



## **Summary of Changes to Student Policies**

*2015/16 Academic Year*

*This document summaries changes made from the University's  
rules and regulations which were in force in 2014/15*

# **STUDENT REGULATIONS AND POLICIES**

[uclan.ac.uk/studentcontract](http://uclan.ac.uk/studentcontract)

## **Summary of changes to Student Policies for 2015/2016**

In light of consumer legislation, the University has conducted a review of its rules, regulations and procedures that apply to students and made various changes to these documents which are now all referred to as policies. Most of the changes are minor in nature and have been made to clarify/explain existing rules and procedures.

Changes that are more substantial have been summarised/signposted below. It is important to note that the vast majority of these changes have been made in students' favour. Where the University considers that certain changes may not be deemed to be in students' favour or are changes the University considers students will be particularly interested in, the changes have been highlighted in bold. It should be noted that many of these changes that have been highlighted in bold were already University practice but were not necessarily set out or made clear in the policy. It is very important that students familiarise themselves with the changes to the Academic Regulations and Assessment Handbook which affect how they will be assessed.

NB Appendix 4 of the Tuition Fee Policy relating to bench fees does not apply to returning students ie those students who started their course before September 2015. (Bench fees are only relevant to Research Doctoral and Masters Students.) The previous policy relating to bench fees will continue to apply but is under review by the University. Changes will only be made that benefit students and will be communicated to Postgraduate Research Doctoral and Masters Students as soon as possible. The Admissions Policy and Applicants Complaints Procedure also does not apply to returning students in their current course of study - should they apply to study another course in the future it will apply to them.

Please note that this document provides a summary of the main changes and does not include all of the detail from the 2015/16 policies. Accordingly, this document should be read as an introduction to the 2015/16 policies and should not replace reading the policies themselves which can be found at [https://www.uclan.ac.uk/students/life/rules\\_regs.php](https://www.uclan.ac.uk/students/life/rules_regs.php). For an overview of the most important provisions in the policies (rather than the specific changes), see the 'Summary of Policies' available via the link above.

### **General changes:**

The following changes have been in the documents to reflect changes in the University's terminology:-

- 'Dean' has been changed to 'Dean/Head of School' as part of the change to the college structure
- 'School Office' has been changed to 'CAS Hub' (CAS stands for Campus Administrative Service)
- 'Exclusion' has been changed to 'withdrawn'
- Suspension (as a non-punitive measure), intercalation and long absences are now referred to as an 'interruption to study'

### **Academic Regulations and Assessment Handbook**

The changes to the Academic Regulations and the Assessment Handbook are dealt with together as the documents should be read in conjunction.

- The Academic Regulations and Assessment Handbook no longer refer to the AQA Manual which is a staff document. The relevant parts of the AQA Manual have been

inserted into the Academic Regulations and Assessment Handbook. Students will no longer need to refer to the AQA Manual;

- C2.8 in the Academic Regulations has been updated to allow flexibility for 120-credit modules;
- C8.2 in the Academic Regulations has amended the description of a full time course from 'five or more modules' to 'modules equating to at least 100 credits';
- The grounds for an appeal against a decision of unfair means for taught courses and research degrees now mirror those in the Disciplinary Regulations which are set out in section D of the Regulations for the Conduct of Students – see 7.2 of the Assessment Handbook;
- Section 7 of the Assessment Handbook has been clarified in relation to a student's right to appeal where the appeal has been refused on the basis they cannot demonstrate valid grounds and in respect of the appeal grounds for the second stage;
- **Late submissions of work of up to 10 days should be submitted to the appropriate CAS Hub rather than the student's personal tutor – see G3.2 in the Academic Regulations and 3.6 of the Assessment Handbook;**
- **Confirmation at G3.2 in the Academic Regulations and 3.10 in the Assessment Handbook that students who submit work after an authorised extended deadline date will be awarded a mark of 0% for that element of assessment;**
- The procedure for withdrawal from a taught course has been expanded at G13 of the Academic Regulations to include a meeting with the Dean/Head of School;
- **Introduction of grade band marking.** This marking scale contains a fixed number of percentage points in each class band which might be assigned by a marker for a piece of assessed work. This is intended to encourage markers to make decisions about assessed work in relation to which class band it most appropriately belongs and encourage markers to use the full range of the marking scale. The grading bands are set out at 2.1.7 in the Assessment Handbook and referred to at H3 in the Academic Regulations;
- **The grading bands at 2.1.7 in the Assessment Handbook for HNC/HND, foundation degrees and undergraduate degrees have been set at 35 for a marginal fail, 30 for a mid fail, 25 for a low fail and 10 for a fail.**
- **Credit requirements for HNCs set out at C11 in the Academic Regulations have been amended to 120 credits at Level 4;**
- **Confirmation at G10.6 in the Academic Regulations that for Stage 1 students, where there is no progression in a Level 4 elective or optional module, an additional 20 credits can be compensated where the student has made a reasonable attempt at the final assessment of the module and in the judgement of the Programme Board the module does not contribute to the final exit award.** Also referred to at C2.4 in the Academic Regulations;
- **Confirmation at G11.5 of the Academic Regulations that if upon reassessment the original mark and the reassessed mark are both under the minimum pass mark, the higher of the two marks will be used in any subsequent averaging calculation;**
- 4.1.27 and 4.2.7 in the Assessment Handbook and G12.8(ii) in the Academic Regulations have been amended to reflect changes to the Extenuating Circumstances procedure. **Further attempts at an assessment granted on appeal will no longer be capped at the minimum pass mark. Students will be able to rely on the higher of the original and reattempted mark for that assessment;**

- Appendix 16 from the AQA Manual regarding exclusion from a research degree programme during an academic session for academic reasons has been included as a new section 12 of the Assessment Handbook;
- In unfair means appeals, recommendations made by Disciplinary Committees will be reviewed by the Dean/Head of School and the relevant Board/Committee and implemented as appropriate given the Disciplinary Committee's limited powers on academic matters - see 13.2.2 of the Assessment Handbook.

## **Section L of the Academic Regulations – containing the Research Degree Regulations**

These provisions apply to students completing Research Degrees. The amendments set out below have been made to clarify the procedures. Text has been underlined to make clear the wording that has been changed.

- Clarification of the wording at L5.6 in the Academic Regulations;
- **Confirmation at L6.3 in the Academic Regulations that where it becomes clear after two opportunities for remedy that a student will not meet the academic or other specific progression requirements for a research degree programme, Schools and/or the Progression Boards of the Research Degrees Board may require a student to terminate their study during the academic session;**
- **L8.6.3.1 in the Academic Regulations provides that the internal examiner should be a member of the University's staff on an indefinite contract. An exception to this is Emeritus Professors who may act as internal examiners without an indefinite contract;**
- Clarification of the wording at L8.7.3 namely that it relates to the **first examination only**;
- Confirmation at L8.7.4 that the examining team cannot make any recommendation for any award without holding an oral examination or other alternative examination;
- Update to the wording at L.8.9.3 confirming that the Research Degrees Board may, where there are extenuating circumstances, approve an interruption to studies during the period for revising of the thesis;
- **Confirmation at L9.3 that if unfair means is suspected at any time then proceedings will be suspended until the matter is investigated.**

## **Regulations for the Conduct of Students**

- The previous appendix 2 namely the Code of Practice for Personal Internet Presence has been moved to Schedule C of the Rules for the Use of the University's IT Facilities. The previous appendices 3, 4 and 6, namely the Fitness to Study procedure, the Fitness to Practise procedure and the Intellectual Property Regulations are now separate documents available at [https://www.uclan.ac.uk/students/life/rules\\_regs.php](https://www.uclan.ac.uk/students/life/rules_regs.php). (All three have been updated and the main changes are summarised in separate sections below);
- **In serious matters, the University can no longer withdraw students without going through the disciplinary procedure (previously section C3). The matter can still be dealt with summarily at E9;**
- Only the Director of SASS (or the Head of Security in the Director's absence) has the power to partially exclude a student;
- At any stage in the disciplinary proceedings, the Director of SASS may decide that further investigation is needed before a disciplinary interview/hearing can take place. In these circumstances, the Director will nominate an independent member of staff

to undertake such investigation and prepare a report before a disciplinary interview/hearing is arranged;

- **A new potential penalty that may be imposed as a result of the Disciplinary Procedure is a ban from the Library for the remainder of the semester or the academic year.** This was always a potential penalty pursuant to the Rules for the Use of the Library. Fines can no longer be given as penalties;
- The third ground by which a student may appeal a decision made pursuant to the Disciplinary Procedure has been amended so that the original decision only needs to be 'unreasonable in all of the circumstances' rather than 'manifestly unreasonable';
- In appeal hearings, witnesses will be permitted where there is new evidence which was not available at the time of the original interview/hearing, and with the consent of the Chair of the Appeal Panel.

### **Student Dress Policy** (appendix 1 of the Regulations for the Conduct of Students)

- This was previously appendix 5 of the Regulations for the Conduct of Students;
- Includes a link to the dress policy for MBBS (Medical) students.

### **IP (Intellectual Property) Regulations**

- This was previously appendix 6 of the Regulations for the Conduct of Students;
- **Students now own the intellectual Property they develop, make or create in the course of their study or research except in limited circumstances;**
- **The University is automatically granted a non-exclusive licence to use IP owned by students that arises from their study or research at the University for teaching, research, innovation or academic publication purposes;**
- Where the IP does vest in the University students are required to alert staff, deliver up the materials and keep the information confidential;
- The University will keep the information arising from the IP confidential until either the information is released into the public domain and/or the application for patent is published by the relevant patent office;
- **Students shall keep secret the confidential information of the University and comply with the obligations at clause 5 when in receipt of confidential information;**
- Students must receive consent from their supervisors before using University related trademarks, logos or other such representations or their likeness.

### **Student Complaints Procedure**

- At stage 2 the Dean/Head of School or Director/Head of Service will ask to meet with the student where s/he considers it would be helpful, in particular, if it is a serious or complex case;
- **The timescale for the University's responses to the student at stage 2 has been increased from 15 to 25 working days and at stage 3 from 5 to 15 working days;**
- A right of appeal has been included for when a student's complaint is rejected on the basis it is vexatious, malicious or frivolous. The decision as to whether a complaint should be rejected on these grounds will be heard by the Head of AQA rather than the Director of SASS. The Director of SASS hear the appeal;
- **The deadline for students to complain to the OIA after the complaints policy has been exhausted has been increased from 3 to 12 months.**

## Student Harassment Policy

- This is a new policy which incorporates the University guidance that was previously available. The procedure remains the same.

## Fitness to Practise Procedure

- **The School Fitness to Practise Committee has been removed to streamline the procedure so that it involves only one Fitness to Practise Committee (formerly called the University Fitness to Practise Committee) and then a right of appeal;**
- Executive Deans appoint the Fitness to Practise Committee;
- The summary procedure has been removed given the introduction of a formal meeting with the Dean/Head of School which provides potential for an expedited decision where appropriate in less serious matters;
- Only a Dean or Head of School can make the decision to temporarily suspend a student;
- Students who have been temporarily suspended may have the matter reviewed every 4 weeks;
- Witnesses may give evidence in person at the Fitness to Practise hearing unless there is a good reason for them not to do so;
- **A member of the Student Union Affairs Committee will now be present at every Fitness to Practise hearing.** They previously had the right to be present at the University Fitness to Practise hearings and not at the School Fitness to Practise hearings.

## Fitness to Study Procedure

- **Students may now attend their Case Conference. If a student is unfit to attend, they may make written representations or have a representative attend on their behalf;**
- The student and University agreeing to a voluntary interruption to studies has been inserted as an additional outcome to the Case Conference;
- **A member of the Student Union Affairs Committee may be invited to attend the Case Conference providing the student agrees to this**

## Rules for the Use of the Library

- Clarification that refusal to abide by the Registration Procedure will result in refusal of admission/membership;
- **New requirement to pay for the making good of any damage or loss to Library furniture, facilities or materials;**
- **New disciplinary offences of allowing unauthorised use of a UCLan card or temporary library pass and breaching copyright laws;**
- Initial sanction of withdrawal of the right to use the library facilities has been reduced from 14 days to 24 hours;
- Removal of on the spot fines which are not used;
- **Any books returned late must be returned in 'good condition';**
- New section on page 6 which streamlines users' rights of response to and rights to appeal against sanctions imposed.

### Technical Services Loans Policy

- Removal of the administrative charges which are not applied;
- New right of appeal against the imposition of fines or the withdrawal of user rights

### Rules for the Use of the University's IT facilities

- The procedure for dealing with breaches of the rules has been amended to mirror the procedure in the Rules for the Use of the Library;
- **Confirmation that access to IT facilities may be withdrawn for failure to pay tuition fees;**
- New data protection section at 9;
- **Clarification of initial sanction of withdrawal of IT facilities for up to 7 days**
- **Further sanctions of withdrawal of IT facilities increased from up to 5 days to up to 14 days and from 10 days to up to 30 days;**
- The Code of Practice on Personal Internet Presence (previously appendix 2 in the Regulations for the Conduct of Students) is included at schedule C;
- **Clarification that where students are alleged to have breached the Code of Practice, the disciplinary procedure set out in the Regulations for the Conduct of Students will be invoked.**

### IT Security Policy

- The changes were minor and relate to changing terminology and practices.

### Email Use Policy

- Amendments have been made to the security provisions to reflect best practice - discouraging forwarding sensitive content to a personal account and sending passwords separately from encrypted documents;
- **Clarification that any breach of the Email Use Policy could be subject to penalties set out in the Rules for the Use of the University's IT Facilities.**

### Wireless Network Fair Usage and Security Policy

- No significant changes were made to this policy.

### Network Lite Fair Usage and Security Policy

- Clarification of what Network Lite is;
- **Confirmation that users must have anti-virus software and Microsoft Security Patchin enabled;**
- New right of appeal against sanctions.

### Regulations Governing Posters, Notices, Temporary Signs and the Distribution of Literature

- Requirement that wherever possible information is displayed on notice boards that are designated and/or appropriate for the subject of the material;
- Encouragement to use of electronic noticeboards to limit the use of paper;
- **Confirmation that material which purports to discriminate against persons with Protected Characteristics pursuant to the Equality Act 2010 is not permitted.**

## Data Protection Policy

- Link to website included which details the purposes for which the University processes personal data and potential recipients;
- Expansion of data subjects' rights at section 6;
- Confirmation that all staff should take appropriate steps ensure that the personal data they handle is not inadvertently disclosed or lost;
- Additional exemptions added for when personal data may be transferred to a country outside the European Economic Area;
- **Clarification that parents have no automatic right of access to their son's or daughter's personal data.**

## Freedom of Information Policy

- **New section at 5 clarifying that the University may hold in its own right information provided to it by contractors, suppliers and other third parties and the University may consult with those third parties if a request for information relates to them or is likely to affect their interests;**
- Confirmation that if responding to a request under the FOIA or EIRs would breach the DPA, it will be exempt from disclosure.

## Disability Policy & Guidance

- There were previously numerous statements and guidance with regard to the University's duty to make reasonable adjustments for disabled students. **This is a new policy, which together with the accompanying guidance and the documents referred to within the policy, provides a comprehensive guide to the University's approach and the practical process involved in reviewing and implementing reasonable adjustments;**
- The policy applies to all students

## Conditions of Residence & Summary

- Removal of 'additional charges' and fines which are not imposed;
- Limitations imposed on when the University can require a student to move to alternative accommodation;
- Previously where a student has withdrawn from the University and notice to terminate the accommodation contract was given after 7 January, the notice period was 42 days. **The notice period is now 28 days regardless of when the notice is provided;**
- Confirmation that reasonable notice will be given to the Student warning them that the accommodation contract is to be terminated before the termination takes effect;
- **New obligation on students to be considerate to fellow students in the accommodation and clear up after themselves in communal areas;**
- **7 days' notice to be provided by the University when requiring access except in an emergency. Notice to be given for access to communal areas for planned visits where possible but it is often impractical;**
- The University is not to interrupt the Student's occupation of the Premises and the communal areas more than is reasonably necessary;
- Security staff must be clearly identified, and that any staff or contractors requiring access to the Building or Premises carry, and allow the Student to inspect, appropriate identification documents;
- **Confirmation that personal information provided to University leased halls ie iQ2 Letting Property Limited Partnership, Sharples Ltd and/or Imperial Property**

Company (Liverpool) Ltd may be reported to the University where there are concerns regarding the welfare of students, allegations of breaches of the accommodation licence and allegations of misconduct by students in the relevant halls of residence;

- Information regarding disability will be disclosed on a need-to-know basis to those personnel in the accommodation service who are responsible for making decisions about any reasonable adjustments that are required;
- Confirmation that the University may apply to Court for possession of the accommodation and and if necessary, enforce the Possession Order by instructing a bailiff to evict the Student. The University may pursue the Student for the outstanding accommodation charges via the Courts;
- Rights of appeal have been expanded;
- **The deadline to appeal has been extended from 7 to 14 days after dispatch of the written decision to the student;**
- Confirmation that a visitor to University property shall have no right of appeal against a decision by the University to remove him/her from University property.

### **Smoking Policy**

- Confirmation that students found to be smoking in breach of this policy may be asked to stop. If they refuse, the incident may be referred to their Dean of School;
- Where a student is sent to an external organisation for study related activities (e.g. student placement), they should ensure that they act in accordance with that party's own smoking policies;
- Students are responsible for the conduct of any visitors (e.g. friends or family) that they bring onto University premises and will ensure that they too act in accordance with this policy;
- Referral of students to the University's Welfare team for support if they would like to quit smoking.

### **MBBS Tuition Fees Policy**

- The only increase to tuition fees for second and subsequent years will be in line with inflation;
- Tuition fees include all essential costs that students need to incur to complete the course;
- Optional costs are not included in the tuition fees and will be set out before the start of the application process moving forward;
- Full or partial refunds of tuition fees on withdrawal from the University or due to an interruption to study will be made in exceptional circumstances;
- The previous approach to the refunding of deposits was that refunds would be made where the University's entry requirements were not met or if students were unable to obtain a visa. Deposits will now also be returned to students if 1) they exercise the right to cancel during the statutory 14 day cancellation/'cooling off period' or 2) the University target number for the MBBS course has been met (an administrative fee of £1000 will be retained) or 3) in exceptional circumstances.

### **Tuition Fees Policy – Appendix 4 is only applicable to new students ie those starting in September 2015 or later**

- The policy applies to all students save as for MBBS (ie Medical) students
- **Tuition fees include all essential costs that students need to incur to complete their course.** The exceptions are 1) Postgraduate Research, Masters and Doctoral

students who may have to pay additional bench fees (see final bullet point) and 2) students whose courses include a mandatory period of study abroad which may involve additional costs. Any additional costs will be made clear to students prior to application moving forward;

- Optional costs are not included in the tuition fees and will be set out before the start of the application process moving forward;
- **The level of tuition fees will be subject to inflation each year;**
- **Save as in respect of inflation, increases in tuition fees will not be made in relation to current students or applicants with an offer of a place to study at the University;**
- Increases in tuition fees will only be made in respect of applicants not yet in receipt of an offer of a place;
- The University adopts a supportive approach with regards to the collection of tuition fees. Sanctions will be imposed as a last resort where it is necessary and proportionate;
- Students' liability for tuition fees on withdrawal from the University or due to an interruption to study will be the same for International and UK/EU students. The same rules apply to all Undergraduate and Postgraduate Taught students. Separate rules continue to apply to Postgraduate Research students (which includes all Postgraduate Research students including International students);
- Deposits paid by new international students were previously refunded to students if the University's entry requirements were not met or if students were unable to obtain a visa. Deposits will now also be returned to students if 1) they exercise the right to cancel during the statutory 14 day cancellation/'cooling off period' or 2) the University target number for international students has been met (an administrative fee of £100 will be retained) or 3) in exceptional circumstances;
- The same criteria set out immediately above will apply to refunds of deposits paid by international students who are wishing to progress onto a further course of study.
- **Only applicable to new students starting in September 2015 or later - A new policy on the charging of bench fees is set out in Appendix 4.** Only certain specified costs may be charged as bench fees. There are 6 bands of bench fees and the level of the bench fee is determined by the applicable band.

#### **Admissions Policy & Applicant Complaints Procedure**

- **Only applicable to new students starting in September 2015 or later**
- All applicants must have sufficient competency in the English language to study successfully for the proposed award;
- **The right to appeal has been removed. A new Applicant Complaint Procedure has been incorporated through which appeals can be lodged as complaints.**