humanresources/all/health/smoking/>

## **STATEMENT ON ALCOHOL, DRUGS AND SUBSTANCE MISUSE**

**Regulation 41**

41.1 Alcohol, drug or substance misuse is defined as the intermittent or continual use of alcohol or any drug or other substance which causes detriment to an individual's health, social functioning or work performance and which affects their efficiency, productivity, safety, attendance, punctuality or conduct. While the University recognises that such misuse is rare, it will not condone nor will it otherwise approve of excessive and inappropriate use of alcohol or the misuse of drugs either illicit or prescribed.

41.2 The University has a responsibility to ensure a safe and healthy working environment for all of its staff and students. This objective is put at risk by staff or students who misuse alcohol or other drugs. Students should be aware of the University's Code of Student Conduct and the University's Code of Behaviour for Students in Residences which may be applied to students as a result of alcohol, drug or substance misuse.

41.3 The University wishes to promote the health and well-being of its staff and students and to minimise problems arising from misuse of alcohol and drugs by encouraging safe and sensible drinking habits and a drug free lifestyle. The University will offer guidance and support and actively encourage members or employees known to have alcohol or drug related

problems to seek appropriate help. However, the University will report to the Police all incidents involving the supply or taking of illegal drugs on its premises, as required by the *Misuse of Drugs Act, 1971*.

### List of Agencies for Advice or Guidance

Own General Practitioner

Glasgow Council on Alcohol Tel: 0141 353 1800

National Drugs Helpline ([talktofrank.com](http://talktofrank.com)) Tel: 0300 123 6600

## COMPLAINTS HANDLING PROCEDURE

### Regulation 29

The University of Glasgow's [Complaints Handling Procedure](#) (CHP) reflects our commitment to valuing complaints. It seeks to resolve dissatisfaction as close as possible to the point of service delivery and to conduct thorough, impartial, and fair investigations of complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.

Our complaints handling procedure has two internal stages. We expect the majority of complaints will be handled at stage 1. If the complainant remains dissatisfied after stage 1, they can request that we look at it again, at stage 2. If the complaint is complex enough to require an investigation, we will put the complaint straight into stage 2.

The Scottish Public Service Ombudsman (SPSO) provide a final external stage. They consider complaints from people who remain dissatisfied at the conclusion of the University's Complaints Procedure. The SPSO looks at issues such as service failure and maladministration (administrative fault) as well as the way the University has handled the complaint.

The CHP consists of five parts:

- Part 1: Introduction and overview
- Part 2: When to use this procedure – guidance on identifying what is and what is not a complaint, handling complex or unusual complaint circumstances, the interaction of complaints and other processes, and what to do if the CHP does not apply
- Part 3: The complaints handling process – guidance (for staff) on handling a complaint through stages 1 and 2, and dealing with post-closure contact
- Part 4: Governance – staff roles and responsibilities and guidance on recording, reporting, publicising and learning from complaints
- Part 5: Guide for students – information for students and members of the public on how to make a complaint

## GOVERNING LAW

### Regulation 39

39.1 If, after the conclusion of all appropriate procedures under the applicable Regulation(s) for the determination of appeals or complaints or matters of discipline and after consideration by the Scottish Public Services Ombudsman for Higher Education, a student still wishes to seek redress in respect of any claim or dispute (whether or not contractual), then proceedings may be brought. Such proceedings must be raised under Scots Law in the Scottish Courts. The submission to such jurisdiction shall not (and shall not be construed so as to) limit (i) the right of the student, as a consumer, to bring an action against the University in another country; or (ii) the right of the University to take proceedings against the student in any other Court of competent jurisdiction, nor shall the taking of proceedings in any one or more jurisdiction preclude the taking of proceedings by the University in any other jurisdiction, whether concurrently or not, to the extent permitted by the law of such other jurisdiction.

## LIST OF REGULATIONS

Regulation Number	Regulation Title
1	Registration
2	Sponsio Academica – University Oath
3	Personal Data
4	Disabled Students
5	Annual Fees
10	Degree Examination Enrolment – Undergraduate, Diploma and Other Courses
12	Graduation and General Council Membership
13	Payment of Monies Due to the University
16	Code of Assessment for Undergraduate and Taught Postgraduate Programmes
17	Instructions to Candidates on their Conduct in Written Examinations
18	Use of a Computer in an Examination
19	Use of Dictionaries by Students in Examinations
20	Use of Electronic Calculators by Students in Examinations
21	Invigilation
22	Rules of Invigilation
23	Appointment of External Examiners for Taught Courses at Undergraduate and Postgraduate Level
24	Examination and Other Assessment Arrangements for Disabled Students
25	Code of Practice for Exceptional International Examination Arrangements
26	Code of Procedure for Appeals by Students Against Academic Decisions
27	Code of Procedure for Appeals to a College Appeals Committee
28	Code of Procedure for Appeals to the Senate Appeals Committee
29	Complaints Handling Procedure
30	Regulations and Code of Conduct for the Use of Information and Communication Technology Facilities in the University of Glasgow
31	Policy Statement on Students' Recording of Teaching
32	Plagiarism Statement
33	Code of Student Conduct
34	Fitness to Study Procedure
36	Procedure for Determining Fitness to Practise
37	Expected Behaviour Policy
38	Code of Policy and Procedures for Investigating Allegations of Misconduct in Research
39	Governing Law
40	Copyright Regulations
41	Statement on Alcohol, Drugs and Substance Misuse
42	No Smoking Policy Statement