

**University of Suffolk**

**General Regulations for Students**

**2017/18**

## **General Regulations for Students: 2017/18**

The General Regulations for Students are approved by the Senate of the University of Suffolk and shall take effect from 1 August 2017.

These Regulations apply to all students, new and continuing, on a course with the University of Suffolk from September 2017, including those registered on a UEA/Essex award. The Regulations present no material change to the previous Regulations to which continuing students subscribed.

Any previous versions of the Regulations relate only to students who completed their studies during or prior to 2016/17.

The regulations are governed by and will be interpreted in accordance with English Law.

**CONTENTS**

<b>SECTION 1 – INTRODUCTION</b>	<b>5</b>
Scope	5
The University’s contract with a student	6
Where students can find the General Regulations and relevant policies	6
University of Suffolk Student Charter	7
University of Suffolk Students’ Union	7
<b>SECTION 2 – ACADEMIC/FINANCIAL MATTERS</b>	<b>8</b>
Admissions/Enrolment	8
Recognition of Prior Learning	9
The Disclosure and Barring Service (DBS) and Criminal Convictions	9
Changes to / Cancellation of Courses	10
Internal Transfer Process	10
Student Details	11
Immigration Status – Visa Students	12
Fees Payment	12
Contact with the University	13
Attendance and Absence (Home, European Students)	15
Attendance and Authorised Absence (Visa Students)	16
Assessment and Extenuating Circumstances	16
Managing Infectious and Communicable Diseases	17
Examination and Assessment	17
Withdrawal	19
Intellectual Property Rights	19
<b>SECTION 3 – CODE OF CONDUCT</b>	<b>21</b>
General Statement	21
Student Discipline	21
Students on Professional Placements, Erasmus or Study Abroad	22
Disciplinary Powers of the Vice-Chancellor or Relevant Principal	23
Guidelines for the Use of IT Facilities	23
Equality and Diversity	24
Safeguarding and Prevent Duty	24
Identity Cards	24
Health and Safety	25
Safety and Wellbeing	26

Personal Property	27
Visitors	27
Vehicles	28
Retention and disposal of student records	29
Disclosure of information about students	29
Complaints Procedure	30
<b>SECTION 4 – APPENDICES</b>	<b>31</b>
Appendix 1: Legislation and Guidance	31
Appendix 2: Useful Contacts	32
Appendix 3: Course Changes	33
Appendix 4: Definitions and Interpretation	35
Appendix 5: Relevant Policies and Procedures	39

## SECTION 1 – INTRODUCTION

### Scope

1. The purpose of the General Regulations (hereafter the 'Regulations') is to provide a general framework of regulations for students during their period of study with the University of Suffolk. The Regulations also highlight and signpost students to more specific regulations. These Regulations are approved by the University of Suffolk Senate.
2. The Regulations apply to:
  - all students who are enrolled on courses offered by the University of Suffolk including those studying at any of the partner colleges in the Learning Network; and
  - any prospective students who have accepted an offer of a place at the University of Suffolk.
3. The Regulations apply equally to full and part time students, those attending short courses and those enrolled on undergraduate, taught postgraduate and postgraduate research degree programmes. The Regulations apply for the academic year 2017-18.
4. University of Suffolk students studying at any of the partner colleges in the Learning Network are bound in full by these Regulations except where indicated that local campus regulations shall apply.
5. Questions arising on the interpretation of any statement within these Regulations shall be resolved by the Academic Registrar. In the event of a conflict between the information provided within the Regulations and other information given to students, the Regulations shall prevail.
6. In the exceptional case of any major changes to the Regulations made after the start of the academic year, such changes will be communicated to students formally in writing by the Academic Registrar providing as much notice as possible.
7. Circumstances under which the University may make such changes to the Regulations include those required by law, our regulatory bodies, sector-specific guidance, court decisions, HEFCE requirements or in order to clarify specific terms. This is not an exhaustive list and there may be other circumstances which constitute a major change to the Regulations.

### **The University's contract with a student**

8. A contractual relationship between an applicant and the University is formed upon acceptance of an offer to study at the University of Suffolk. These Regulations and the Relevant Policies and Procedures [See Appendix 5: Relevant Policies and Procedures] set out the next phase of the contract between a student and the University in relation to the provision of 'Educational Services'.

9. The Regulations form part of the terms of the contract between applicants, enrolled students and the University of Suffolk. Upon accepting their offer, applicants agree to abide by the [Terms and Conditions of Offer](#). Upon completing their enrolment, they signify their consent to the incorporation of these Regulations as part of the terms of that contract and as such agree to abide by them.

10. In order to cancel an offer of a place at the University of Suffolk prior to enrolment:

- Students must inform the Admissions Department in writing by emailing [admissions@uos.ac.uk](mailto:admissions@uos.ac.uk)

In order to cancel the enrolment of a place at the University of Suffolk:

- Students must inform the University in writing by emailing [withdrawals@uos.ac.uk](mailto:withdrawals@uos.ac.uk) within 14 working days.

### **Where students can find the General Regulations and relevant policies**

11. Students are required to abide by all University of Suffolk relevant policies and procedures including guidelines as required by their individual course of study. These Regulations provide an overview of the main points of the relevant student policies and more detail is available within the separate policies available on the University of Suffolk website and/or MySuffolk.

12. It is the responsibility of students to acquaint themselves with these Regulations. Students are encouraged to familiarise themselves with the relevant sections at the start of their study and consult with the Regulations at appropriate intervals throughout their study. For clarification on any element of these Regulations, students are requested to contact the Infozone or HE Administration Office for those students studying at one of the Partner Colleges.

13. All students are strongly advised to familiarise themselves with these Regulations and the relevant documents **prior** to enrolment as they form part of a student's contract with the University and all students will be bound by them when they enrol.

14. Applicants and Students can review and print out a copy of these Regulations and the relevant policies and procedures by visiting the University of Suffolk [website](#) or through [MySuffolk](#).

15. Postgraduate Research students agree to abide by the regulations of their Awarding Body, which can be found at:

<https://www.uea.ac.uk/pgresearch> (UEA) or

<http://www.essex.ac.uk/academic/docs/regs/higher.shtm> (Essex)

### **University of Suffolk Student Charter**

16. The University of Suffolk is committed to being a student-centred higher education institution that strives to provide its students with the highest standards in teaching and learning, as well as high quality support and advice. The University of Suffolk [Student Charter](#) demonstrates this commitment, outlining what students can expect from staff at the University of Suffolk, as well as what is expected in return.

### **University of Suffolk Students' Union**

17. Students automatically become members of the University of Suffolk Students' Union at the point of enrolment. Student information is provided to the Students' Union to enable voting in elections and membership of clubs. A student may opt out of membership at any point by writing to the President of the Students' Union at [su.president@uos.ac.uk](mailto:su.president@uos.ac.uk).

## SECTION 2 – ACADEMIC/FINANCIAL MATTERS

### Admissions/Enrolment

18. Students must comply with the standard University procedures for admission, enrolment and registration as set out in the University of Suffolk [Admissions Policy](#). Only enrolled students may attend courses.

19. Applicants for admission to programmes of study must satisfy the appropriate admissions requirements as stated in the prospectus, on the University of Suffolk and UCAS websites and any specific course entry requirements. In the case of Postgraduate Research Students, the minimum admissions requirements are those set out in the University of Essex Higher Degree Regulations and the University of East Anglia's Code of Practice for Research Degrees.

20. All applicants must be able to provide evidence of having satisfied these requirements as requested to do so and as outlined in the [Terms and Conditions of Offer](#) issued to all applicants at the point of offer.

21. All students (full time, part time, undergraduate, taught postgraduate, postgraduate research) are required to enrol with the University of Suffolk. All students must also re-enrol in the September of each subsequent academic year. Research students are also required to register with their Research Degree Awarding Body (UEA or Essex).

22. Students shall disclose to the University full and accurate academic and personal information as required for the admission and enrolment processes. Students are required to promptly inform the University should there be any subsequent change in the academic or personal information provided during the admission or enrolment process.

23. Each student is responsible for ensuring that all information which the University needs to ensure his/her wellbeing and ability to attend relevant study activities organised by the University is provided prior to enrolment. Students with a disability are requested to indicate any additional needs they have so that reasonable facilities and support can be provided.

24. In providing information requested by the University or by a body acting on its behalf (for example UCAS), both prospective and registered students are required to respond fully, unambiguously and honestly. When inaccurate information has been dishonestly provided to the University or where wilful misrepresentation or omission has occurred, a student may be precluded from study at the University in accordance with the Admissions Policy.

### **Recognition of Prior Learning**

25. As part of its mission to widen participation and promote equality and diversity the University of Suffolk offers the [Recognition of Prior Learning](#) (RPL) (including Recognition of Prior Certificated Learning (RPCL) and Recognition of Prior Experiential Learning (RPEL)) as processes that allow applicants to gain recognition for skills or qualifications gained at work or elsewhere.

26. Applicants may be admitted with advanced standing to a programme of study provided it is clear they have fulfilled the learning outcomes associated with specific modules or levels of the programme by previous learning and experience.

### **The Disclosure and Barring Service (DBS) and Criminal Convictions**

27. The University has a duty of care to its students and staff. In order to reduce or manage the risk of harm to individuals as well as the University community as a whole, the University needs to be informed of any alleged criminal activity carried out by its students. Students are required to inform the University of any relevant unspent [criminal convictions](#) during the application process. Whether a conviction will be relevant will depend on the nature and specific requirements of each course.

28. Students on professional courses and courses involving contact with children and/or vulnerable adults will also be required to declare spent convictions, cautions and bind-over orders which will not be filtered under DBS guidelines in addition to any relevant unspent convictions. These students will also be required to undergo a DBS check alongside the completion of an annual self-disclosure form due to the requirements of Professional, Statutory or Regulatory Bodies (PSRB). Students on other programmes may also be required to obtain a DBS for placement or other work related module(s). The cost of the DBS check may be required to be met by the student.

29. Students shall promptly inform the University if, after completing their application for admission or when they are a student of the University, they are convicted of any criminal offence or if there are any circumstances which may affect their suitability for their chosen course of study.

30. The University may amend or withdraw the offer of a place or terminate a student's enrolment at any time if it determines that an applicant or student has made any misleading, false or fraudulent application or statement to the University, or has produced falsified

documents, regarding any relevant criminal convictions, whether as part of his/her application or whilst on his/her course. Where the student is enrolled on a professional course, it may also be necessary for the matter to be referred to the relevant PSRB.

31. A person who, after his/her acceptance for admission as a student has been convicted of a criminal offence may be required to withdraw from or be refused admission to the University of Suffolk.

### **Changes to / Cancellation of Courses**

32. University of Suffolk reserves the right to make changes, including changes to course content, structure, teaching and assessment, for one or more of the following reasons:

- To comply with external PSRBs.
- To ensure that the curriculum is relevant to the intended learning outcomes.
- To implement external examiner and academic adviser feedback.
- To implement student feedback, for the benefit of students.
- To improve course quality.

33. Students will be notified of any such changes as soon as reasonably practicable. If, as a result of a change made under this clause, a student wishes to withdraw their acceptance or terminate enrolment they must notify the University in writing within 14 days of receiving written notification of the change.

34. If a student would like to be considered for another course as a result of changes to/cancellation of a course under paragraph 33 the University will use its reasonable endeavours to provide a suitable alternative course within the University of Suffolk (for which tuition fees may be payable) or suggest a suitable alternative course with an alternative provider. The University of Suffolk will provide a full refund of any tuition fee paid for the year of study in which the change takes place. Further guidance on Late Course Changes and Course Suspension can be found in Appendix 3.

### **Internal Transfer Process**

35. The University recognises that occasionally students may begin their study on a programme in good faith but come to realise that this is not the route for them. In such cases, where students have appropriate qualifications and where suitable alternative programmes can be identified and are available, there is the possibility of internal transfer.

36. Before formally transferring we advise students to talk to their Personal Tutor or Course

Leader who can offer advice and guidance.

37. Transfers are not guaranteed and will be considered on an individual basis. Students may be contacted by the new Course Leader before they are accepted onto their new programme.

38. Internal transfers to professional health courses are not permitted. A new application would need to be submitted via UCAS. Individuals are advised to contact Admissions to check on specific course application deadlines.

### **Student Details**

39. It is the responsibility of the student to ensure that all his/her details are accurate and that the University is kept informed of any changes to their address, emergency contact details and other information. Students are required to notify the University (using the online enrolment system) of their current home address and local address at the time of commencing a course. Once enrolled, all students are required to inform the University of any change of permanent or temporary contact details without delay via the address change facility on the student portal: the Online Administration Services and Integrated Systems (OASIS). Students who cannot access this facility must notify the Infozone or HE Administration Office in writing of any changes.

40. New students will be required to provide proof of their identity before being issued with their student ID card. Acceptable forms of identity include a current driving licence, valid passport or Biometric Residence Permit (BRP). International students may be subject to additional requirements before and on arrival in the UK and should refer to Admissions for more information. The documentation provided will also be used to confirm that the student's full name is recorded correctly in the University's records system.

41. Students who change their name, for whatever reason, and would like this change to be recorded in the University's records system and documents including award certificates, must notify the University as soon as possible by submitting the relevant information together with the original of the relevant change of name document to the Infozone or HE Administration Office. Degree certificates are legal documents therefore legal proof of a change of name is required in order to issue a degree certificate in a name different to the name with which the student originally enrolled. Names will not be changed after certificates have been issued.

### **Immigration Status – Visa Students**

42. It is the responsibility of the student to ensure that any developments in his/her immigration permission are reported to the University without delay and no later than one week of their occurrence. These include, but are not limited to, changes or updates in visa status/visa conditions, collection of new Biometric Residence Permits (BRPs), progress of immigration applications, refusals, appeals or any other changes or developments.

### **Fees Payment – Visa Students**

43. International Students requiring a student visa are required to pay a £3,000 deposit in order to secure a place on their chosen programme of study and to receive a Confirmation of Acceptance of Studies (CAS) for their visa application. There are a number of circumstances where the University may be unable to sponsor a student by issuing a CAS. These include (but are not limited to) the following:

- Failure to provide the University with the necessary personal information to produce a CAS;
- Failure to pay a CAS deposit for a course of study;
- The proposed course of study does not satisfy Tier 4 requirements;
- The student does not have valid leave to be in the UK at the time the CAS is requested;
- The University believes sponsorship will put the sponsor licence at risk, or has concerns about the student's intention to study;
- The University believes that a visa application will not be successful. Grounds for this may include (but are not limited to) inadequate information, a history of visa refusals, insufficient funds, overstaying or language ability.

### **Fees Payment**

44. The University charges tuition fees to all students for the educational services provided. Payment of tuition fees provides students with access to the tuition and resources required to successfully complete their degree. All fees and other charges incurred as a University of Suffolk student are the responsibility of the student. Students who are sponsored by a third party are liable for all fees and other charges in the event that their sponsor defaults. Fees may be paid in instalments in accordance with such provisions as are notified to students within the [Tuition Fee Policy](#).

45. Students must pay promptly on demand any amounts due to the University. Amounts due include academic fees and any other charges levied by the University in accordance with its current regulations and procedures. Demand for payment will be made in accordance with the University's practice at the time, and additional charges may be levied if payment is not made in

accordance with current University payment terms. If arrangements have been made whereby periodic payments fall due on agreed dates, payment must be made on the dates specified without further notification to the student.

### **Sanction for failure to pay tuition fees**

46. Students are required to comply with the University of Suffolk [Credit Control Policy](#) which states that students who remain a tuition fee debtor of the University at the end of their course of study will not be entitled to receive a certificate, diploma or parchment confirming their qualification until such time as all outstanding tuition fee debt has been fully paid.

47. A student will not normally be allowed to attend graduation ceremonies or be allowed to purchase any guest tickets until all outstanding tuition fee debt has been fully paid.

48. A student who is due to re-enrol on their next year of study, must contact the Finance and Planning Department ([finance@uos.ac.uk](mailto:finance@uos.ac.uk)) to settle any outstanding tuition fees. Re-enrolment will be suspended until such time as the debt is cleared in full.

49. If a tuition fee debt remains outstanding it shall be referred for an individual case review which may lead to the imposition of sanctions against individual students, including:

- suspension of library facilities;
- suspension of IT access;
- suspension from academic activities, including prevention from taking assessments and attending exams;
- withholding of payments due from the University, such as bursary payments;
- in extreme cases, action leading to the withdrawal of the student from their course.

50. The University reserves the right to employ a debt collection agency in the case of any student who has unpaid tuition fees for any period still outstanding on completion of their course.

### **Contact with the University**

51. All students are required to acquaint themselves with communications from academic and professional services within the University. These may take the form of information published on MySuffolk, email, letter, phone or text.

### **Applicant Portal / MySuffolk**

52. On receipt of an application, all undergraduate and taught postgraduate students are given access to an Applicant Portal account. The University will use this portal account to

communicate decisions/information to applicants as they progress through the application cycle.

53. Following enrolment, students will have access to MySuffolk and Learn, both of which will be used to communicate important information which may affect all students. MySuffolk is used throughout the University. This provides access to library electronic resources and material to support a student in their studies. Students will be able to access their University email account from MySuffolk, and can read and contribute to discussion boards exploring current topics. Students will be introduced to MySuffolk and Learn at Induction. All students are expected to engage with MySuffolk and use it throughout their time at the University.

### **University Email Address**

54. Students are expected to access and use their University email address whilst a student at the University. Students should check their University email account(s) in a timely manner and reply promptly and courteously to any messages with accurate information. It is the student's responsibility to check their email regularly (at least once a week), to manage their mailbox and avoid storing large volumes of messages. Failure to do so may result in you missing, or being unable to access, important messages.

55. All email correspondence from the University will be sent to the student's University email address. Failure to check a University email account in a timely manner will not constitute grounds for appeal or complaint.

### **Text Messaging Service**

56. At the point of application all applicants are given the option to supply a mobile telephone number. A text messaging service is operated at the University and is used throughout the application period for all those who have provided the University with a mobile telephone number. Once students are enrolled it is used to notify students of important messages such as class cancellations or amendments, emergency updates and notifications of enrolment availability. All students must inform the University if their mobile telephone number changes.

### **Personal Tutorials**

57. All students studying undergraduate or postgraduate taught programmes of study at the University will be entitled to four 20 minute [personal tutorials](#) per year if studying full time or pro rata for part time. There is an expectation of students to engage with these tutorials. At least one of these tutorials would normally be face to face, though the University recognises the value of other modes of contact such as group tutorials, email, blogs and other on- line facilities.

### **Postgraduate Research Degree Students**

58. A student registered on a postgraduate research degree programme is allocated a supervisory team whose role is to collectively provide academic and pastoral guidance. The supervisory team will remain in contact during the student's period of study and registration. The University is required to monitor the progress of the student regularly throughout their period of study. This will occur informally at regular meetings with the supervisory team, and more formally at 'formal progress' review meetings. There is an expectation that students engage with these progress meetings.

### **Attendance and Absence (Home, European Students)**

59. Students must attend all learning and teaching sessions unless they have valid [mitigating] reasons for not doing so. Examples of learning and teaching sessions include, but are not limited to: lectures, seminars, tutorials, workshops, laboratory and practical sessions, compulsory professional placements, compulsory field trips and industrial visits. Research students must also attend scheduled meetings with supervisors.

60. Students are required to be on time for classes and remain for the duration of the session as set out in the [Student Attendance and Attendance Monitoring Policy](#).

61. It is at a tutor's discretion that students who are late are admitted to sessions and it is the student's individual responsibility to ensure that they retrieve any missed work.

62. Additional attendance requirements may apply for certain courses as specified in the Student Handbook and students must attend all sessions to ensure they meet all necessary attendance and regulatory requirements.

63. Unless otherwise defined by PSRB requirements, unsatisfactory attendance is deemed to be when a student does not attend any scheduled sessions for a period of seven consecutive days, and does not have valid reasons for non-attendance.

64. Students are also required to abide by the general disciplinary regulations, particularly with regard to respect for other students and staff in line with our [Student Charter](#) and to ensure that items such as mobile phones and other electronic devices are not used for purposes other than for teaching and learning activities during relevant timetabled sessions.

65. Students are required to confirm any planned absence to the relevant Module Leader and Course Administrator, giving as much notice as possible of the absence. Unexpected

absence should be notified to the Course Administrator/HE Administrator as soon as possible after the absence has occurred.

66. Where a student fails to maintain satisfactory attendance levels the University reserves the right to withdraw the student from the programme.

### **Attendance and Authorised Absence (Visa Students)**

67. International students who have a Tier 4 visa are required to meet the conditions of their Tier 4 sponsorship where the University is acting as their sponsor in addition to the above requirements. As such, the University has an obligation to monitor the attendance and engagement of international students and take relevant action in line with Home Office guidance against those whose attendance and/or engagement is deemed unsatisfactory.

68. Failure to enrol, attend seminars, lectures, tutorials, professional placements or any other activity defined as compulsory without providing a valid reason for absence will be recognised as an 'Unauthorised Absence' under UK Law and the University is required to report such absences to the UK Visas and Immigration (UKVI).

69. Students who miss any lectures are asked to inform the Course Administrator and the International Student Officer of the reasons for their absence. Five or more unexplained absences will result in a request to meet the student to discuss their attendance.

70. Tier 4 Visa students should be aware that the University will report to the UKVI any student who is issued with a Confirmation of Acceptance CAS, but does not enrol, misses more than ten scheduled interactions in a single academic year, stops attending, or defers their place.

71. In the event of any conflict or inconsistency with these Regulations, the UKVI requirements, and the University's Attendance and Attendance Monitoring Policy and the Admissions Policy deriving from the UKVI requirements, shall take precedence.

### **Assessment and Extenuating Circumstances**

72. Students have a responsibility for managing their learning, revision and assessment activities throughout the academic year. The University expects that students will plan such activities carefully and that the preparation of too much assessed work or revision for examination is not left until the last moment. It is recognised that during a period of study a student may encounter significant personal difficulties that impact on his or her ability to study for or complete summative assessment including examinations. The University refers to these

personal difficulties as '[extenuating circumstances](#)'. If a student encounters illness or other significant personal difficulties that affect their ability to study and complete assessment tasks, they have the opportunity to submit a claim for extenuating circumstances.

73. Claims for extenuating circumstances should only be made in exceptional situations, and should be submitted as soon as possible and normally in advance of the submission deadline or examination date. Once submitted, the claim will be given full consideration by the Extenuating Circumstances Panel. Guidelines on how to make an extenuating circumstances claim can be obtained from the Infozone, HE Administration Office or through MySuffolk.

74. Where information disclosed by a student in a claim for extenuating circumstances raises concerns about the student's fitness to study, fitness to practise (for professional courses) and/or potential safeguarding issues, the Extenuating Circumstances Panel will refer the concern to the appropriate person for further consideration under the relevant policy.

### **Managing Infectious and Communicable Diseases**

75. The Academic Registrar ([academicregistrar@uos.ac.uk](mailto:academicregistrar@uos.ac.uk)) must receive notification in writing within 24 hours of diagnosis of any student (at the point of enrolment and at any time during their studies with the University, including holidays) suffering from or in contact with a notifiable infectious disease. A medical practitioner's certificate of clearance should be presented where necessary indicating that the student is no longer infectious and is fit to return to campus.

### **Examination and Assessment**

76. It is the responsibility of the student to ensure that they know the date, time and venue of all examinations they are due to sit and deadlines for the submission of all coursework.

77. All written assignments must be word processed and submitted electronically, unless instructed otherwise in the assignment brief. All work that is submitted electronically will be passed through plagiarism detection software.

78. A policy outlining students' responsibilities in relation to written examinations can be found in the [Preparation and Conduct of Examinations Policy](#).

### **Academic Misconduct**

79. The University of Suffolk has a duty to maintain academic standards by ensuring the integrity of all aspects of the assessment process and is concerned to ensure that the regulations and policies governing the assessment of courses and programmes at the University

of Suffolk are fully and fairly implemented. To this end, the University of Suffolk will take action against any student who contravenes these regulations and policies, whether inadvertently or through negligence or deliberate intent, and who by so doing could gain unfair advantage over other students. Any such contravention constitutes academic misconduct.

80. The University expects that all work submitted for assessment by students is the student's own work, without falsification of any kind. Students are expected to offer their own analysis and presentation of information gleaned from research, even when group exercises are carried out. Insofar as students rely on sources, they should reference these in accordance with the appropriate convention in their discipline. It is the responsibility of the student to familiarise themselves with the rules governing assessment, including conduct in examinations and the correct academic conventions for referencing and acknowledging the work of others.

81. The [Academic Misconduct Policy](#) applies to all students enrolled on undergraduate and taught postgraduate courses at the University of Suffolk and covers academic misconduct in any form of assessment including written examinations, coursework and oral/practical assessments.

82. Allegations of research misconduct against students enrolled on undergraduate and taught postgraduate courses will be considered under the [Research Misconduct Policy](#).

83. All allegations of academic or research misconduct against students on a postgraduate research programme will be considered under the relevant misconduct policy of the institution responsible for conferring their award.

### **Academic Appeals**

84. The University's [Academic Appeals Procedure](#) is intended to allow students enrolled on undergraduate and taught postgraduate courses to appeal their ratified academic results as published by Assessment Boards, or circumstances relating to them.

85. Students on undergraduate and taught postgraduate courses are bound in full by the assessment regulations of their programme, as found on MySuffolk, which also includes the Academic Misconduct Policy and Academic Appeals Procedure.

86. Students on a postgraduate research programme who wish to appeal an academic decision should use the appeals process relevant to the institution responsible for conferring their award.

UEA registered students should refer to the UEA [Academic Appeals and Complaints Procedure](#)

Essex registered students should refer to the University of Essex [Appeals Procedure against a Progress Decision – Postgraduate Research Students](#) or [Appeals Procedure against an Examination Decision – Postgraduate Research Students \(Thesis\)](#).

## **Withdrawal**

### **Student-led withdrawal**

87. If a student decides to withdraw from their course they should contact their personal tutor or Student Services in the first instance and complete a notification of withdrawal form located within OASIS, in accordance with the procedure and regulations relating to withdrawal. Any entitlement to refund of fees will be as stated in the University of Suffolk [Tuition Fee Policy](#).

### **University of Suffolk-led withdrawal**

88. University of Suffolk may withdraw a student's enrolment on either a temporary or permanent basis under any of the following circumstances:

- On academic grounds, under the provisions of the Assessment Board Procedure and/or the relevant assessment regulations for the programme of study
- On grounds of unsatisfactory attendance under the provision of the Student Attendance and Attendance Monitoring Policy
- On disciplinary grounds, under the provisions of the Student Discipline Procedure
- In cases of non-disclosure and/or the provision of inaccurate information relating to academic information, personal details, and/or criminal convictions under the provisions of the Admissions Policy and/or Criminal Convictions Policy
- On grounds relating to the policy and regulations regarding Fitness to Practise
- In cases of non-payment of accrued tuition fees, under the provisions of the Credit Control Policy.

89. Where a student is permanently withdrawn from the University under any of the above circumstances, the contract will terminate. Any outstanding fees which may have accrued at the date of termination will remain payable in accordance with the [Tuition Fee](#) and [Credit Control](#) Policies.

## **Intellectual Property Rights**

90. Intellectual Property (IP) is the novel or previously undescribed tangible output of any intellectual activity. A student undertaking undergraduate or taught postgraduate programmes of study at the University of Suffolk will be the owner of any IP created by that student in the course of such academic activity unless otherwise agreed in writing. There are exceptions to this principle as outlined in the University of Suffolk [Intellectual Property Policy](#).

91. Intellectual property rights (IPR) generated by a student arising from student work are governed by the provisions of the University of Suffolk Intellectual Property Policy. Students are required to abide by the Intellectual Property Policy (Commercial Exploitation) and the Intellectual Property (Research and Scholarly Outputs and Learning and Teaching Materials).

## SECTION 3 – CODE OF CONDUCT

### General Statement

92. The University is a learning and working community for students, staff and visitors. The University has a duty of care to students and staff which includes the maintenance of a standard of conduct which is not harmful to the work, good order or good name of the University. Students are required to conduct themselves within the law with good sense, to use the University's facilities and equipment for their proper purpose and to act with due consideration for students, staff and others.

93. Any student whose behaviour interferes with the satisfactory conduct of learning, teaching or assessment including anyone suspected to be under the influence of alcohol or illegal drugs may be required by a member of staff to withdraw from a lecture, class, laboratory or other learning environment.

94. Students are required to attend any meeting called to discuss their attendance, conduct or progress when requested to do so.

### Student Discipline

95. Under the [Student Discipline Procedure](#), the University has the power to discipline students who fail to meet acceptable standards of conduct and to suspend or exclude any student for good cause.

96. The purpose of the Student Discipline Procedure is to ensure fair and consistent treatment of students by defining the rights and duties of all those concerned. It applies to all students enrolled on courses offered by the University. The procedures are built on the principle that decision-making in relation to allegations of misconduct will be handled in a way that is free from bias or conflict of interest.

97. There is a separate procedure for dealing with allegations of professional misconduct and/or professional unsuitability (the [Fitness to Practise Procedure](#)) which applies to students enrolled on courses which lead to professional registration. There is also a separate procedure for dealing with cases of [academic misconduct](#) including plagiarism and/or collusion and use of unfair means in examinations.

98. The University seeks to ensure that all enrolled students are aware of their obligations with regard to conduct, including acceptable standards of behaviour and performance, and of the

likely consequences of failure to meet these obligations.

99. Disciplinary procedures may be invoked if it is alleged that a student has committed misconduct, examples of which may include the following:

- (i) physical or sexual assault
- (ii) serious injury to people or property
- (iii) acting with intention to cause serious harm
- (iv) repeated offensive behaviour or language
- (v) deliberate damage to property
- (vi) behaviour which endangers others
- (vii) theft from other students, members of staff or the public
- (viii) sexual and/or racial misconduct
- (ix) bullying, harassment
- (x) verbal abuse or making threats against people or property
- (xi) inflicting injury on others or acting in a way which endangers others
- (xii) misuse or deliberate interference with computerised information
- (xiii) accessing or making available to others pornographic or other offensive material on computers or by any means
- (xiv) fraud or attempted fraud
- (xv) not adhering to information, instruction, training and supervision provided for their own or others' health, safety and wellbeing
- (xvi) drug related offences or misuse of drugs, alcohol or substances
- (xvii) conduct, either on or off campus, which brings the University into disrepute
- (xviii) promoting unlawful acts
- (xix) accessing security sensitive materials without gaining appropriate permissions or conducting security sensitive research

This list constitutes guidelines only. It is neither exclusive nor exhaustive, and there may be other offences which will constitute misconduct.

### **Students on Professional Placements, Erasmus or Study Abroad**

100. A student on a programme of study where practical professional placement is a required part of the course or on an Erasmus or Study Abroad programme shall abide by the requirements of the Placement/Study Abroad Handbook and shall not act or behave in a manner which:

- a) jeopardises the welfare of the subject (whether patient, pupil or client); and/or

- b) contravenes the relevant professional code of conduct; and/or
- c) is incompatible with behaviour required by the profession;

and may at any time be suspended or precluded from further study or elements of further study or placement by the Vice-Chancellor (for students studying at Ipswich) or the relevant Principal (for students studying at one of our Partner Colleges) if in breach of the above.

101. Any allegations of professional misconduct and/or unsuitability shall be dealt with in accordance with the [Fitness to Practise Procedure](#).

### **Disciplinary Powers of the Vice-Chancellor or Relevant Principal**

102. The Vice-Chancellor or the relevant Principal (for the Partner College), or a person acting on his/her behalf shall, have the power to suspend students pending the results of an investigation under the Student Discipline Procedure, Fitness to Practise Procedure or Fitness to Study Procedure.

103. For students found to be in breach of the Regulations, the Vice-Chancellor or the relevant Principal in accordance with the relevant policy, for example Student Discipline and/or Fitness to Practise, shall have the powers:

- (i) of formal reprimand;
- (ii) of suspension of a student on academic or disciplinary grounds where a student does not conform to regulations;
- (iii) of expulsion from any or all University of Suffolk activities and premises on academic or disciplinary grounds where a student does not conform to regulations or whose conduct would make continued studentship undesirable;
- (iv) to require repayment of any costs incurred by the University as a result of the breach;
- (v) to require a student to undergo a medical examination and for this to be submitted to the University;
- (vi) to refuse admission or to terminate a studentship on medical grounds notwithstanding the provision of the Equality Act and other relevant legislation.

### **Guidelines for the Use of IT Facilities**

104. As a member of the University community, a student is permitted to use its IT facilities for the purposes of their studies and/or work. Students may make limited reasonable use of these facilities for personal use in their own time.

105. Students are prohibited from making any [use of University IT facilities](#), which in the judgement of the University may adversely impact on the business or reputation of the University

or which may interfere with, or adversely affect, other staff/students.

### **Equality and Diversity**

106. Everyone at the University has a duty to uphold and promote the values and principles set out in the [Equality and Diversity policy](#). All members of the University community (staff, students, visitors including visiting staff and associates) are expected to adhere to the standards, principles and duties of this policy.

107. The University supports the principle of [freedom of speech](#) and expression within the law as one of the fundamental principles upon which higher education is founded. Whilst the University defends this freedom, we also expect that challenge, critical debate and the exploration of such ideas will be conducted within a spirit of dignity and respect.

### **Safeguarding and Prevent Duty**

108. The University aims to take all reasonable steps in relation to the safety and welfare of anyone who studies, works at or visits the University. Safeguarding and promoting the welfare of children and adults at risk is everyone's responsibility.

109. The [Safeguarding Policy](#) applies to all University of Suffolk students, staff employed by the University, staff employed by our Partner Colleges who teach on University of Suffolk programmes, and volunteers, who may be working with the following groups which the University encounters through its teaching and research activities as well as through its outreach programmes:

- children and young people aged under 18
- any adult at risk aged 18 or over who are, or may be, in need of community care services by reason of mental or other disability, age or illness; and who are, or may be, unable to take care of themselves, or unable to protect themselves against significant harm or exploitation (as defined by the Department of Health)
- any adults who may be at risk of being drawn into terrorism or ideologically groomed as defined in the Counter-Terrorism and Security Act 2015

110. All suspicions and allegations of abuse or inappropriate behaviour will be taken seriously by the University and responded to appropriately as set out in the Safeguarding Policy.

### **Identity Cards**

111. Students must carry a valid University of Suffolk identity card at all times when on the University's premises, including at partner colleges, and when engaged in activities associated

with the University, and must produce it on request. Students studying at one of our partner colleges must wear a valid partner college identity card alongside their University card. Students on placements on health-related courses must wear a valid placement identity card alongside their University card.

112. Failure to produce a University of Suffolk identity card, when asked to do so by an authorised member of the University or Partner College, may result in the refusal of access to facilities and the inability to record your attendance.

113. Students may not pass his/her card to any other person. Nor use their card to provide any other person, whether a student or not, access to any area or entrance they would not normally be permitted to be in. Use of a card by a person other than that indicated on the front of the identity card could lead to disciplinary action.

## **Health and Safety**

### **General Statement**

114. University of Suffolk is aware of its health and safety responsibilities towards members of staff, students and others. Students are expected to co-operate with the University and/or Partner College so that the University and/or Partner College is in turn able to fulfil their legal duties.

115. Any breach of this guidance is deemed to be a serious offence and thus subject to disciplinary action in accordance with the University's student discipline procedures.

### **Students' Duty**

116. It is the duty of all students:

- To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions;
- To co-operate with the University and/or its Partner Colleges to enable compliance with health and safety requirements and the Health and Safety Policy;
- Not to interfere with, or misuse, anything provided in the interests of health, safety or welfare; and
- To report any faults or defects relating to health and safety matters.

117. An induction covering the welfare facilities on site and emergency arrangements is made available to all students, and students are expected to complete this/attend an induction session at the appropriate time when joining the University of Suffolk. Additionally Health and Safety

training will be provided to students relevant to the location, activities and statutory requirements for the course they are attending. Students are expected to co-operate, attend and complete such training.

### **Accidents and Near Misses**

118. Students are responsible for taking reasonable care of themselves and others who might be affected by what they do and do not do. All accidents, incidents, dangerous occurrences or near misses by or involving students on campus or on University trips/placements must be promptly reported to their tutor or member of Estates within the University or the Students' Union promptly. Students can also use the reporting mechanisms on MySuffolk.

### **Fire Safety**

119. When a fire alarm sounds in any part of the University or at one of our Partner Colleges all students, staff and visitors are required to leave that part of the building immediately, to follow any written or oral instructions and not to return until told it is safe to do so by a member of the Fire and Rescue Service, fire clearance officer/fire warden or authorised member of staff such as Security or Estates staff.

### **Smoking on Campus**

120. The University aims to provide a workplace which is free from risk and is safe so far as is reasonably practicable. This includes keeping our campus buildings clear from smoke and e-cigarette vapours. No smoking, vaping/e-cigarette use is permitted inside any University buildings. Students should comply with the University's no smoking policy.

### **Safety and Wellbeing**

121. To keep students, staff and visitors safe and able to study to the best of each individual's abilities, the following are not permitted on the premises of the University or on the premises of the Partner Colleges:

- illegal possession, use or supply of drugs or abuse of substances including alcohol;
- the playing of personal entertainment and communication systems (including the use of headphones or earpieces) or the playing of musical instruments in safety critical areas such as workshops or laboratories or in safety critical roles;
- the use of mobile phones including visual and sound recording (unless when authorised) in class/teaching/performance and when engaging in sports/leisure activities on campus or during the course of study. These must be switched off in these locations;
- gambling, save the use of machines duly and properly licensed through the Students'

Union;

- offensive weapons including guns, blades and replica weapons, pepper spray / CS gas;
- the use of skate boards, hover boards, roller blades, roller skates, bicycles, or other similar means of self-powered equipment. Bike shelters or designated parking areas in University/Partner College car parks are provided;
- verbal or physical, violent, abusive or discriminatory behaviour, bullying or harassment, as outlined in the [Student Discipline Procedure](#) / [Dignity at Study Policy](#);
- access to any restricted area which they do not have explicit permission from the Course Leader / Estates Directorate to enter, and only when they have received appropriate induction and/or training from a competent person;
- with the exception of disability assistance dogs, bringing into or keeping animals in any of the University's buildings.

### **Personal Property**

122. It is a student's responsibility to ensure that their property is kept safe and secure at all times (for example a laptop, tablet, mobile phone). Loss of, or damage to, a student's work prior to its submission is normally not regarded as an acceptable explanation for the submission of late or partial work for the purpose of formal assessment at the University. It is a student's responsibility to protect their work by taking appropriate precautionary counter-measures.

### **Visitors**

123. Students and staff wishing to invite guests to the University or one of our Partner Colleges shall do so only in accordance with the relevant policies and procedures of the University as detailed on MySuffolk. No student (or member of staff) shall knowingly invite to any site of the University of Partner College a person who has been excluded by the Vice-Chancellor or the relevant Principal (Partner Colleges).

124. For reasons of safety and to protect the University's estate, students, staff and visitors, the Vice-Chancellor (for the University) and the relevant Principal (for our Partner Colleges) may at any time exclude non-students from the premises/grounds.

### **Children and Young Persons on campus**

125. The University recognises its legal responsibilities for all persons whilst on University property. While not wishing to be restrictive, it is necessary to take into account the fact that children may be at greater risk of accident or injury than adults. It is therefore necessary for the University to introduce procedures and policies to ensure the health and safety, as far as reasonably practicable, of all children on University property.

126. There will be occasions when a student or visitor may wish to bring a child or young person into University property for a short period of time, for example while they collect work or meet a colleague. During this time the child or young person must be under the immediate supervision of the adult concerned. On such occasions it will not be necessary or practicable to obtain permission provided access is restricted to low risk areas such as students in offices/open-access areas. In such cases, the student or visitor accompanying the child shall be responsible for the safety of the child or young person whilst on University property.

127. Other than for approved events such as Student Recruitment and Outreach events, where a child or young person will be present for more than a short period of time, taken to a higher risk area or may be left unattended, the student or visitor accompanying the child or young person must obtain express written permission from the Designated Safeguarding Officer or relevant Head of Service or Department or their nominee before the child enters University property. Students are not permitted to bring a child or young person into any university timetabled, learning and teaching sessions.

### **Vehicles**

128. University and partner college car parks are private property and all vehicles are parked at the owners' risk. The University and partner colleges cannot accept any responsibility for any loss or damage to vehicles and/or their contents whilst parked on University or College property. Any student who wishes to bring a vehicle on to the University or College grounds must comply with the rules which are in force governing the driving and parking of vehicles. It is the responsibility of such students to acquaint themselves with these rules which can be found on MySuffolk.

129. For students studying at the University, a current permit clearly displayed on the windscreen is required in order to park a vehicle. Eligible students can obtain a valid parking permit following completion of the online enrolment process. The issue of a permit does not guarantee a parking place within the designated parking areas. Students studying/located at Partner Colleges should refer to their induction pre-arrival information, and/or Student Handbook for details on local arrangements. Students can also contact the HE Administration Office at their Partner College for further clarification.

130. The University reserves the right to make charges for parking motorised vehicles in its grounds.

131. The University encourages the use of bicycles in support of its own and the local community's green travel policies. Facilities are provided for the parking of bicycles; the use is at the owners' risk.

#### **Retention and disposal of student records**

132. All records kept by the University are held in accordance with the University's [Data Protection and Data Security Policy](#). Most records with regard to students are retained for a minimum of six years after graduation, termination or withdrawal from the University. If after six years a student's record is destroyed, the individual student's final transcript and the course/programme Assessment Board minutes will be retained in perpetuity to enable the University to verify a student's achievements.

133. Where a course is recognised by a Professional, Statutory or Regulatory Body (PSRB) retention periods will be in accordance with PSRB specifications.

#### **Disclosure of information about students**

134. The disclosure of any personal information about students is subject to the requirements of the Data Protection Act 1998 (DPA) and the Freedom of Information legislation.

135. In accordance with the Data Protection Act, students wishing to see the information held about them by the University should submit a Subject Access Request in writing to the Head of Management Information ([dataprotection@uos.ac.uk](mailto:dataprotection@uos.ac.uk)), as set out in the [Data Protection and Data Security Policy](#).

136. Requests for information made in accordance with the Freedom of Information Act (FOIA) must be addressed to the Academic Registrar ([foi@uos.ac.uk](mailto:foi@uos.ac.uk)).

137. The University will disclose certain information, including details of attendance and academic progress, to the sponsor(s) of a student where such disclosure is a specific condition of the sponsorship.

138. The University will disclose information, upon verification of identity, to a representative who has been named by a student to act on their behalf.

139. The University will disclose information, including details of an award gained at the University and dates of study, to a potential employer or employment agency submitting an education verification request upon signed authorisation by the student.

### **Complaints Procedure**

140. If a student has a complaint about the University, they should use the [Student Complaints Procedure](#) which is intended to help resolve any complaints by students or applicants as promptly, fairly and amicably as possible. A copy of the policy can be obtained from the Infozone or the HE Administration Office (if studying at one of our Partner Colleges).

141. If, having followed the Student Complaints Procedure, the student remains dissatisfied; they may have the right to make a complaint to the Office of the Independent Adjudicator for Higher Education (OIA). Applicants are not eligible for review by the OIA.

## SECTION 4 – APPENDICES

### Appendix 1: Legislation and Guidance

These regulations have been informed by:

- The Competition and Markets Authority (CMA) – [‘Undergraduate students: your rights under consumer law.’](#)
- Prevent Duty (The Counter-Terrorism and Security Act (2015))
- Data Protection Act (1998)
- Freedom of Information Act (FOI) (2000)
- The Equality Act (2010)
- The Health and Safety at Work Act (1999)

**Appendix 2: Useful Contacts**

<b>Academic Registrar</b>	<a href="mailto:academicregistrar@uos.ac.uk">academicregistrar@uos.ac.uk</a>	01473 338679 (PA to the Academic Registrar)
<b>Admissions</b>	<a href="mailto:admissions@uos.ac.uk">admissions@uos.ac.uk</a>	01473 338348
<b>Finance and Planning Department</b>	<a href="mailto:finance@uos.ac.uk">finance@uos.ac.uk</a>	01473 338350
<b>Graduate School</b>	<a href="mailto:graduateschool@uos.ac.uk">graduateschool@uos.ac.uk</a>	01473 338181
<b>HE Administration Office:</b> University of Suffolk at East Coast College (Great Yarmouth) University of Suffolk at East Coast College (Lowestoft) University of Suffolk at Suffolk New College University of Suffolk at West Suffolk College	<a href="mailto:HE@eastcoast.ac.uk">HE@eastcoast.ac.uk</a>  <a href="mailto:HE@eastcoast.ac.uk">HE@eastcoast.ac.uk</a>  <a href="mailto:snchighereducation@suffolk.ac.uk">snchighereducation@suffolk.ac.uk</a> <a href="mailto:uosbury@wsc.ac.uk">uosbury@wsc.ac.uk</a>	01493 419294  01502 525102  01473 382818 01284 716341
<b>Learning Services:</b> University of Suffolk University of Suffolk at East Coast College (Great Yarmouth) University of Suffolk at East Coast College (Lowestoft) University of Suffolk at Suffolk New College University of Suffolk at West Suffolk College	<a href="mailto:learningservices@uos.ac.uk">learningservices@uos.ac.uk</a>    <a href="mailto:learningcurve@suffolk.ac.uk">learningcurve@suffolk.ac.uk</a> <a href="mailto:library.helpdesk@wsc.ac.uk">library.helpdesk@wsc.ac.uk</a>	01473 338700 01493 419220  01502 525169  01473 382818 01284 716216
<b>Registry Services:</b> Course Administration Exams Office Extenuating Circumstances Graduation Office Infozone Office for Student Appeals, Complaints and Conduct (OSACC) Partnerships Reference Requests	<a href="mailto:exams@uos.ac.uk">exams@uos.ac.uk</a> <a href="mailto:extcircs@uos.ac.uk">extcircs@uos.ac.uk</a> <a href="mailto:graduation@uos.ac.uk">graduation@uos.ac.uk</a> <a href="mailto:infozone@uos.ac.uk">infozone@uos.ac.uk</a> <a href="mailto:osacc@uos.ac.uk">osacc@uos.ac.uk</a>  <a href="mailto:partnerships@uos.ac.uk">partnerships@uos.ac.uk</a> <a href="mailto:studentrecords@uos.ac.uk">studentrecords@uos.ac.uk</a>	01473 338450 01473 338432 01473 338489 01473 338833 01473 338833 01473 338506  01473 338336 01473 338432
<b>Student Services:</b> Careers and Employability Counselling Service Disability and Wellbeing Financial advice International Student Support Chaplaincy	<a href="mailto:studentservices@uos.ac.uk">studentservices@uos.ac.uk</a>	01473 338833
<b>Students' Union Office</b>	<a href="mailto:su.admin@uos.ac.uk">su.admin@uos.ac.uk</a>	01473 338155

## Appendix 3: Course Changes

### Late Course Changes

University of Suffolk reserves the right to make course changes, including changes to course content, structure, teaching and assessment, at any time later than the 28 day period specified in section 32, including after enrolment and/or the course start date, for the reasons set out in section 32. Where students have already enrolled on a course, they will be fully consulted on any proposed material changes to a course.

Students will be notified of any course changes as soon as reasonably practicable. Any student who has concerns about the course change must notify the University in writing within 14 days of receiving written notification of the change. If a student would like to be considered for another course, the University will use its reasonable endeavours to provide a suitable alternative course within the University (for which tuition fees may be payable) or suggest a suitable alternative course with an alternative provider. The University will provide you with a full refund of any tuition fee paid.

Any change made to a course under this clause which falls outwith the reasons set out in section 32 would be considered by the University to be a variation of the contract between the student and the University, to which a student's consent is required. In these circumstances students will be asked to contact the University in writing, normally within 14 days, if they are not willing to consent to the changes. Students will be consulted in advance about course changes made under this clause.

If a student does not give consent to a change made within the circumstances set out in section 32, the following will apply:

- Upon receiving any written concerns, the University will invite the student to meet with relevant staff to discuss the issue with the aim of seeking a mutually acceptable resolution.
- If no resolution is reached, students will have the right to withdraw from their course.

If a student decides to withdraw from their course in these circumstances:

- They must notify the University in writing, within 14 days of receiving written notification of the change;
- If requested by the student, the University will use its reasonable endeavours to provide a suitable alternative course (for which tuition fees may be payable) or suggest a suitable alternative course at another provider;

- The University will provide the student with a full refund of tuition fees paid in the year in which the course change takes effect.

### **Course Suspension**

The University reserves the right to suspend a course before it has started, for the following reasons:

- Due to an insufficient number or quality of student applications received;
- The University is unable to guarantee the student experience and/or is unable to meet course number requirements;
- Accreditation/support from relevant professional or regulatory bodies is withdrawn;
- The course is not financially viable.

In order to minimise disruption caused by course suspensions, the University will:

- Use its best endeavours to recruit sufficient numbers of students in order to run the course;
- Warn students if a course is at risk of suspension due to failure to achieve sufficient numbers and quality of student applications;
- Give students no less than 28 days' notice of suspension prior to the start of the course;
- If, due to circumstances beyond the University's reasonable control, it is not possible to notify students in advance, the University will endeavour to do so as soon as reasonably practicable.

If the University has to suspend a course after a student has accepted an offer:

- The University will use reasonable endeavours to provide a suitable alternative course at the University (for which tuition fees will be payable) or suggest a suitable alternative course at another provider.
- The University will provide the student with a full refund of any deposit or tuition fee paid towards the course which has been suspended.

## **Appendix 4: Definitions and Interpretation**

In this policy (except where the context otherwise requires) the following words shall have the meanings respectively ascribed to them:

### **Academic Appeal**

a written request by a student querying a decision on his or her academic result(s), progression or award.

### **Academic Misconduct**

an unfair advantage gained by a student in their studies/examinations.

### **Academic Year**

normally means the twelve (12) month period from 1 August to 31 July for students starting their studies in September and the twelve (12) month period from 1 February for those students starting in the Spring.

### **Award**

the qualification achieved by a student having successfully completed a University of Suffolk programme.

### **BRP**

a Biometric Residence Permit which a student receives as part of a visa or immigration application.

### **CAS**

Confirmation of Acceptance which is a unique reference number that a student requires when making a Tier 4 (General) student visa application. The CAS is confirmation of an unconditional offer of a place to study.

### **Clearing**

a service offered by the Universities and Colleges Admissions Service (UCAS) and individual universities, available between the months of July and September. The service can help people without a university or college place to find suitable vacancies left on higher education courses.

### **CMA**

Competition and Markets Authority.

**CMA Guidance**

guidance issued by the CMA in respect of consumer protection of students in higher education in England and Wales.

**College**

an institutional founding member of the University of Suffolk Learning Network.

**CTSA**

the Counter Terrorism and Security Act 2015 and any subordinate legislation made under that Act from time to time.

**DBS**

the Disclosure and Barring Service.

**DPA**

the Data Protection Act 1998 and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation.

**Enrolment**

the process whereby a student is admitted to a University of Suffolk programme and a record is maintained by the University of the Student's course of study.

**Equality Act**

the Equality Act 2010 and any subordinate legislation made under that Act from time to time together with any guidance or codes of practice issued by the relevant Government department concerning the legislation.

**Faculty**

a division within the University comprising of one subject area, or a number of related subject areas.

**FOIA**

the Freedom of Information Act 2000 and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice issued by the Information Commissioner or relevant Government department in relation to such legislation.

## **HEFCE**

the Higher Education Funding Council for England.

## **Infozone**

the main point of contact for many of the services and activities that Students may need during their time at the University.

## **Learn**

the University of Suffolk's Virtual Learning Environment (VLE), which aids teaching and learning.

## **MySuffolk**

the name for the University of Suffolk student and staff intranet.

## **OASIS**

the Online Administration Services and Integrated Systems (the University of Suffolk Student Portal).

## **OIA**

the Office of the Independent Adjudicator for Higher Education. [In accordance with the Higher Education Act 2004], the University subscribes to the rules and procedures of the Office of the Independent Adjudicator for HE (the OIA). The OIA provides an independent scheme for the review of complaints by students against higher education institutions at the stage where the internal complaints procedures have been exhausted. The OIA's definition of 'complaints' includes complaints about the final decision of a higher education institution's disciplinary or appeal body. It is open to students of the University of Suffolk to ask the OIA to review a final internal disciplinary or appeal decision.

## **Personal Tutor**

a tutor allocated to a student to support their studies at the University of Suffolk. Personal tutors are there to speak to on a number of topics.

## **Relevant Policies and Procedures**

the Relevant Policies and Procedures are defined in Appendix 5. The General Regulations and the Relevant Policies and Procedures include the University's Admissions Policy and Terms and Conditions of Offer. The terms of these two documents form part of the student contract, together with any pre-contract information (oral or written), including information contained in the

University prospectus and any student-specific terms contained in each offer (but not included in these documents).

**RPL (including RPCL and RPEL)**

the Recognition of Prior Learning; a process that allows applicants to gain recognition for skills or qualifications gained at work or elsewhere. This can be prior certificated learning (RPCL) or prior experiential learning (RPEL).

**Registration**

the process whereby an individual registers as a student of the University of Suffolk Learning Network and the University for a programme of study validated by the University.

**Senate**

the supreme academic authority of the University.

**Tier 4 Sponsor Licence**

a licence issued by the UKVI under Tier 4 of the points based immigration system or any equivalent licence arrangement(s) introduced by the Government in place of Tier 4 Sponsor Licences.

**UCAS**

the Universities and Colleges Admissions Service, a central organisation through which applications are processed for entry into Higher Education (HE).

**UKVI**

UK Visas and Immigration, the Government body responsible for securing the UK border and immigration control and/or any successor body which carries out substantially the same function.

**University of Suffolk Learning Network**

the members of the Learning Network comprised of the Centres of the University of Suffolk delivery at Great Yarmouth College, Lowestoft College, Suffolk New College and West Suffolk College; (together the “**Partner Colleges**” and individually the “**Partner College**”).

**University of Suffolk Policies, Procedures**

all or any of the policies, procedures and regulations (including academic and quality assurance procedures) approved by the University from time to time and which apply directly or indirectly to any University of Suffolk programme.

## Appendix 5: Relevant Policies and Procedures

In accepting an offer of a place and enrolling at the University of Suffolk, students agree to be bound by the following University-wide [policies](#) and documents, as amended and approved from time to time, including:

### **Academic/Financial:**

Academic Appeals Procedure

Academic Misconduct Policy

Admissions Policy

Admissions – General Terms and Conditions of Offer for Applicants

Assessment Board Procedure

Assessment Moderation Policy

Copyright Policy

Credit Control Policy

Extenuating Circumstances Policy

Framework and Regulations for Higher National Awards

Framework and Regulations for Undergraduate Awards

Framework and Regulations for Initial Teacher Training (Lifelong Learning Sector) Awards

Framework and Regulations for School Centred Initial Teacher Training Awards

Framework and Regulations for Integrated Masters Awards

Framework and Regulations for Taught Postgraduate Awards

General Regulations (Students)

Group Work Assessment Policy

Intellectual Property Policy (Commercial Exploitation)

Intellectual Property Policy (Research and Scholarly Outputs and Learning and Teaching Materials)

Learning, Teaching and Assessment Framework

Preparation and Conduct of Examinations Policy

Recognition of Prior Learning Policy

Regulations for Examination Preparation and Conduct

Research Ethics Framework

Research Misconduct Policy

Student Attendance and Attendance Monitoring Policy

Tutorial Policy

Tuition Fee Policy

Work-based and Placement Learning Framework

**Conduct, Behaviour and Wellbeing:**

Criminal Convictions Policy (Students)  
Dignity at Study Policy  
Disability Statement  
Equality and Diversity Policy  
Fitness to Practise Procedure  
Fitness to Study Procedure  
Freedom of Speech Code of Practice  
Reasonable Adjustments Code of Practice  
Safeguarding Policy  
Student Discipline Procedure

**Complaints:**

Student Complaints Procedure

**Data and Information/Facilities:**

Data Protection and Data Security Policy  
e-safety Policy  
Use of IT policy