General Regulations and Procedures Affecting Students 2021/2022

This document relates to the 2021/2022 academic year only. A replacement version will be issued for subsequent years. These regulations are issued without prejudice to the right of De Montfort University to make such modifications to the matters dealt with as it considers necessary, without prior notice.

This document is available via the Internet on www.dmu.ac.uk/dmu-students/student-and-academic-services/academic-support-office/student-regulations. Extracts in Braille, large print or other formats can be obtained by contacting the Academic Support Office in Student and Academic Services, telephone 0116 207 8823.

Guidance on the application of these Regulations can be obtained from Student and Academic Services by contacting the Academic Support Office in the first instance.

2021/2022: Issue 1

Issued by Student and Academic Services, De Montfort University

- The ‘Designated Senior Member of S taff’ means the member of senior Staff nominated by the Vice-Chancellor to be responsible for the aspects of the Student experience subject to these regulations, normally a Pro Vice-Chancellor or Executive Director.

- ‘Disability Advice and Support (DAS)’ refers to Staff working in the Student and Academic Services Directorate with responsibility for issues related to Student disabilities.

- The ‘Disciplinary Committee’ means the Disciplinary Committee established by the Board of Governors under the provisions of these Regulations.

- ‘Dismissal’ means a Student’s registration on a programme is ended. This can be for a number of reasons including academic failure. Students re-entering the university following academic failure, are normally subject to a time delay before they can return (at least one calendar year for postgraduate programmes an te csudents re

X

Chapter 1 Entry, registration and Student status

1 Regulations

1.1 All Students (including all further education, undergraduate, postgraduate and research Students, those attending for approved short

2.5.3 Records of all such investigations shall be maintained in accordance with the University's policy on retention and disposal of Student records set out in Chapter 7, Paragraph 5 of these General Regulations.

2.5.4 The University reserves the right to undertake a risk assessment for the safety of all Staff and Students, and the applicant concerned, when considering the admission of any applicant who has previously committed a serious criminal offence.

2.11 Where, in accordance with this regulation, the offer of a place has been withdrawn or a Student's registration has been declared void, that person will not normally be eligible to gain readmission to the University at any time in the future.

2.12 Registration on more than one programme

No Student may be registered simultaneously on a full-time programme and any other programme of studies, whether solely with the University or involving any other institution, without the explicit written permission of the member of Staff designated as responsible for the full-time programme. The discovery of any such dual registration may result in the withdrawal of registration on either or both programmes.

2.13 Students in paid employment

Students should note that they will be personally responsible for ensuring that their academic work is not disadvantaged by any paid employment. Where the Student is subd ( )Tj EMC ET /Lenrf. 0.010 T /P <8(760.00(m

4 Attendance and absence

4.1 Monitoring attendance

Students are expected to be present at all scheduled activities within their programme. Students with a poor attendance record will be notified by their Faculty.

4.2 Faculties may monitor other forms of academic engagement including but not limited to Blackboard activity and Library visits.

4.3 For further information please refer to the University's student attendance monitoring policy, Annex 1 to this chapter.

4.4 Absence

Students must not be absent from the University without good cause, this includes failure to log on to pre-recorded (asynchronous) online teaching or failure to be present at live (synchronous) online teaching. For absences due to illness, lasting up to six consecutive calendar days, Students must inform the tutors, whose classes they are missing, of the reasons for their absence.

5 Payment of fees and other commitments

5.1

5.8

5.14 Examinations

Some examinations have specific entry and/or fee requirements over and above the University registration processes described above. In such cases, it is the responsibility of each Student to submit completed examination entry forms by the due date in accordance with official notices.

5.15 Further information about examination entries may be obtained from Faculty Offices.

5.16 Periods of suspension, debt hold or debt exclusion will not be accepted as valid reasons for seeking extensions, deferrals or academic appeals.

5.17 Replacement certificates and transcripts

The University makes an administrative charge for providing certified true copy replacement award certificates and transcripts. Students must complete the application process to request a replacement

eo()12 (e ())10 (e U)6 (ni)6 (v)14 (er)7 (s)4 (i)6 (t)2 (t)12 (c)45T-25.36 -1.1(ni)6 (l)6a

8.2 The decision to rescind an award will be taken by the Vice-Chancellor on the recommendation of the appropriate Assessment Board or Higher Degrees Committee.

8.3 The Executive Director of Student and Academic Services, or nominee, will write to the Student accordingly. Any Student who wishes to appeal such a decision should do so in writing to the Executive Director of Student and Academic Services within 10 University working days, who will arrange for a member of the Board of Governors to review the decision.

9 Student Route visa Students

9.1 Students sponsored by the University under the Student Route are subject to additional responsibilities. Where a Student fails to fulfil these responsibilities, the University will take appropriate action, up to and including withdrawal of Student Route sponsorship, which will lead to curtailment of the Student's Student Route visa by UK Visas and Immigration ("UKVI").

9.2 Student Route visa Students must update the University of changes to their contact details. Failure to respond to requests for confirmation of contact details will be deemed as Students not complying with a request from their Student Route sponsor and the University will withdraw sponsorship. Students should note that the locality of their home address is not an acceptable reason for missing University engagements.

9.3 It is the responsibility of the Student to ensure that they have valid, in-date permission to be in the UK. At any time during a Student's enrolment, should the University not be satisfied that a Student has valid permission to be in the UK, the University will withdraw sponsorship. Where there is failure to provide original documentation demonstrating valid leave, the University will assume the Student does not have valid leave and will take action accordingly.

9.4 The University will contact Students from time to time regarding issues relating to a Student's Student Route visa status. Repeated failure to respond satisfactorily to requests for information will be deemed as the Student not complying with their Student Route sponsor, and the University will withdraw sponsorship.

9.5 Should the University have concerns about a Student failing to comply with any terms of their Student Route visa, such as excessive employment, the University reserves the right to report these concerns to UKVI and/or withdraw sponsorship.

Annex 1: Student Attendance Monitoring Policy

1 Students are required to be present at and engage with their studies in the manner dictated by the specifics of their programme of study. This policy applies to all taught S

each taught session. If an apprentice fails to attend a session, DMU will contact their employer to notify them of this absence and arrange alternative options to make up delivery.

5 Where apprenticeship learning cannot be attended due to personal circumstances, alternative arrangements should be provided by DMU and agreed between apprentice, employer and programme leader. If an apprentice fails to engage with missed learning, or repeatedly misses further sessions, they must be removed from the programme, or will be in breach of government funding regulations.

6 For Student Route visa (including Tier 4) Students this policy is applied in addition to the University's UKVI Student Route Attendance Policy.[2]

7 Any Student who is deyLinkTd ( )Tj 27MC BT /Sp

12 The Student Appeals and Conduct Officer (or nominee) will review the case to ensure proper procedure (as outlined above) was followed. Their decision is final and not subject to review by any other University body (t)-1.1 (u)-12rssnt66 0 TD8A10 (el

Annex 2: Apprenticeships

1 Apprentices at DMU are subject to all standard

3 Progre ssion of Learning

3.1 In addition to academic learning, the apprentice is required to evidence work-based learning, and engage with the University to demonstrate ongoing learning in compliance with ESFA funding rules. The University retains the right to remove an apprentice from the programme if;

3.1.1 the apprentice is unable to maintain relevant and on-going work-based evidence of their apprenticeship documented in their e-portfolio

3.1.2 the apprentice fails to demonstrate ongoing evidence of at least 20% Off the Job hours on an agreed schedule by the faculty, as this is required to achieve the Gateway stage prior to End Point Assessment

3.1.3 an apprentice fails to meet agreed deadlines as set out in improvement plans/objectives designed to bring their work-based evidence up to target

3.1.4 the apprentice and/or employer fail to engage with DMU through requested meetings This could include (but is not limited to):

- x Inductions
- x Scheduled learning days
- x Regular, scheduled progress reviews
- x Governance meetings
- x Intervention/support meetings

3.1.5 the apprentice fails to demonstrate a commitment towards completing end-point assessment.

3.2 Progression towards and attainment of, approved level 2 English and Maths qualifications is an important part of the apprenticeship programme. For those undertaking a level 3 or higher apprenticeship, it is a requirement that they hold or achieve an approved level 2 in both subjects before they can successfully complete the apprenticeship. Apprentices are required to have English and Maths qualifications equivalent to GCSE grade A* to C (or 9 to 4) or Functional Skills Level 2 to meet Gateway requirements and progress to End Point Assessment. Acceptable equivalents are set out in a published list on GOV.UK called ‘Acceptable current and prior equivalent qualifications for English and Maths minimum requirements in apprenticeship standards at level 2 and above’.

4.2 If an apprentice intends to take a ‘break in learning’ (interrupt their studies), the apprentice must notify their personal tutor and the Central Apprenticeship team immediately.

an

1.6 Penalties should be appropriate to the offence committed and decided only in accordance with the Disciplinary Procedure. All decisions made under the Disciplinary Procedure shall be made only by those persons with authority to do so. No negotiations or discussions between the University and the Student shall take place outside the processes set out in the Disciplinary Procedure.

1.7 In circumstances where Students demonstrate behavioural problems about which it would be inappropriate to take disciplinary action under the Disciplinary Procedure, the procedure set out in Chapter 3 of these Regulations may be followed.

1.8 For Students registered with the University studying as apprentices, at partner institutions or private providers, or undertaking placement with approved providers as part of their programme the following shall apply:

1.8.1 Any academic disciplinary procedures affecting Student performance or progression shall be dealt with under De Montfort University's General Regulations and Procedures Affecting Students in force at the time.

1.8.2 The University's General Regulations and Procedures Affecting Students shall apply in all cases apart from minor matters concerning the use of the provider premises or facilities, in which case local partner regulations shall take precedence.

1.8.3 Expulsion or suspension of a Student can only be invoked through the University's General Regulations and Procedures Affecting Students in force at the time.

1.8.4 In disciplinary cases considered under provider regulations findings against Students shall be reported by the Head of the partner institution to the appropriate Authorised Officer (for minor offences) or the Clerk to the Disciplinary Committee (for major offences) who shall then inform the appropriate Dean of Faculty.

1.8.5 Major offences committed at partner institutions overseas, or parts of the University based overseas, will be dealt with under the procedure set out in Annex 5.

1.8.6 Where a Student is registered on a programme leading directly to a professional qualification or the right to practise a particular profession or calling, for example Nursing, any breach of the Disciplinary Code which might render that Student a person not fit to be admitted to and/or practise that profession or calling,

may also be considered under the Faculty Fitness to Practise Procedure: 2021 HLS Fitness to Practice Procedure (dmu.ac.uk)

2. Definitions

2.1 The Disciplinary Procedure shall apply on campus and off campus whilst a registered Student of the University, and subject to paragraph 1.8 of this Chapter 2, shall cover De Montfort University Students and apprentices at partner institutions.

2.2 Definitions and some examples of minor and major offences are given in Paragraphs 7 and 13 below.

2.3 For the purposes of the Disciplinary Procedure criminal convictions shall include convictions in court, police cautions and restorative cautions justice outcomes, fixed penalty notices, out of Court Disposals by the Police such as Community Resolutions, or any other criminal justice outcome, including but not exclusive to, any offence involving violence, antisocial behaviour, drunkenness, dishonesty or drugs, and contravention of government health and safety guidelines.

3. General principles

3.1 Whenever the Disciplinary Procedure is used the following general principles shall apply.

3.1.1 Disciplinary incidents may be identified by Staff, Students, placement providers, or members of the public. Any person who has reason to believe that a Student has breached the Disciplinary Code set out in Part C of this Chapter 2 should notify the Head of Security (or nominees) (E: security@dmu.ac.uk).

3.1.2 Each case should be addressed as promptly and efficiently as possible and at the level appropriate to the nature of the offence.

3.1.3 There should be consistency of approach across the University in relation to major and minor disciplinary cases.

3.1.4 Each case should be handled fairly and equitably with due regard to the individual circumstances of each case.

3.1.5 It is accepted that in addressing cases of Student discipline, issues relating to the pastoral care and welfare of the Student may arise and that these shall be handled with sensitivity.

4.11 Where the University becomes aware that a Student has been convicted of a criminal offence which is not already subject to a disciplinary investigation, for example an offence which took place off campus which has been reported in the press, the University will take action as follows.

4.11.1 Where the Courts have imposed a custodial sentence, including suspended sentences, the Student shall be immediately suspended by the designated senior member of Staff pending a review by the Chair of the Disciplinary Committee of written submissions. The Chair will decide what penalty, if any, is to be imposed, taking into account any written statements in mitigation. Expulsion would be the normal penalty in cases where the Chair believes the offence has rendered the Student unfit to be a member of the University community (see paragraph 5.4). Expulsion will be automatically imposed if the Student fails to make written representations within 10 University working days unless the Chair is satisfied that there are exceptional circumstances why the Student could not respond within the timescales. Exceptionally, in cases where the nature of the offence poses significant risk to members of the University community, the Chair will decide on penalty, without mitigation from the Student.

4.11.2 Where a non-custodial sentence has been imposed following a criminal conviction, the Head of Security (or nominees) will provide a case report to the Designated Senior Member of Staff. They will decide whether the case should be referred to the relevant Authorised Officer (who would normally give the Student a written warning as to future conduct), or to the Disciplinary Committee, in which case they will consider whether a suspension should also be imposed. For Students who are registered on programmes leading directly to a professional qualification or the right to practise a particular profession or calling, The Head of Security should inform the relevant Head of School and Faculty Fitness to Practise Lead.

4.11.3 Such Students have the usual right of appeal to the Disciplinary Appeals Committee.

Part C: The Disciplinary Code

5. The Disciplinary Code

5.1 Breaches of the disciplinary code set out in this Part C (the Disciplinary Code) will be dealt with under the appropriate section of the Disciplinary Procedure depending on whether the University

5.3.3 Behaviour and/or communications online that causes harm to DQRWKHU RU ×KDUPV WKHLU UHSXWDWLRQ R harassed, alarmed or distressed. For example through social media, or the Universities Virtual Learning Environment (VLE);

5.3.4 Falsifying or sharing misinformation with third parties or online, including on social media, regarding the University which may bring the University into disrepute. (please refer to the Student Social Media Policy);

5.3.5 Obstruction of, or improper interference with, the functions, duties or activities of any Student, employee of the University or any authorised visitor to the University;

5.3.6 Abusive, threatening, coercive, manipulative or aggravating behaviour which in the reasonable opinion of the designated senior member of Staff or relevant Authorised Officer constitutes harassment, violent, indecent, disorderly, threatening, abusive or offensive behaviour or language including that relating to protected characteristics (verbal or written – including social media websites) to any Student, employee of the University or the De Montfort Students' Union or any visitor to the University or any other member of the local community;

5.3.7 Sexual misconduct which includes (but is not limited to) sexual assault, engaging, or attempting to engage in a sexual act with another individual without consent, showing body parts to another person either in person or electronically in a sexually inappropriate way, recording and/or sharing images/recordings of another person without their consent, and inappropriate and unwanted sexual comments or behaviour. For further examples please see the University's No Space for Hate policy: No Space for Hate (dmu.ac.uk) and the Sexual Misconduct Policy: Sexual Misconduct Policy 2020 (dmu.ac.uk);

5.3.8 Fraud, deceit, deception or dishonesty in relation to the University or its Staff or in connection with holding any office in the University or in relation to being a Student of the University, or that cause harm to Students, Staff, visitors or to the University through loss of money, monies worth, opportunity or reputation;

5.3.9 Action likely to cause injury or impair safety;

5.3.10 Behaviour which in the reasonable opinion of the designated senior member of Staff or relevant Authorised Officer is likely to

that the S

Part D: Investigation of Offences

6. Investigation Aims

6.1 The University has a responsibility to approach disciplinary offences fairly, following processes that are easy to understand whilst retaining the right to make decisions on the merits of an individual case.

6.2 The procedure should give Students and Staff clear information about the process, and how to access advice and support.

6.3 The procedure allows the Students to be accompanied by a companion (whose role is set out the Glossary to these Regulations) if required.

6.4 The procedure should be clear and accessible, with access via the

7.4.3 reviewing the level of authority/powers delegated to individual Authorised Officers (eg the maximum level of sanction which could be applied in cases where there are no specific existing regulations).

8. Authorised Officer Procedures

8.1 Breaches of Student discipline may be investigated by the designated Authorised Officer, or the Head of Security (or nominees), or by a senior member of University Staff such as a Director or Dean in consultation with the Head of Security and the Clerk to the Disciplinary Committee.

8.2 The investigating officer (or their nominated representatives) shall carry out a full investigation into the allegation; this may include taking

whether they wish to offer any comments, including any mitigating circumstances. The Student may choose to offer such comments either in writing or verbally at the meeting with the Authorised Officer.

10.2 If the Student fails, without reasonable excuse, to attend the meeting convened by the Authorised Officer, the Authorised Officer may deal with the case in their absence. The Authorised Officer will then advise the Student in writing within 5 University working days of their decision with regard to the allegations and of any penalty.

10.3 The Authorised Officer shall determine the procedure to be adopted in the meeting, depending on the circumstances of the case. The procedure shall accord with common fairness and shall provide for the following:

10.3.1 The accused Student has the right to be accompanied by a Student's Companion (whose role is set out in the Glossary to these Regulations). If the Student intends to be accompanied by a Student's companion, they shall inform the Authorised Officer in writing of the name and status of their representative in advance of the meeting.

10.3.2 The Authorised Officer shall advise the Student of the evidence relating to the alleged offence and shall ask whether the Student admits or denies the charge.

10.3.3 If the Student admits the offence the Authorised Officer shall determine what penalty, if any, to impose, taking account of any statement the Student makes in mitigation.

10.3.4 If the Student denies the allegations they have the right to present a defence. They may call witnesses. The Authorised Officer and/or the investigating officer may ask questions of the Student or of any witness for the clarification of matters of fact.

10.3.5 The Authorised Officer and/or the investigating officer may call witnesses to present evidence. The Student has the right to ask questions of the Authorised Officer and/or the investigating officer or of any witness for the clarification of matters of fact.

10.3.6

15.1.7 obstructing or harming the operations, safety and discipline of the University.

15.1.8 encouraging violence or self-harm.

15.1.9 attempts to access or breach computer systems, or deliberate breaches of data protection for personal data.

15.2

the Head of Security (or nominees) or, in matters relating to Fitness to Practise, from the Head of the relevant School.

16.4 When a Student is suspended they may no longer be entitled to specialist support provided through the Disabled Student Allowance, and some of the support which DMU directly provides will not be relevant whilst the Student is not studying. However, we recognise that a Student who is suspended may be experiencing distress, and the DMU Faculty Engagement Officer (or nominee) will be able to work with the Student to ensure that they are adequately supported by DMU, or external agencies as appropriate. Any support would not be on campus and would be conducted virtually

16.5 In particular, the Designated Senior Member of Staff has the authority to Suspend any Student where, in their reasonable view, the Student's continued presence as a member of the University community:

16.5.1 represents a threat to the safety or well-being of Students, Staff or visitors to the University, or to colleagues and/or clients where the Student is in practice placement, or

16.5.2 represents a potential hazard in accordance with the University's policies on health and safety, or

16.5.3 would be prejudicial to the Student's best interests, safety or well-being, or

16.5.4 would jeopardise a full and proper investigation being carried out by either the police or a university investigator, or

16.5.5 would disrupt or interfere with the academic, administrative or other activities of the University, or

16.5.6 is liable to bring the University into disrepute.

16.6 The Suspension shall be reviewed every 4 weeks (or earlier if new evidence becomes available) by the Designated Senior Member of Staff who may confirm, revoke or vary the suspension in the light of any developments or of any representations made by the Student or anyone on their behalf.

16.7 If the Suspension is for more than 14 University working days' duration, after this time, the Suspended Student has the right of appeal, through written representation, to the Vice-Chancellor.

hearing date, the charge and statements and the members of the Disciplinary Committee who will attend the hearing. Due notice of the hearing date will be deemed to have been given 2 University working days from the date when a letter of notification was sent to the Student's last recorded address, or from the date notification was sent securely using an encrypted and password protected document to the Student'

19. Penalties

19.1 The Disciplinary Committee will impose, as it in its absolute discretion thinks fit, an appropriate penalty or penalties on a Student found to have committed a disciplinary offence by the Disciplinary Committee.

19.2 Some examples of penalties are:

19.2.1 Expulsion from the University; Student will not be eligible for readmission to the University at any time in the future. A student may receive a formal record of credits achieved if expelled, and the Disciplinary Panel will make the decision on the merits of each case and on a case by case basis.

19.2.2 Suspension for up to a year[11].

19.2.3 Exclusion from University-managed accommodation.

19.2.4 Exclusion from particular University facilities, premises, services or activities.

19.2.5 A severe reprimand to remain on the Student's record until the completion of their studies at the University. Any further minor or major breaches of the University's Disciplinary Code must be dealt with by the Disciplinary Committee and if proven will normally result in Expulsion from the University.

19.2.6 A reprimand to remain on the Student's record until the completion of their studies at the University. Any further minor or major breaches of the University's Disciplinary Code must be dealt with by the Disciplinary Committee which may impose an appropriate penalty, which, depending on the merits of the case, may be Expulsion.

19.2.7 Compulsory attendance at a workshop or training/coaching session.

19.3 Notwithstanding any penalty imposed by the Disciplinary Committee, it may also order a Student found to have committed a disciplinary offence to:

- Reimburse the University for any costs incurred in hearing a case, for example, costs of obtaining a memorandum of conviction;
- Reimburse the University for any costs reasonably incurred by the University in carrying out any necessary repairs or replacements

[11] Please refer to the Glossary for definition.

arising from any damage caused by the Student or for which the Student is responsible;

- make an apology to any named person or persons, either in writing or verbally depending on the circumstances of the case, wording to be approved by the Chair of the Disciplinary Committee;
- Make amends, for example by deleting social media posts and/or offensive content.

19.4

19.7.3 there is a place available on the new programme; and

19.7.4 the Student is accepted as a suitable candidate by the Faculty for the new programme.

19.8 Where such a case is found not proven or, for an exceptional reason the Disciplinary Committee believes the Student should be allowed to continue on their programme, the University will normally make reasonable endeavours to find a suitable practice or professional placement to enable the Student to complete their qualification where satisfactory completion of a placement is a requirement. (For those students who may be subject to Fitness to Practise procedures, please see annex 8 of this chapter)

19.9 However, it should be noted that the University cannot compel practice or placement providers to take Students who they believe are not suitable. If the University acting reasonably cannot find a suitable placement the Student will not be able to continue on their programme. The Student will therefore be permitted to transfer to another programme within the University provided the conditions in 19.6 to 19.9 are met.

19.10 The University will where possible share relevant investigation findings, the reasoned determination and relevant sanctions with the complainant and witnesses. 'Relevant' investigation findings and sanctions are those which have a direct impact on the complainant or witness.

20. Appeal against a decision of the Disciplinary Committee

20.1 A Student has the right of appeal against the decision of the Disciplinary

23.1.3 The penalty made was too severe or was inappropriate or disproportionate to the breach of the Disciplinary Code or fitness to practise standards.

24. The Disciplinary Appeals Committee's procedures

24.1 Any Student wishing to appeal against a decision of an Authorised Officer or the Disciplinary Committee or Faculty fitness to practise investigation shall give notice of the appeal in writing, stating clearly the specific grounds on which the appeal is based as listed in paragraph 23 above, and providing appropriate documentary evidence. This notice of appeal (in writing) should reach the Clerk to the Disciplinary Appeals Committee within 10 University working days of the formal notification of the decision.

24.2 In the event of an appeal, the decision of the Disciplinary Committee (or Authorised Officer or Faculty fitness to practise investigation) will not be carried out until the appeals process is concluded. In cases where the Student receives the penalty of expulsion and was not suspended prior to the date of the hearing, a mandatory suspension may be applied for the duration of the appeal period.

24.3

24.11 The outcome of the Disciplinary Appeals Committee will be communicated to the appellant Student through a Completion of Procedures Letter no later than 25 sat(7)18(4)2-726.96 TS1u076DET 1 g94Hs At

Annex 3 - Procedures for the investigation of serious disciplinary offences and any subsequent disciplinary action for parts of the University based overseas or associate/franchise partners based in the UK or overseas

1 This procedure is to be used where it appears that a serious offence has been committed by any Student of the University studying either at a part of the University based overseas or any associate/franchise partner.

2 The categories of offences are set out Chapter 2 of these Regulations

3 Minor offences should be dealt with under the Minor Offences procedure (in Chapter 2 of the Regulations) if the Student is studying at a part of the University based overseas; and by the local partner. regulations if the Student is studying at an associate/franchise UK or overseas partner.

4 The ‘how’ and ‘who’ should carry out the ‘administration’ of the disciplinary exercise; the letters to the Student convening the hearing, the notes of the hearing itself and the communication of the outcome/penalty to the Student are matters best left to each individual location to manage within its own administration. It is vital however that the record of the hearing is taken by someone who is clearly quite ‘separate’ from the University’s investigation.

5 When an allegation is made or an apparent disciplinary breach is found, a member of Staff in the location shall be charged with conducting a formal investigation into the allegation.

6 The member of Staff selected to conduct the investigation must be a senior member of Staff who does not have an academic relationship with the Student (i.e. they are not involved in the teaching or assessment of the Student). Wherever possible the same member of Staff will conduct all investigations at that location.

7 The investigation will be carried out under the advice/guidance of the University’s Head of Security, based in the UK.

8 Having completed the investigation, the member of Staff concerned will forward a report to(S)-11 (ta-0.002e)12 (c)4 (om)-3 (pl)6 (et)2 (e-3 ( )-10 (89 (h)]TJ 0 Tc 0 T
d

review the report and determine whether a Student should be subject to disciplinary action.

9 If it is decided that disciplinary action should be taken then the designated senior member of Staff (or their nominee) will instruct the investigating member of Staff to bring the charge formally against the Student.

10 A hearing shall then be convened in accordance with the procedure set out in the Regulations (the Student will be informed in writing according to the set timescales, providing them with copies of evidence, advising them of witnesses to be called and their rights of representation and requiring them to disclose their evidence, name of witnesses and so forth).

11 In lieu of the University Disciplinary Committee, a Disciplinary Panel shall be convened at the location with delegated powers to hear the case and determine whether the charge is proven or not. The panel shall comprise two individuals of high standing who are independent/external to the University (e.g. British Council members). Where practicable and appropriate, if there is a democratically convened Student association which has an elected “head”, this person may also be asked to serve as a third member of the panel.

12 The panel shall meet and conduct a hearing in accordance with the procedure set out in these Regulations. A record will be taken of the proceedings.

13

Annex 4 - Student regulations for the use of information and communication technology and associated software and media .

1 The University wants Students to make best use of the Information Technology (IT) facilities it provides to support their learning and research. To do this the regulations below have been produced which cover the use of IT equipment, facilities and networks by members of De Montfort University.

2 In addition, Students should be familiar with the following regulations, guidelines and codes of practice for IT use available in campus libraries, campus offices and on the University Internet pages.

- De Montfort University Principal Information Security Policy
- De Montfort University Code of Conduct
- De Montfort University Use of Information Systems Policy
- De Montfort University Network Management Policy
- Janet acceptable use guidelines.

3 Any breach of the regulations, guidelines and/or codes of practice set out in point 2 above will be treated as a disciplinary offence.

4 The University retains the right to monitor all systems and networks used within or attached to the organisation or used on University premises.

5 Computer and communication systems

5.1 Students are only permitted to use University computing or communication systems or software for the purposes specified in their programme of study or research.

5.2 Without the specific and written agreement of the University, Students are not allowed to use University equipment, software or facilities for:

5.2.1 Consultancy or any other services leading to commercial exploitation of a product for personal gain

5.2.2 Work of significant benefit to a third party, including a Student's employer, whether permanent or for an industrial placement

5.2.3 The distribution or acquisition of software, data, documentation or media to or from any third party or parties

5.2.4 To gain access without permission and/or illegally to other systems either within the University or elsewhere

5.3 Students must take due care not to introduce computer viruses onto any of De Montfort University's computer systems. Anti-virus software, where provided by the University, must be used to screen any external software, data or other electronic communication or any media transfer

the vicinity of such areas where required. Any official notices indicating that these devices must be turned off in a particular location must be complied with.

7.3 Any breach of this regulation will be dealt with as a minor offence, and any repetition will be dealt with as a major offence, under the provisions of the Disciplinary Procedure, except that non-compliance with this regulation in an examination will be regarded as an academic offence and will be dealt with under Chapter 4 of these regulations.

Annex 5 - Student placements

Student s should also refer to and comply with any code of practice on Student placements and/or any regulations, procedures or provisions stipulated by the Faculty or the Programme

Provision for temporary withdrawal from placement

1 The Programme Leader (or deputy) or Faculty Authorised Officer may require a Student to withdraw temporarily from a placement if, in the view of the Programme Leader or Faculty Authorised Officer there is good and sufficient cause to do so. The Programme Leader or Faculty Authorised Officer shall, when requiring the Student to withdraw, provide a brief written statement outlining the reasons for the withdrawal. The withdrawal shall take place with immediate effect and shall be for no more than 7 calendar days.

2 The Programme Leader or Faculty Authorised Officer shall provide a full report of any such withdrawal to the Head of School and the designated senior member of Staff as soon as possible and within 24 hours unless reasonably prevented from so doing.

3 The Student shall have the right to make written representations to the designated senior member of Staff provided that those representations are received by the designated senior member of Staff within 4 calendar days of the temporary withdrawal.

4 Within 7 calendar days of the temporary withdrawal, the designated senior member of Staff (or their nominee) shall, after making such investigation as they see fit and considering any representations which may have been made, make a decision to Suspend the Student from placement or to take such other action under their general powers as they may decide, including discharging the temporary withdrawal.

5 The Suspension shall be reviewed every 4 weeks by the designated senior member of Staff who may confirm, revoke or vary the Suspension in the light of any developments or of any representations made by the Student or anyone on their behalf. If the Suspension is for more than 10 University working days' duration, the Suspended Student has the right of appeal, through written representation, to the Vice-Chancellor.

6 Notwithstanding the order of Suspension, the University shall not be prevented from taking disciplinary or Fitness to Practise action against the Student.

4 Student s in private accommodation

Any Student or member of Staff who becomes aware that Students in non-University accommodation are involved in the supply or use of a suspected illegal substance must report the matter to the Head of Security or Authorised Officer in order that the appropriate action may be taken. This may include disciplinary action and/or advising Students of the support and help available to them, and keeping the appropriate people informed.

Annex 7

University premises. Students will comply with all storage requirements set by the Police/University when firearms are held on University premises.

3 Appeals

3.2 Appeals against any decision made in accordance with these provisions will be dealt with by the Appeals Committee, as outlined In Chapter 2, Part G of these Regulations.

4 Craft use

4.1 The University recognises that Staff and Students engaged in creative courses of study make use of bladed tools and equipment in the creation of their work. Staff and Students engaged in creative activities must abide by the rules of possession, transportation and use as set out below:

- Students will receive induction on the correct use of bladed instruments and tools as part of their workshop induction.
- Bladed instruments should only be used in designated workshops or learning spaces. The use of bladed instruments outside the designated areas is prohibited.
- All bladed instruments should be protectively covered when not in use and be covered at all times when being carried or transported. An additional case should be used when equipment is being transported away from the workshop area.
- Bladed instruments should not be left unattended on University property in any circumstances.
- Bladed instruments should not be modified in any way from their manufactured state and intended use.
- Spent craft knife blades should be disposed of in designated sharps collection boxes.

5 Sporting and recreational use

5.1 Staff and Students of the University who use firearms for sporting or recreational purposes off campus (e.g. a gun club) are required to keep their firearms at a secure and approved venue which is off University premises.

order who occasionally needs to carry firearms across University premises going to or from an external gun club. In such instances, a written application must be made to the Head of Security.

9.2 Any Student who is granted an exemption from the Regulation forbidding the holding, possession or use of personal or privately-owned weapons must carry the exemption at all times when the weapon(s) is/are on University premises.

10 Replica weapons

10.1 A Student may be permitted to possess and use replica firearms or other imitation weapons on University premises in connection with their course of study, for example for the purposes of a dramatic performance or piece of artwork, provided they have written permission from their Faculty Dean obtained at least 5 University working days in advance. The Dean will, in deciding whether to grant permission or to set certain conditions or limitations on the use of such weapons, consult with the Head of Security. In any event, a copy of the Dean's written permission must be lodged with the Head of Security at least 5 University working days before the weapon is brought onto University premises. Permission will need to be sought for each and every instance that a replica weapon is intended to be brought onto University premises.

10.2 The granting of such permission does not remove from the Student any criminal implications in relation to the possession of replica firearms or other imitation weapons in a public place.

3 Fitness to Practise Panel Procedure Summary (The full procedure can be found in the document link in paragraph 1.5)

3.1 The Fitness to practise panel consists of:

- Chair (Head of School or Associate Head of School from a School within the Faculty of Health and Life Sciences but not from the School in which the student is enrolled)
- A senior registered practitioner from the same discipline as the student under investigation
- A lay member (a person who is not a registrant with any of the Professional Regulatory Statutory Bodies)
- A member of academic staff who is a registrant from the same discipline and School as the student under investigation.

3.2 All members of the Fitness to Practise panel shall be present at a hearing.

3.3 In attendance (and not part of the decision making process):

- An administrator to ensure the meeting runs smoothly, records the hearing and takes minutes.
- The Investigator, to present the case.
- The Student under investigation
- The person accompanying the Student.
- Witnesses as required.

4 Fitness to Practise Panel Proceedings

4.1 Chair welcomes the student under investigation, panel members, administrator, investigator and the person accompanying the student.

4.2 The Chair will explain the process of the panel hearing and inform the studentof the issues giving cause for concern

4.3 All attendees will introduce themselves including the capacity in which they are sitting.

4.4 The investigator will present the case.

4.5 The panel members will ask the investigator any points requiring clarification

4.6 The Student will present their response.

4.7 The panel members will ask the student any points requiring clarification.

6 Outcomes

6.1 The panel has discretion to make any decision appropriate and proportionate to the circumstances, wherever possible with the Student's agreement. Such decisions may include:

- permitting the Student to continue on the programme with no fu1 1Tf -2.88 0 26 Td [(f)2 (,7i)-14 (h)]TJ 0 TScontons

- or the right to practise a particular profession when the Student has previously been dismissed from their programme as unfit to practise

10.3 The University has a statutory duty to refer a Student to the Independent Safeguarding Authority, the Disclosure and Barring Service and other relevant external stakeholders where that Student has been dismissed from training because their behaviour is believed to pose a risk of harm to children and/or other vulnerable people. Only the designated senior member of Staff may make such a referral on the recommendation of the Fitness to Practise Committee.

10.4 A Student whose registration with the University has ended due to fitness to practise will not be permitted to re-apply for entry to the University within two years and would not normally be admitted onto an accredited programme; please see academic regulations on our website.

10.5 The Student will be permitted to transfer to another programme within the University provided that:

- the Student meets the required entry requirements for the new programme;
- there is a place available on the new programme; and
- the Student is accepted as a suitable candidate by the new programme's owning faculty.

Annex 9 - Policy on Dignity and Respect (Students)

1 Scope and Purpose of the Policy

1.1 This policy relates to all Students of DMU. Every Student is personally liable under the Equality Act 2010 and is expected to treat Staff and Students with dignity and respect and in turn to be treated with the same. DMU has a firm commitment to equality and diversity and will not tolerate the discrimination, harassment, bullying or victimisation of any member of the DMU community by another.

1.2 The purpose of this policy is to promote the development of a working and studying environment in which these actions are known to be unacceptable and where individuals have the confidence to report these, should they arise, in the knowledge that their concerns will be dealt with appropriately and fairly. The policy outlines procedures to be followed if a Student or prospective Student feels they are being discriminated against, harassed, bullied or victimised during their engagement with DMU.

1.3 A separate policy on Dignity at Work exists for Staff and advice on this may be obtained from the People and Organisational Development Directorate.

1.4 All Students are reminded of the relevant clauses in the Disciplinary Code within Chapter 2 of the Student Regulations, in particular paragraph 5.3.3:

Abusive, threatening, coercive, manipulative or aggravating behaviour which in the reasonable opinion of the designated senior member of Staff or relevant Authorised Officer constitutes harassment, violent, indecent, disorderly, threatening, abusive or offensive behaviour or language including that relating to protected characteristics (verbal or written – including social media websites) to any Student, employee of the University or the De Montfort Students' Union or any visitor to the University or any member of the local community.

2 Definitions

2.1 The Equality Act 2010 identifies nine protected characteristics. These are:

- x age
- x disability
- x gender reassignment
- x marriage and civil partnership
- x pregnancy and maternity
- x race

- x religion or belief
- x sex
- x sexual orientation

2.2 Unlawful discrimination - is behaviour or a policy or procedure which intentionally or unintentionally has the effect of treating individuals or groups who have a protected characteristic less favourably than other groups. This may include selection for a course, job, promotion, award and so on. For example:

- x A Student is excluded from a course related visit or placement because they have a disability.
- x A Student is told to leave her course because she is pregnant.
- x Students or Staff are compulsorily segregated, for meetings or events, on the basis of their religion, sex, sexual orientation or other protected characteristics.

2.3 Harassment is unwanted conduct that has the purpose or effect of creating an intimidating, hostile, degrading, humiliating or offensive environment for the complainant, or violating the complainant's dignity. Individuals or groups may be protected from harassment because they are from a protected group (Equality Act 2010), or because they are humr4 ar unwiquah 8

x is unwanted coisa(o)1014 (,)2 (s.9 (m na)4 (uuey)14 (7.1 (o (ex)14 (,)2 (s)4 ()12 (har)17 (om)7 (har)7 (a

x

61Body <</

2.5 Examples might include:

- Sexual comments or jokes.
- Displaying pictures, photos or drawings of a sexual nature.
- Sending emails or other form of electronic communication with a sexual content.
- Physical behaviour (but which stops short of contact) including unwelcome sexual advances and stalking.
- Continued advancements or repeated unwanted invitations to social activities.

2.6 Domestic abuse and coercive or controlling behaviour is defined as any incident or pattern of incidents of controlling, coercive, threatening behaviour, violence or abuse between those who are, or have been, intimate partners or family members regardless of gender or sexuality. This can include, but is not limited to, psychological, physical, sexual, financial and/or emotional abuse.

2.7 Complicity is any act that knowingly helps, promotes, or encourages any form of hate, bullying or harassment by another individual.

2.8 Retaliation may constitute any words or actions, including intimidation, threats, or coercion, made in response to disclosurescome se itute nyute (y) f w 1.39 j E

4.3 In the event that a Student considers that they are experiencing hate, discrimination, harassment, bullying or victimisation, they have a number of options open to them. They can disclose or make a report to the No Space for Hate Project, in the first instance, or a member of Staff who can follow the referral process online.

4.4 The member of Staff will follow appropriate processes, signposting the Student to the appropriate University response service; The Mandala Project or the No Space for Hate Project, or another University service, as appropriate and if necessary.

4.5 Incidents of hate, discrimination, bullying, harassment or victimisation may also be reported, out of hours, directly to:

- The Security Team. The team is available 24 hours a day and can be telephoned on 0116 2577642 or email in strict confidence securitytl@dmu.ac.uk.
- Alternatively incidents can be reported anonymously via the anonymous reporting form.

4.6 A disclosure involves an individual choosing to tell anyone who is part of the University community about their experience of hate, discrimination, bullying or harassment.

4.7 A report is the official sharing of information with a Staff member of the University regarding an incident of hate, discrimination, bullying or harassment experienced by that individual, for the purposes of initiating an investigation process by the University.

4.8 Personal information shared during such a disclosure will be handled in line with the University's responsibilities under the appropriate data protection legislation, including the General Data Protection Regulation and Data Protection Act 2018 and any subsequent legislation.

4.9 Any investigation undertaken by the University will be on the 'Balance of Probabilities' and is conducted as a separate process to the University Complaints Procedure as defined in the Glossary to these Regulations.

4.10 The Student may also make a report to the Police, whose investigation would take precedent over internal processes. A risk assessment will be

8 Use of DMU Computers/computational devices and ID

8.1 Hate, discrimination, harassment, bullying or victimisation may occur online and could be considered as misuse of DMU's computing services where this takes place using a DMU email account or from a DMU-provided piece of equipment or network. This includes potentially discriminative or offensive material posted on public access websites or social networking sites. Online harassment and bullying (cyber bullying) will be dealt with under the procedures outlined above. As well as infringing the DMU Policy on Dignity and Respect, such abuse of DMU facilities will also breach the University's IT Regulations and may be subject to disciplinary procedure. The IT Regulations may be found on the DMU website. Also see the University's Student Social Media Policy found here: Student Social Media Policy

Annex 10 - Process for dealing with suspended Students facing a criminal investigation, where the investigation or, the remand to Court, involves a delay that will adversely impact on the ability of the Student to continue with studies.

1. In every case of suspension of a Student during discipline proceedings, the suspension will be based upon a risk assessment that highlights any direct or indirect risks to other Students or Staff, the individual or to the University and its resources.

2. Consideration is given to whether the University can mitigate such risks by using partial suspension (bespoke control measures) or full suspension.

3. Every suspension involving a Student is regularly reviewed and assessed against the latest information available and the risks associated, to ensure that the suspension is fair and proportionate.

4. Suspension is not to be seen as a determination of guilt, but an opportunity for the Student and the University to allow time for the investigation to progress, whilst mitigating any risks identified. It may be used to protect all involved parties.

5. The University's position has always been to wait for the completion of any criminal investigation before concluding its own disciplinary investigation. This avoids any potential interference with the Police process and/or obstructing the justice process. iaice pr It maymty can mow tan mtonb (obs)eq10 (t)d. ieb6 (on)(es)4 (t2 (he)6

8.2. There is an option for the University to conduct its investigation at the same time as the Police where a Student is suspended and, the University already believes that it has sufficient evidence, aside from any criminal charges or proceedings, to pursue a presentation to the UDC. Consideration of this option should occur at the earliest opportunity in order that the procedures may be conducted swiftly and fairly by the University. Advice from the Police investigating officer must be sought.

Chapter 3 Support to Study

1 The procedures set out in this Chapter 3 may take precedence over other processes and procedures

2.5

the Welfare Support Services. The Student may be signposted to additional University support services or, if appropriate, to community-based services.

5.2 In cases of emergency situations e.g. immediate intent to seriously self-harm, commit suicide or to harm others, Staff must always call 999.

6 Stage 2: Enhanced Co5 (e)-5 (d C)d1 ofecf0w -31.31 -1.32 6i1-0.004 Tw [265 0 Td8[(I)-2 (n)1 (n

S Sw 0.66

6

6.4.5

7.6 Where appropriate, there will be contact with the Accommodation Team and the Security Office, particularly if the Student, or others living close to the Student, may need to be moved to alternative accommodation.

7.7 Where a Student is registered on a programme leading directly to a professional qualification or the right to practise a particular profession or calling, the Faculty Fitness to Practise Lead will be informed that this procedure has been invoked.

7.8 If a Student elects to interrupt their studies for a period of time as agreed at the case review panel meeting, Welfare and Support services will advise the Student with regard to financial implications, accommodation and any other welfare issues as appropriate.

8 Return to Study

8.1 Following a period of absence from the University for recuperation or treatment, it may be appropriate for the Student to return to resume studies. If this is the case, it will be necessary to ensure that the Student is supported by their Faculty and/or Programme team (which may include Associate Professor Student Experience, Programme Leader, Personal Tutor) with advice from Welfare Services, on their return to the University.

8.2 The University may require the Student to produce to a nominated person from Welfare Support Services, appropriate confirmation from a medical or health professional of their health and ability to resume studying. The Welfare Support Services will support the Student to access an appropriate referral from an external third party if required. Evidence from medically qualified family or friends will not be accepted unless they are officially treating the Student.

8.3 The Faculty Engagement Officer, working in partnership with relevant University Staff (from Faculty, Security and Welfare) will conduct a review of the documentary evidence of the Student's mental and/or physical wellbeing and contextualise such evidence within the demands of the course. The Student will be informed of the outcome of the review.

8.4 The Student has the right to appeal the decision of the case review panel, in line with Part C of this Chapter.

8.5 Consideration of the duration of any interruption will include:

8.5.1 the most appropriate time for the S

- x Faculty Lead (from Associate Dean Academic, University Senior Tutor or nominee).
- x Representative of the DSU Executive Committee.
- x The Student may be accompanied by a Student's companion and will be recommended to seek advice from the Student's Union.
- x The Clerk to the Committee, or nominee, will take notes.

9.3 The Student shall btifpanesent nom85, s(0 Td [(56w 1.61 0 Td [(T)-)-1.1 (20 ((l)-4 (

consideration would not be justified. The decision of the Chair is final and not subject to review by any other University body.

13.3 In the event that a request to appeal is granted, the decision of the Support to Study Panel will not be carried out until the appeal process is concluded.

13.4 If the Chair directs that an appeal should be heard, the Clerk to the Support to Study Appeal Panel shall arrange a hearing of the Panel.

13.5 The Support to Study Appeal Panel will normally hear the appeal within 10 University working days of the receipt of the Student's request to appeal.

13.5Iff thtud(al)6.n untl

14.2.1 the outcome and minutes will be sent to the Chair of the Appeal Panel and the Student.

14.2.2 the outcome will be sent to the Faculty Engagement Officer or nominee.

14.2.3 other Staff will be given such information as is necessary to implement an alternative outcome if that was the decision of the Appeal Panel.

14.3 External Review - Office of the Independent Adjudicator for Higher Education:

C S

14.3.1 A Completion of Procedures (CoP) letter will be sent to the Student which explains that the University's internal procedure for appeals has been completed. The CoP letter should be sent to the Student normally within one calendar month if the decision of the Support to Study Appeal Panel was that the appeal was dismissed.

14.3.2 If the appeal was allowed wholly or in part, a CoP letter will not be sent unless the Student requests a CoP letter within one calendar month of the date of Support to Study Appeal Panel's decision.

Part D: Exceptional Interventions

15 s

However, there may be occasions when the Student's consent has either been withheld or not explicitly given, but disclosure will be made nevertheless.

Examples of such circumstances are when in the University's reasonable opinion:

Annex 1 – Recommended Timeline

Stage	Details	Timeline
1	Referral from SAR/ Faculty/ Academic/ Security to Welfare lead	
	Support offered	Ongoing
2	Referral to Welfare Case Lead Meeting with Faculty ADA/APSE/other for information gathering.	

Annex 2

Signs which may cause Staff to consider engaging a Student with the Support to Study Procedure.

(This list is not exhaustive)

- Lack of engagement with study (poor attendance, lack of communication with Staff, non-submission of assessments);
- Poor or declining academic performance;
- Behaviour or disposition which may indicate a Student needs additional support, such as:
- Mood swings or unusual behaviour (e.g. aggressive, withdrawn, distressed, irritable);
- Apparent signs of ill health (e.g. dramatic weight loss or gain, ongoing lack of personal hygiene and care);
- Withdrawal from social, cultural or sporting activities once considered important;
- Lethargy or signs of lack of sleep;
- Obvious signs of substance/ alcohol misuse;
- Information about specific episodes (e.g. self-harm/suicidal thoughts or attempts);
- Inappropriate behaviour (e.g. inappropriate touching, invading personal space, excessive, unexpected and prolonged laughter, uncharacteristically bad language such as swearing);
- 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;
- Self-referral where the Student advises a member of the University of difficulties they are experiencing;
- Concerns emerge through a third party outside the University;

AND it seems likely or possible that the above signs are caused by a physical, mental or emotional issue.

Note:

The above concerns could also be an indication of a Student being at risk e.g. PREVENT and other statutory bodies may be involved.

Chapter 4 Academic offences and bad academic practice

1 Introduction

1.1 Upholding student academic integrity is of great importance to DMU. Students are expected to write assessments in their own words and to reference the sources they use in accordance with the conventions and obligations of their discipline. There are occasional exceptions where the exact words from existing sources need to be used in an assignment, including the use of direct quotations. However, Students should note that using the work of others word for word in any work submitted for assessment should be done sparingly and in accordance with De Montfort University referencing conventions.

1.2 Students who feel that they need assistance in writing appropriate English to help them avoid accidentally committing an academic offence should, in the first instance, seek guidance from their Module Leader or Supervisor. Further information and guidance can be accessed via the Library pages on the University's website.

1.3 Students who the University has found to have engaged in bad academic practice or to have committed an academic offence, may ask the Office of the Independent Adjudicator for Higher Education (OIA) to review their case but only after the University's procedure has been exhausted. Information on the OIA scheme can be found at http://www.oiahe.org.uk.

1.4 In any case where a Student is accused of bad academic practice or of having committed an academic offence (and in either case whether acting alone or in conjunction with one or more other people) the burden of proving that the accusation has been established is the balance of probabilities (more likely than not). For both bad academic practice or an academic offence, the University must prove both that the factual allegations have been established and that in carrying out the acts complained of the accused person has done so intentionally.

2 Definitions

2.1 Bad academic practice

Bad academic practice is the presentation of work that is not the Student's own as if it were. It is the unintentional passing off of ideas, data or other information that are not within the realm of common knowledge in the discipline as if such materials were originally discovered by the Student, or it is the word for w

G

mills/ contract cheating) and work that has been substantially amended and/or improved by a third party.

2.12 The Use of Language Generation/Enhancement Software/Websites
All work submitted must be a true reflection of a Student competence in the use of English language (or, in cases where the assignment brief explicitly requires the Student to produce the assignment in a language other than English, the language specified). This means that the use of any language generation/enhancement software or websites is strictly prohibited. The use of such tools will be considered as an Academic Offence.

2.13 Fabrication and/or falsification of results
It is an academic offence for a candidate to claim to have carried out experiments, observations, interviews or any form of research, which they have not, in fact, carried out. Fabrication includes the creation of false data. Falsification includes but is not limited to, the inappropriate manipulation and/or sele6 Tc 0.3co.ka3r selc- 0 Tw re f EMC e f 3 [(te)-2 ( )]16 (o 5

1o2 (i)1 (ng)12 (t)o p0 (as)6 1(s)43 (i)6 (t)7(e o)10 (f)0 (f)2a6 1(s)4 h)]TJ T* [(t)2 3 (i) (or)7o (w)1n(13)]T.533 TJ

2.16 Re-use of assessed material

It is an academic offence to include work submitted for assessment material, which has already been submitted for a different assessment (whether in the current programme or for a different award at this University or any other institution) unless such inclusion has been agreed with the appropriate Module Leader or equivalent and is fully referenced. For example, work that has been submitted as part of a resit assignment for the same module as the original submission where the brief is clearly to improve upon an existing piece of work, e.g. projects, would be permitted. Students can utilise previous work as a building block for future work as long as this is explicitly referenced.

2.17 Ethics offences

Failure to follow correct procedures for undertaking research, including conducting research without ethics approval or in contravention of any

that the circumstances will be reported to the appropriate Academic Practice Officer and the Chair of the relevant assessment board.

3.2.2 Plagiarism, fabrication of results, collusion, reuse of assessed material, and other academic offences other than bad academic practice

In the case of a Student on a taught programme, when a supervisor, tutor or examiner suspects plagiarism, collusion, the fabrication of results, reuse of assessed material, or any academic offence other than bad academic practice in any work which forms part or all of a unit of assessment, they shall report the matter to the appropriate Academic Practice Officer and notify the Chair of the candidate's assessment board for information.

3.2.3 Breaches of ethics requirements

Breaches of the Universities Research Ethics Code of Practice will be regarded as an academic offence. In deciding whether to refer to a disciplinary panel the APO will take into consideration the potential for harm to participants, the researcher themselves, and the risk of bringing the University into disrepute. The faculty Head of research ethics will be consulted for any breaches of ethics requirements.

3.2.4 Any Student has the right to draw the attention of an Academic Practice Officer to any suspicions of an academic offence.

3.3 Actions taken by the Academic Practice Officer

3.3.1 Consultation with the Executive Director of Student and Academic Services

In the case of a taught course Student, the Academic Practice Officer will act in accordance with protocols devised by the Academic Practice Officers Forum. This will include establishing whether the case is a first offence. The Executive Director or nominee will provide guidance on appropriate courses of action in order to provide for consistency and fairness across the University.

3.3.2 Departmental Hearing

Where it is suspected that work submitted by a Student is not their own work, the Academic Practice Officer may require the Student to attend an oral examination or practical test in advance of a formal hearing, which may take place on the same day. The examination or test would normally be conducted by the Module or Subject Leader or the Academic Practice Officer (with additional subject specialist if required). The purpose of

ies5781 Td5 Tn en [illegible] (ons)- Pd Pec en2TT0 1 Tf -45.311.04 9.96 1

Services (or nominee) in writing within 10 University working days of the date on which the Academic Practice Officer notified the decision to the Student.

3.4.2 On receipt of such written representation the Executive Director of Student and Academic Services (or nominee) will review the action taken by the Academic Practice Officer. The Executive Director of Student and Academic Services (or nominee) may dismiss an appeal at this stage if in their absolute opinion it should appear that the grounds of appeal are so lacking in substance that further consideration would not be justified. If there are good grounds for the appeal, the Executive Director will appoint two Academic Practice officers from outside the Student's Faculty to consider the case. The decision of the Executive Director of Student and Academic Services (or appointed nominee) shall be final and not subject to review by any other University body.

3.5 Referral to Academic Offences Panel

3.5.1 Cases involving Students on taught programmes must be referred to the Academic Offences Panel, where appropriate, in accordance with the guidance given in the tariffs at Annex 1 to this Chapter.

3.5.2 If there is any doubt, the matter must be referred to the Academic Offences Panel.

3.5.3 If the Academic Practice Officer decides to refer the case to the Panel, the Panel shall consider the case and shall be responsible for determining whether, and the degree to which, the allegations have been substantiated.

3.5.4 If the matter is referred to the Academic Offences Panel, the Academic Practice Officer shall provide the Panel with the Academic Services, supervisor's, tutor's or examiner's original report and any other information or observations which the Academic Practice Officer wishes the Panel to consider. The Academic Practice Officer will normally be required to attend the Panel meeting.

4

4.2 Where it is suspected that work submitted by a research Student is not their own SEMC plEMC plEMC -0.002 sa researuda rst 710 ( )-10 (0.002 a6 (s)4d s)4.

programme directly leads in the light of the evidence presented to the Panel.

G

the Student and the witnesses. All such questions should be addressed through the Panel Chair.

7.1.5 The Student will be asked to make a concluding statement, presenting evidence of extenuating circumstances if wished.

7.1.6 The Panel will then go to into private session to consider the case and reach a decision.

7.1.7 All participants will then be invited to return to hear the Panel Chair announce the decision, the reasons for that decision and, where the allegation has been found to be proven, the penalty.

7.1.8 The decision of the Panel shall be final, subject only to the normal procedures available to Students for reconsideration of decisions concerning failure or termination of studies. (See section 8 below).

8 Outcomes/Penalties

8.1 Students on taught programmes

If a Student on a taught programme is found to have committed an academic offence, the Panel shall have authority to impose an appropriate penalty, which can include the following:

8.1.1 Expel the Student, the expulsion to incorporate failure of any and all assessments or examinations taken during that academic year. The Student will not be eligible for readmission to the University at any time in the future.

8.1.2 Reduce the degree classification achieved or to be achieved by the Student by one class (applicable to final level Students only).

8.1.3 Suspend the Student from the University for one year (or part thereof) and deem the Student to have failed only that academic

8.1.6 Refer the matter back to the Academic Practice Officer for reconsideration under their powers and in accordance with the tariff in Annex 1 to this Chapter.

8.2 Any reassessments successfully attempted as a consequence of a candidate being found guilty of an academic offence would normally lead to a minimum pass grade for the module overall.

8.3 The outcome shall be reported to the appropriate Assessment Board.

8.4 Research Students

8.4.1 If a research Student is found by the Panel to have committed an academic offence the Panel shall have authority to expel the Student or to take such other action as it deems appropriate. However, the normal penalty for an academic offence in such cases would be expulsion.

8.5.24 Tw 2.22 0 Td[(Ho12 14 (u)1 9 -1 (e)181 9 -(i)6 1eq)1-4 (eit1-4 (ec C
8.5.3 Where such a case is found not proven or, for an exceptional reason the Academic Offences Panel believes the Student should be allowed to continue on their programme, the University will make every reasonable effort to ensure that, where satisfactory completion of a professional placement is a requirement, a suitable practice or professional placement can be fo6 (r)7e(f)-85uT* 21cepta av

Annex 1: Normal Tariffs for Bad Academic Practice and Academic Offences (Students on Taught Programmes)

Activity	Insta-5.76

Annex 2: Academic offences committed overseas (taught courses)

1 Where an academic offence has been committed at a partner institution overseas and it is not feasible to deal with the matter at a UK campus of the University the provisions outlined below shall apply.

- Consultation on suspected instances of bad academic practice should be brought to the attention of the Academic Practice Officer via the designated Link Tutor in the first instance.
- The provisions of section 3, Chapter 4 above shall then apply except that the Academic Practice Officer shall take action to inform the Student of the allegation within 10 University working days of the offence being brought to their attention and will invite the Student to make any representations the Student thinks necessary, such representations to reach the Academic Practice Officer within 15 University working days.
- The Academic Practice Officer will decide whether to take the matter to an Academic Offences Panel, taking account of any representations received from the Student.
- If taking the matter to a Panel, the Academic Practice Officer shall formally approach the Executive Director of Student and Academic Services (or nominee), detailing the allegations and requesting agreement to proceed to the establishment of a Panel.
- If agreement is given, the Executive Director of Student and Academic Services (or nominee) shall, in consultation with the Academic Practice Officer, the appropriate PVC Dean and the associate institution, establish a Panel with membership from the associate institution equivalent to the membership of the standard Panel. Where appropriate, such a Panel may also include external and/or University membership.
- The Panel secretary will then give notice of the hearing in writing to the

Chapter 5 Deferral of assessment on grounds of extenuating circumstances

The assessment of work is an important milestone in a Student’s academic career. Assessments have to be scheduled for certain times during the University year,(A)1 (s)1(s)4 (es)4e

with the deferral form within published Faculty deadlines (see paragraphs 3.13 and 3.1.14) The purpose of this procedure is not to unnecessarily put barriers in the way of Students achieving their full potential. The reason for considering evidence is to avoid Students who wish, on a clearly fraudulent basis, to defer assessments. In order to demonstrate that the circumstances fulfil the definition of genuine circumstances beyond a Student's control or ability to foresee, which seriously impair their assessed work, they must demonstrate the following degree of seriousness:

- Serious illness or death of a member of the immediate family; which can be, but not limited to a parent or guardian, child, brother, sister, spouse or partner.
- An episode of a serious debilitating illness involving an authorised absence from study of at least three weeks, for example Students with mental or physical health conditions who may have a period of time when they are unable to perform as effectively.
- A serious accident or acute illness occurring immediately before or at the time of the assessments concerned.
- An acute or sudden change to a long-term condition.
- Jury service.
- Other unforeseen circumstances, of equivalent weight, that have seriously disrupted the ability to study, for example the need to act as a carer or care for a very ill child over a number of weeks.

[It is recognised that the standard of the evidence produced will often be beyond the direct control of the Student, and decisions will be made on the balance of probabilities, taking into account all the evidence at hand.]

2.6 Circumstances such as the following would not be acceptable to the Panel:

- Minor illness (such as a cold), manageable illness or indisposition, or injury not falling within the definition of serious debilitating illness or serious accident or acute illness as stated above
- Circumstances arising from paid employment
- Circumstances arising from voluntary activities that the student has chosen to engage with
- Circumstances which arise from negligence or carelessness, for example failure by the Student to get up on time, failure to attend at the right time or location for an examination
- Circumstances which could have been avoided by good planning, for example #DMUglobal trips, holiday or travel arrangements, including allowance for delays and cancellations
- Loss, damage or failure of personal IT hardware or personal IT files

2.7 The lists above are examples of acceptable and unacceptable circumstances in relation to requests for deferral, but they do not represent an exhaustive definition of such circumstances.

3 Rights and responsibilities

3.1 Rights and responsibilities of Students

3.1.1 Any Student has the right to draw the attention of the University to personal extenuating circumstances which seriously affected their assessed work, and to request deferral of the assessment. The Student must, however, do so in accordance with the Regulations and with the University procedures outlined below.

3.1.2 It is the Student's responsibility to ensure that requests for deferral on grounds of extenuating circumstances are made on the form devised for the purpose, available from Faculty Offices, the University website and from Student and Academic Services. The form must clearly list each assessment and the submission deadline for which deferral is being requested and be personally signed by the Student before submission.

3.1.3 It is the Student's responsibility to obtain the evidence required to allow the Panel to reach a decision. The University will require time relevant third-party evidence to support the Student's own claims for deferral. The Student is responsible for attaching documentary evidence to, and submitting it with, the request form, simply providing contact details of third parties is not acceptable. Retrospective medical certificates will normally only be accepted if the Student consulted the doctor at the time of the illness and this is stated by the doctor on the certificate.

3.1.4 In relation to examinations, it is expected that any evidence submitted from a doctor or other health or social care professional will contain a clear professional opinion that the illness/condition cited will affect the Student's performance on the date of the examination(s) concerned. A letter stating that a Student reported (to the doctor) that they were unable to attend an examination will not normally be accepted as appropriate third-party evidence.

3.1.5 All third-party evidence must be provided with a signature and valid contact details. Any attempt to provide fraudulent evidence will result in disciplinary procedures outlined in Chapter 2.

3.1.6 In the case that the Student cites third party events having affected their ability to perform academically, evidence will be required to state how that event has affected a Student's ability to perform. e.g. how an illness or death of a family member has impacted on a Student's wellbeing, not just evidence of the illness or death.

3.1.7 If it is not possible to include the relevant third-party evidence at the time the form is handed in, the form should still be submitted before the stated deadline with a note to say that supporting evidence will follow. In any event, the evidence must be submitted before ratified results are published.

3.1.8 Submission of a deferral request form must be in line with the published deadline, usually 10 University working days after the date of the last assessment.

3.1.9 Note that deferral requests received after published Faculty deadlines will not be considered.

3.1.10 Note that Students who submit false or fraudulent documentation will be subject to the University's disciplinary procedures outlined in Chapter 2. The University reserves the right to contact third parties for the purposes of verifying supporting documentary evidence, however it is not the University's responsibility to contact third parties to seek the initial evidence supporting the deferral request.

3.1.11 In exceptional circumstances, if a Student has been unable to submit coursework or attend an assessment, they may use self-certification to accompany an application under the deferral process if they are unable provide any other form of timely evidence.

3.1.12 Self-certification may only be used once, during each programme registration period (a period determined by the programme start date). If a Student continues their education at De Montfort University and registers on a further programme of study, their entitlement will be re-set. It may be used to cover one or more assessments which are due to be submitted or taken in the same assessment period.

3.1.13 The Student has the right to submit supporting evidence in confidence. It is normally in a Student's interests for extenuating circumstances to be discussed by the full Panel. However, it may be that a Student wishes supporting evidence of an exceptionally sensitive or personal nature to be seen only by the Chair of the

3.1.18 Deferrals will not be accepted for work which has been submitted and for which the Student has received unratified marks and feedback.

3.2 Rights and responsibilities of University Staff

3.2.1 The Faculty Student Advice Centre is responsible for issuing a receipt, normally via email to the Students University email address as evidence of submission of requests from all Students for deferral of exams, coursework and faculty-based tests.

3.2.2 The Faculty Student Advice Centre is responsible for ensuring that all such cases are referred to the appropriate Faculty Panel (see paragraph 4.1.5).

3.2.3 Panels considering requests for deferral have the right to reject late submissions and circumstances which do not relate in time to the assessment concerned.

3.2.4 The Student's Faculty Student Advice Centre is responsible for ensuring that the Student is notified in writing, normally via email to the Students University email address, of the outcome of their application for deferral of coursework, assessments and faculty-based tests, e.g. phase tests.

3.2.5 Panels considering requests for deferrals in formal examinations have the right to approve the deferral of all examinations (not merely those requested) if the evidence submitted crosses the whole exam period.

4 Procedure for consideration of requests

4.1 Constitution of Panels

4.1.1 Each Faculty has established its own Panel to consider requests from Students on all programmes for deferral of all assessments (exams, coursework or faculty-based assessments such as phase tests).

4.1.2 The Faculty Panels are chaired by the Faculty Associate Dean (Academic) (or nominee) and their membership comprises appropriate senior academic Staff and the Faculty Manager (or nominee).

4.1.3 All evidence is considered on the Balance of Probability.

4.2 Panel Procedure

4.2.1 All Panels convene immediately preceding and immediately following the main examination period in the summer term (or at relevant

4.2.7 The decision of the Panel shall be final, except that a Student has

1.3 No candidate shall attempt to complete their script by unfair means, or communicate with another/others inside or outside the examination room.

1.4 Candidates' behaviour at all times should respect other candidates' rights to an examination environment free from unnecessary distraction or disturbance.

1.5 Where it has been established in accordance with approved procedures that a candidate has cheated or otherwise committed an academic offence as outlined in Chapter 4, the candidate may be failed for all or part of the assessment and may also be excluded from the University.

1.6 Candidates are required to produce their University ID Card at every examination which they take. Candidates should place their cards on their examination desk for inspection by an invigilator.

1.7 Candidates must bring their own pens, pencils, including spares and ruler, and may use drawing instruments. These materials may only be brought into the examination room in clear bags/cases. Any additional materials may only be used when issued by the invigilator or where specifically allowed in the rubric of the examination paper. Invigilators do not provide Students with stationery.

1.8 Candidates may not bring into the examination room any electronic device unless approved in advance. This includes mobile phones, smart watches, fitness trackers and any data storage or internet enabled device. All unapproved electronic devices must be switched off and placed in the plastic bag provided on the exam desk and then placed on the floor under the exam desk. For the purposes of this regulation, examinations shall include any formally assessed session, including, for example, assessed laboratory sessions.

1.9 The University reserves the right to implement security processes, such as the use of a hand-held metal detector, to confirm the absence of such devices.

1.10 Non-compliance with this regulation will be regarded as an academic offence and will be dealt with under the Academic Offences Regulations (Chapter 4 of these Regulations).

1.11 Unless specifically prohibited, a candidate may use an electronic calculator which performs the usual arithmetic functions (addition, division, calculation of percentages, etc).

1.12 Except where specifically provided for in the rubric of a particular examination paper, a candidate may not use a programmable calculator

performance. For the purpose of these Regulations, ‘temporary’ is taken to mean a condition with a duration of one year or less.

2.10.5 Students who are pregnant.

Chapter 7 Student personal data: capture, retention and disposal

1 Introduction

1.1 The University is committed to ensuring that the personal information of all Students is hand (a)1SudentTnudeni5 (h)on ct Sa d e n t s (p e r s o n a l d a t a (h e l d [p (i for the purposes set out in full in the University's Privacy Notice:

https://www.dmu.ac.uk/policies/data-protection/data-protection.aspx . Provision of s

" Management

2.1.5 As soon as possible after Assessment Board meetings, candidates will be informed of the final results which they have achieved in individual assessments.

2.1.6 The notification of examination results to Students does not imply any element of negotiability regarding those results, nor is it related to the formal procedures which exist for the review of Assessment Board decisions. Staff must not discuss with Students the proceedings of Assessment Boards.

2.1.7 Except for data determined and stored from previous Assessment Board meetings, no final examination or assessment results should be subject to automated data storage. No ‘new’ final examination or assessment results

4 Policy on image capture

4.1 The General Data Protection Regulation and the Data Protection Act 2018 regulate the use of all personal information, including physical, physiological or genetic characteristics. This means that photographs of individuals where the individual can be identified fall within the scope of Data Protection legislation and are therefore subject to data protection principles.

4.2 From time to time the University may arrange for photographs (including video photography) to be tak(o)10 (72 (o t)2 (om)-<l scTj 0(ni)(T)-)-10 7kj.32 tton n (c pri5ciples.

Chapter 8 Student s' right of appeal against Assessment Board or Research Degrees Committee decisions

Students subject to this procedure may ask the Office of the Independent Adjudicator for Higher Education (OIA) to review their case but only after the University's procedure has been exhausted. Information on the OIA scheme can be found at http://www.oiahe.org.uk.

1 Definitions

1.1 A Student has the right to appeal for reconsideration of a decision by an assessment board or, in the case of a research Student, a decision of the Research Degrees Committee or Examiners:

1.1.1 Concerning an assessment outcome in a module or modules or constituent parts of a non-modular programme, subject to the permittable grounds as in 1.3.

1.1.2 Concerning the determination of progression or non-progression, or determination of an intermediate or final award, or a decision not to make an award or additionally, in the case of a research Student, a decision to end their registration or the outcome of the probation review.

1.2 A Student whose appeal is pending retains Student status, all liability for fees, and is entitled to proceed (provided that their other results do not bar the Student

1.3.2 <u>During the marking and decision-making process</u>
There are alleged errors in the University quality assurance processes of marking, internal and external moderation and/or consequent decision-making. Students are not permitted to question the academic judgement of the examiners, see point 1.5 below.

1.3.3 In considering whether the circumstances put forward by the Student fulfil this ground for appeal the Student Appeals and Conduct Officer (or nominee) will expect the Student to provide evidence that their expectations of the outcome of the assessment were markedly different.

1.3.4 These are examples of acceptable circumstances in relation to this ground for appeal but they do not represent an exhaustive definition of such circumstances.

1.4 Students on externally verified Further Education programmes may have an additional avenue of appeal. If an appeal is not resolved to the candidate's satisfaction, the matter may be referred to the External Verifier. In certain circumstances, a further appeal may be made to the head of the awarding body, whose decision will be final.

1.5 Disagreement with the academic judgement of an Assessment Board in assessing the merits of an individual piece of work cannot in itself constitute grounds for an academic appeal. In such cases the Student Appeals and Conduct Officer (or nominee) reserves the right to dismiss the appeal as being without substance (see paragraph 2.3).

1.6 Given that there are procedures for complaint and redress during the study period which Students should use at the time issues arise, allegations of inadequacy of tuition or supervision or any other arrangements during the period of study will not constitute grounds of appeal unless there are exceptional reasons why the matter was not

1.8 In exceptional circumstances where a Student receives a retrospective

Faculty an opportunity to question any further information, evidence or advice for the clarification of matters of fact.

2.15 The Academic Appeals Panel is empowered to reach one of the following decisions:

2.15.1 That there are no grounds for the appeal and the original decision of the Assessment Board or Research Degrees Committee should stand.

2.15.2 That the appeal is upheld and the decision giving rise to the appeal is set aside. The

4 Behaviour

4.1 If at any time during the appeals process the Students behaviour is considered vexatious or malicious, the University may decline to continue consideration of the appeal and / or make a referral under the Student Disciplinary Procedure.

The Student Complaints Procedure should be read in conjunction with the other University's statements and policies which might apply to the concern the Student wishes to raise; e.g. Academic Appeals, the Dignity & Respect Policy, General Regulations Affecting Students, Student Code of Conduct, Student Disability Policy, No Space For Hate Policy, Sexual Misconduct Policy, Research Misconduct and Whistleblowing. Links to these and other related information can be found on the University's webpage at:

1 Who can use the Student Complaints Procedure

1.1 The Student Complaints Procedure (SCP) can be used by all Students of the University. Students on courses leading to awards of De Montfort University but who are based at the campus of a partner organisation, must first exhaust the student complaint procedure for that organisation. (Students who are temporarily suspended for disciplinary reasons or for the non-payment of fees, do not have access to the SCP)

1.2 All complaints must be raised within three months of the problem becoming apparent, see paragraph 11.3.

1.3 Alumni can use the SCP to raise easntc occurred w

[2] UKQuality Code for Higher Education, Advice and Guidance, Concerns, Complaints and Appeals Quality Assurance Agency November 2018

representatives, or about the standard of service provided by or on behalf of the University.

2.2 The SCP can be used by Students or Alumni (identified as Students for the purpose of this chapter) to raise any complaints or expressions of dissatisfaction as outlined in 2.1 above.

2.2.1 A complaint may relate, but is not limited, to:

- the quality and standard of service provided by the University, including teaching and learning provision;
- failure to provide a service as advertised or reasonably expected;
- unsuitable facilities or learning resources;
- failure of the University to follow an appropriate administrative or academic process

2.3 Complaints about Staff and Student behaviour may be submitted via the Formal Complaint form or by contacting Security (security@dmu.ac.uk, the No Space For Hate Project (nsfh@dmu.ac.uk) or the Mandala Project (themandalaproject@dmu.ac.uk). More information about these projects can be found here: No Space for Hate (dmu.ac.uk), and here: The Mandala Project: We will listen. We can support you. (dmu.ac.uk)

3 What will not be dealt with under the SCP

3.1 Academic appeals or other matters that relate to Assessment Board decisions. Appeals against Assessment Board decisions are managed by the Academic Support Office and are dealt with under a separate appeals procedure contained within the General Regulations and Procedures Affecting Students. Any complaint made under the SCP which appears to be an academic appeal will be referred to the Academic Support Office for consideration. If you require further information about the procedure for academic appeals, please contact acasupportoffice@dmu.ac.uk and the team will assist you.

3.2 A challenge to an admissions decision. This should be raised under the University Admissions Policy found here: https://www.dmu.ac.uk/documents/dmu-students/academic-support-office/student-admissions-policy.pdf

3.3 Complaints about matters which have already or are under consideration by the Office of the Independent Adjudicator for c (t)2 (or)7 ( )icscts51nrurstud153.S

For t form or by contacting Security securi k, the No ate Project nsfh@dmu.ac.uk or the Mandala Project the ct@dmu.ac.uk.

Furt tudents who are survivors or witnesses to misconduct by eit is offered through the No Space for Hate Project uk)) and the Mandala Project (The Mandala P port you. (dmu.ac.uk))

3.5 Complaints about t to the Students' Union services, l eligible for consideration through the Student C r details of the Students' Union Complaint Procedure llowing link: Complaints (demontfortsu.com)

4 Focus on Early Resolution

4.1 The Univ ity is committed to providing a high-quality s ughout their courses of study to graduatio as p U global community. The University activ es fe spects of the teaching and learning d other ser the University. However, th ions when reasona

4.2 The aims of the St

training in managing complaints.

5.2 The University will ensure that Students are not disadvantaged either academically or personally if they choose to raise a complaint. The University understands the importance of trust and confidence all parties must have in this process. Any Student raising a complaint may continue their studies whilst the complaints procedure is conducted.

5.3 At each stage of the procedure the University will endeavour to find a solution to the issues

7.2 Early Resolution is the stage where most concerns should be resolved swiftly and effectively, at the point at which a complaint is made, or as close to that point as possible. Early Resolution can be used for difficult interpersonal matters where early resolution strategies such as mediation may be beneficial see paragraph 4 of this chapter.

7.3 Formal Complaint investigated by the Office of the Student Appeals and Conduct Officer is appropriate where a Student wishes to escalate their complaint formally under the grounds outlined in paragraph 6.6 of this chapter.

7.4 Review by the Chair of the University Complaints Committee (UCC) which may be referred to a full panel hearing of the UCC. This is the Student's right to appeal the outcome of the Formal Complaint. A Review is an analysis of the Formal Complaint decision, not a rehearing of the original complaint. The UCC can review the procedure under the grounds outlined in paragraph 6.6 of this chapter. The Review stage is the final stage of the University's internal procedure.

7.5 While there are three clear stages in the procedure, the people involved in the complaint may resolve matters informally at any point in any Stage, with active engagement by the Student and relevant others (DSU, faculty or directorate) prior to the final complaint outcome for that Stage being communicated to the Student.

7.6 Grounds for Escalation
Students may escalate their complaint if they are dissatisfied with the decision made on the grounds stated below:

- The complaint procedure was not followed correctly.
- New information that was not available earlier in the process, can now be provided by the student.

7.7 The University recognises that students will not always be satisfied with the outcome of a complaint. The University will always investigate a complaint and will ensure that the procedures are followed correctly and impartially.

7.8 All parties involved in investigation and determination of an outcome of a complaint will be offered appropriate support by the University, through services established to enable the University to meet its duty of care towards staff and Students. For Students the support services include:

- De Montfort Students Union
- The Student Welfare Service
- The University Senior Tutor
- Student Advice Centre
- Personal Tutors
- The Chaplaincy

7.9 9

11 Stage 2 - Formal Complaint investigated by the Student Appeals and Conduct Officer (or their designated nominee)

11.1 Each complaint that is escalated by a Student to a Formal Complaint will be assessed on a case-by-case basis. The assessment will involve checking that the complaint has been submitted within the published timelines, using the right procedure, and in the correct format. This will result in one of the following outcomes:

- Referral to a different procedure (for example to the Academic Appeals process)
- Rejection of the complaint (for example due to lateness of submission or the grounds for escalation have not been met)
- Referral to Early Resolution (for example if this stage has not been attempted)
- Referral to mediation (for example where this will more likely result in swift and mutual agreement) and can be requested by the Student or the University
- Referral to formal investigation by the Student Appeals and Conduct Officer (or their designated nominee)

11.2 The Formal Complaint does not allow for additional complaints to be added that have not previously been raised at the Early Resolution Stage.

Student of the reason for the delay and the revised timescale. However, the University will make every effort to adhere to the stated timescale.

11.7 The University will write to the Student with the outcome of the Formal Complaint, explaining the reasons for the outcome and providing evidence used in the decision making process.

11.8 If a Student is dissatisfied with the outcome of the Formal Complaint but does not have grounds on which to escalate their complaint to the Review Stage (see paragraph 12.1 below), the Student may request a review by the Office of the Independent Adjudicator (OIA). Should a Student wish to take their case to the OIA, they must request a Completion of Procedures letter within one calendar month from the date of the outcome letter.

12 Stage 3 – Review by the University Complaints Committee (UCC)

12.1 If a Student believes:

- the Formal Complaint process has not been followed correctly,
- or there is evidence now available that was not available

15 Anonymous and confidential complaints

15.1 The

an investigatory online interview or other means may be necessary.

19 Independent External Review

19.1 Once the Review by the University Complaints Committee has been completed and an outcome issued to the Student, or it is determined there are no grounds for the complaint to be considered at Review, the University's procedure will be concluded, and therefore will issue a Completion of Procedures Letter.

19.2 The Student may then refer the complaint to the OIA should they remain dissatisfied. The OIA considers complaints from Students only at the conclusion of the University's internal complaints handling procedures and only if the complaint meets the OIA's eligibility requirements.

19.3 The complaint must be received by the OIA within twelve months of the Completion of Procedures Letter being issued by the University. It typically takes a number of months for the OIA to consider a complaint and issue an outcome. Further information about escalating a complaint to the OIA is available on here: https://www.oiahe.org.uk/students/how-to-complain-to-us/.

Appendix 1

Stage 2: Formal Complaint and Investigation by the Office of the Student Appeals and Conduct Officer

University Response Timeline	Considerations made	Outcome
Outcome sent to student within 15 University working days from the date of receio Uni		

stU io9. ET 45904 r<0078>c 0 Tw23 >>BD (g)]TJ 0 Tc 0 Tw 81D 23 >.58 ( )]TJW12 fai Sic S

Stage 3: Review by the University Complaints Committee

University Response Timeline	Consideration made	Outcome
Outcome sent to student within 15 University working days from the date of receipt. *	x Was there evidence of procedural irregularity at stage 2? x What new evidence is available that was not available at stage 2? x Would mediation be appropriate?	Explanation and evidence to the Student made in writing via email (including right to proceed to the Office of the Independent Adjudicator) Upheld/partially upheld and remedy made or Dismissed
Student has 12 months from the date of the Completion of Procedures letter to lodge a complaint with the Office of the Independent Adjudicator as detailed here: www.oiahe.org.uk		

Chapter health and safety rests with the Vice-Chancellor on behalf of the Board of Governors

and accords health and safety matters equal priority to other management or educational functions within the University.

1.4 The Vice-Chancellor further expects University Managers and Supervisors to accord the same level of priority to health and safety matters and requires all University Staff and Students to ensure that this policy is observed.

1.1 The University Health and Safety Policy (SP1) is the overarching commitment statement that sits above all other health and safety policies. The Vice Chancellor reviews and signs SP1.

1.2 A number of Health and Safety policies are located on the employee intranet site under the People and Organisational folder and the health and safety tile. The library also has copies and access to these can be made through a Students tutor.

1.3 Policy and risk assessment documents are also found on the SharePoint safety management site along with the Statement of Safety Organisation (SOSO). Again, access to these documents can be made through a Student's tutor.

2 Students' duty

2.1 It is the duty of all Students:

2.1.1 To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.

2.1.2 To co-

3.4 Areas considered to be higher risk include:

- Laboratories
- Workshops
- Construction sites
- Other hazardous buildings or work areas.

3.5 The health, safety and wellbeing team can be contacted at this email address: healthandsafety@dmu.ac.uk and offices are located in John Whitehead Building.

Chapter 11 Access to University premises

1 Scope of procedure and normal opening hours

1.1 Only those Students formally registered with the University are permitted access to University premises under the requirements of this provision. Students should carry their personal De Montfort University identity card with them at all times whilst on University premises and must show their card to University officers or employees on request.

1.2 Students suspended, or excluded from all or parts of the University premises following disciplinary procedures or for non-payment of fees may be allowed limited access for specific purposes connected with their exclusion (for example, to attend an appeal hearing, pay outstanding fees or consult their DSU representative). Students wishing to attend the University for any other purposes during a suspension must first request access and comply with the direction of the Head of Security or nominated Deputy.

1.3 In general, University academic and administrative buildings are open on

2 Access out of hours procedure

2.1 Students are not normally permitted to access

building. Access may be refused at any time for operational reasons e.g. loss of utilities.

3 Access to University libraries and associated learning spaces

3.1 Students who wish to use the University libraries and their associated learning spaces (hereafter referred to as “the Library”) may gain access only within the times and period that these are open for business, as published on the Library entrances and the Library website: https://library.dmu.ac.uk/DMU, and on production of a valid University identity card. Library opening times will vary during holidays and outside core teaching weeks.

3.2 Temporary access to the

Annex 1 Policy and guidelines for using Library and Learning Services

The University expects all Students to demonstrate high standards of behaviour when visiting The Library. It is the responsibility of all Students to ensure that they are fully aware of and are not in breach of these regulations

1 The Directorate of Library and Learning Services ("the Library") provides Students with resources, services and facilities in support of learning, teaching and research. These regulations are designed to ensure that such provision is made as effectively and fairly as possible and that the integrity of the service is maintained.

1.1 The policy and guidelines apply to Students registered at DMU.

1.2 Students who have been granted access to the libraries of other institutions by virtue of their De Montfort University status must abide by the visited Library's regulations. Any breach of these, or any other form of misconduct, will also be regarded as a breach of De Montfort University Regulations and this policy and guidelines.

2 Access and membership

2.1 All current DMU Students are entitled to make use of the Library and borrow those materials which are available for loan, provided that they are not already in breach of the University Regulations and this policy DQGXGHOLQHV×

2.2 To access the Kimberlin Library one of the following forms of identification are required:

2.2.1. Student University ID card
2.2.2. Temporary day pass
2.2.3. Proof of a lost or stolen card and alternative ID may also be accepted at the discretion of the Supervisor

2.3 Admittance to all other Library and learning spaces (Eric Wood Learning Zone, the Greenhouse and the Law Library) requires, at all times, a valid DMU Student ID card.

2.4 In line with University policy, children under the age of 16 may accompany a DMU Student for a brief visit to the Library of up to 30 minutes (e.g. to collect or return materials and at the discretion of Library Staff during Staffed service hours). Children permitted entry do so at the risk of their guardian who is responsible for their safety and wellbeing at all times. Where a child will be present for other than a sh

nominee before the child enters University property. The Director of Library and Learning Services or nominee reserves the right to withdraw permission and request removal of any child within Library spaces.

2.5 The Director of Library and Learning Services or their nominee has the right to refuse admission to the Library or any other Library and learning space.

2.6 Details of Library opening hours are published on the Library website: https://dmu-ac-uk.libcal.com/hours/ and may be subject to change.

3 Borrowing rights and facilities

3.1 The majority of items in the Library are available for loan and can be borrowed by eligible members as defined above. Restrictions on borrowing apply to registered non-DMU Library members, details of which are available on the Library website: https://library.dmu.ac.uk/visitorinfo. Library materials, including DVD's and laptops, must be recorded as on loan before being taken through the exit gates.

3.2 Users must ensure that they do not remove items from the Library without authorisation or cause the security alarm to be activated by being in possession of unissued Library property. Library Staff may check books and other materials in the possession of anyone leaving the Library and users may be required to

3.7

5.5 Students are not normally permitted to film or take photographs in the Library.

5.6 Users should not display posters and adverts without permission from Library Staff and will be removed if permission has not been sought.

6 Penalties

6.1 Breaches of University regulations and Library will be dealt with by the Authorised Officer or nominee are dealt with in accordance with Chapter 2 Student discipline in the General Regulations and Procedures Affecting Students.

×

6.2 Whilst investigating a current breach of Library regulations, any past breaches may be referred to.

6.3 Appeals against penalties imposed for breaches of Library regulations will be dealt with in as follows:

6.3.1. Students have the right of appeal against the decision of the Authorised Officer, to the Disciplinary Appeals Committee in accordance with Part G of Chapter 2 of the General Regulations and Procedures Affecti[illegible]

6.3.2. Appeals against fines for late return of items or replacement item charges should be made to the Head of Library Services or their nominee via email: libadmin@dmu.ac.uk.

Chapter 12 Disruption of service

1 The University will take reasonable steps to provide the teaching, examination, assessment and other educational services set out in its prospectuses and as laid down in approved documents relating to programmes offered at the institution. The University does not however guarantee provision of such services. Should circumstances beyond the control of the University interfere with its ability to provide educational services, the University will take reasonable steps to minimise the resultant disruption to those services.

2 Such circumstances may include:

- Acts of vandalism and/or terrorism
- Severe weather conditions
- Industrial action by staff and/or students
- Health and safety requirements (such as communicable diseases
- Network availability and/or system outages

These are examples of circumstances beyond the control of the University but they do not represent an exhaustive definition of such circumstances.

Chapter 1 3 Intellectual property rights

1 Policy on IPR (non- research students) (the “Policy”)

1.1

1.3.6 fe S

1.3.7 fe S

Chapter 14 Insurance

1 Personal accident

1.1 De Montfort University (DMU) Personal Accident Insurance Policy provides personal accident insurance cover for DMU Students, that suffer an injury whilst engaged in sporting activities that are organised by and approved under the control of DMU.

1.1 De Montfort University has Public Liability insurance which covers the legal liability for loss, damage or injury to a third party. The Student will be protected whilst on a placement if a claim is made against DMU if there was a legal liability issue found to be relevant to DMU.

1.2 Firms and organisations that Students visit or with which they are placed as part of their course should have both Public and Employers' liability insurance in place to cover their liability for negligence in the event of a Student being injured.

2 Personal property

2.1 The University does not accept liability for loss and/or damage to personal property, including bicycles and motor vehicles. Students are strongly advised to make their own arrangements for insuring their personal property.

3 Vehicles

3.1 The University does not accept liability for third party claims arising out of the use by Students of their own vehicles for programme visits and travel between campuses. Students using their own vehicles for such purposes must therefore inform their individual insurers to arrange for their policies to be adjusted to reflect vehicle use outside the standard "social and domestic" cover.

Chapter 15 Code of practice on freedom of speech within De Montfort University

This Code is issued by the Board of Governors of the University pursuant to section 43 of the Education Act (No 2) 1986 and applies to Students and Staff of the University

1 Introduction

1.1 The Education Act (No 2) 1986 requires the University to take such steps as are reasonably practicable to ensure that freedom of speech within the law is secured for its employees, Students and visiting speakers. This also includes the duty to ensure, as is reasonably practicable, that the use of any of the University's premises is not denied to any individual or body of persons on the grounds of their beliefs, views, policies or objectives. The University is also required to produce this Code setting out the procedures to be followed by Students and Staff in connection with the organisation of meetings and activities which fall within any class specified within this Code, together with the conduct required of Staff and Students in connection with such meetings and act ae (et)2Tn0h t
and expression within the law as one of the cardinal principles upon which all institutions of learning should be founded. It also has reg ard to the need to ensure that academic Staff of the University, have freedom within the law to question and test received wisdom, and to put forward new ideas and controversial or unpopular opinions, without placing themselves in jeopardy of losing their jobs or any privileges they may have at the University. Every person employed at the University and Students' Union and every Student registering at the University should be aware that joining the University community involves obligations and responsibilities which are consistent with the above principle and the law.

1.3 This Code of Practice sets out the rights and obligations inherent within the above principle and shall be construed and applied in a spirit of upholding the principle of freedom of speech wherever reasonably possible within the existing legal framework. The Code is also drafted to comply with the University's statutory obligations outlined above. The Code's obligations shall apply to:

- The University (which shall include all bodies or persons having authority to determine any matter relevant to this Code).
- All Staff of the University (whether academic Staff or otherwise) and those whose normal place of work is on University premises.

- All Students of the University (whether full or part-time).
- The Students' Union, including its constituent societies, clubs and associations. The Students' Union shall bring this Code to the attention of its employees and take steps to ensure that they comply with it in accordance with clause 1.5.
- Staff and Students of the University should bring this Code to the attention of any outside organisations who are providing speakers or are responsible for organising meetings.

1.4 The Code's rights shall apply to:

- All Staff, Students and visiting speakers;

1.5 And in relation to the holding of academic activities within paragraph 2.1 or meetings or like events within paragraph 3.1 on premises controlled by the University or the Students' Union or an organisation affiliated to the Students' Union to:

- Persons invited or otherwise lawfully on the premises;
- Persons who, if it were not for the provisions of this Code, would have been invited to the event.
- Nothing in this Code shall be deemed to affect the rights of any person taking any steps pursuant to lawful industrial action or peaceful protest.

1.6 Those under a duty to observe and uphold the principle of freedom of speech within the University shall do so at all times while on University premises or on premises other than those owned or controlled by the University or the Students' Union but are engaged in University or the Students' Union (including constituent societies, clubs and associations) business or are otherwise representing the University or Students' Union (including constituent societies, clubs and associations).

1.7 The Students' Union is required to ensure that the conditions of employment for its employees include a statement which stipulates that employees have an obligation and responsibility to comply with the provision relating to freedom of speech under the Education (No.2) Act 1986 (section 43) and this Code.

3.3 It shall be accepted as reasonable to refuse consent, or withhold facilities for a meeting or similar event to which this Code applies where the University or Students' Union reasonably believes (from the nature of

are insufficient to prevent serious disorder in premises subject to its control, it may decline to permit such meetings to be held. Before doing so, however, the University may consult the police with a view to establishing whether the serious disorder can be prevented or otherwise dealt with appropriately by attendance of police officers or some other conditions.

3.8 Where any person or body to whom this Code applies is engaged in the organisation of any meeting or like event on premises controlled by the University or Students' Union or any affiliated body at which, because of, for example, the nature of the speaker or their views expressed in the past or likely to be expressed at such a meeting or the cause they represent, it is reasonably suspected that disorder is likely to occur, the organiser shall give the appropriate Pro Vice-Chancellor not less than 10 University working days' notice in writing of such a proposed meeting. The Pro Vice-Chancellor shall inform the person or body organising the event in writing within 5 University working days whether the meeting may nevertheless go ahead.

3.9

Union or affiliated body in imposing conditions are unreasonable, it shall have a right to make representations. These shall be made to the Vice-Chancellor within 5 University working days of the date of the letter confirming the decision. The Vice-Chancellor shall consider such representations and within 5 University working days shall confirm in writing to the person or body making them whether the original decision is to be upheld or varied.

4.4 Where a breach of this Code occurs, it shall be a duty of all to whom this Code applies to take all reasonable steps to secure the identification of persons involved in that breach.

4.5 Where breaches of the criminal law occur, the University shall, where appropriate, assist prosecution authorities to implement the processes of the criminal law and, if criminal charges are preferred, shall not, unless the Vice-Chancellor (or other officer to whom such responsibility is delegated by the Vice-Chancellor) in his absolute discretion determines otherwise, proceed with any disciplinary proceedings in respect of the same matters pending the conclusion of any such proceedings.

5 Review and amendment of code

5.1 Section 43 (3) of the Education (No.2) Act 1986 requires that the Board of Governors shall issue, and keep up to date, this Code of Practice on Freedom of Speech. In order to comply with this duty, the Board of Governors shall review, formally, the operation of the Code on an annual basis.

Chapter 1 6 University employment of its Student s: security aspects

1 Introduction

1.1 The University is increasingly employing its own Students in npTd [(. T19i TJ 0 -1.32 T

- x registration and Student record
- x admissions records administra
- x issuing results notifications.
- x Invoicing.
- x cashiers' activities.
- x debt chasing.

3 Employing department's responsibility

3.1 It is the responsibility of the employin risk involved in employing Students ir sensitive than others. For example, it controlled circumstances, for a Stude addresses and final results of current be appropriate for Students to have a Students, nor to have rights of amend

3.2 Where Students are employed in areas of the University where there is potentially indirect access to sensitive information the employing department must adopt procedures and measures which minimise risk. For example, adoption of a clear desk policy with confidential information kept locked.

3.3 If a potential employer of Students is in any doubt they should check the matter with the appropriate data owner and with the Executive Director of People and Organisational Development. These have the right of veto. Data owners are:

- Student data: Executive Director of Student and Academic Services
- Finance data: Executive Director of Finance
- Personnel data: Executive Director of People and Organisational Development.

3.4 A potential employer should note that a Student registered on a full-time De Montfort University programme should not undertake paid employment in excess of 15 hours per week as this cannot be consistent with the health and wellbeing of the Student or with satisfactory completion of their programme (see Chapter 1, paragraph 2.13).

Chapter 1 7 Principles governing the amendment of the Regulations

1 These Regulations are made by the University Council (the Council) and the Academic Council (the Council) and seeks to regulate the whole Student community. Such regulatory c must be notified to Students in order to be effective. Such changes normally introduced at the start of an academic session only. Exam these regulations include: Appeals Regulations, Disciplinary Regula Health and Safety Regulations, regulations governing the conduct o examinations.

2 The University seeks to keep to a minimum, changes to regulations to an individual Student's performance on a programme of studies. material changes to academic regulations are normally introduced i new Students only. Examples of academic regulations include: the scheme, assessment and reassessment schemes, progression rule and course specifications.

3