University of Suffolk

General Regulations for Students

2020/21

General Regulations for Students: 2020/21

The General Regulations for Students are approved by the Senate of the University of Suffolk and shall take effect from 1 August 2020.

These Regulations apply to all students, new and continuing, on a course with the University of Suffolk from September 2020, 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 2019/20.

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

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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 University's partner institutions; 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 2020/21.

4. University of Suffolk students studying at any of the University's partner institutions are bound in full by these Regulations except where indicated that local campus rules and 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, Office for Students (OfS) 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

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 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 should contact the Infozone, or the local HE Administration Office for those studying at one of the Partner Colleges, or the Partnerships Office for those studying at any other partner institution.

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 Student Protection Plan

17. The University of Suffolk Student Protection Plan is designed to provide assurance to current and future students that the University has appropriate arrangements in place to protect the quality and continuation of study for students, in the event of course, campus or institutional closure. The plan is based on our own assessment of the risks to continuation of study, and is subject to annual review in partnership with the Students' Union.

University of Suffolk Students' Union

18. All University of Suffolk students are entitled to become members of the University of Suffolk Students' Union at the point of enrolment. Students will need to be members of Students' Union to be eligible to vote in elections and become members 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.

SECTION 2 – ACADEMIC/FINANCIAL MATTERS

Admissions/Enrolment

19. 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.

20. 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.

21. 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.

22. All students (full time, part time, undergraduate, taught postgraduate, postgraduate research, and apprentices) 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).

23. 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.

24. Each student is responsible for ensuring that all information which the University needs to ensure their 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.

25. 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

26. 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.

27. 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 Declaration of Criminal Convictions

28. The University is committed to equality of opportunity, including the rehabilitation of offenders who can demonstrate academic potential. Whilst promoting equality of opportunity, the University has a duty of care to its students and staff and has a responsibility to reduce or manage the risk of harm caused by criminal behaviour to individuals as well as the University community as a whole. For this reason, students on certain courses[1] are required to inform the University of any relevant unspent criminal convictions during the application process. A relevant criminal conviction would usually include convictions, cautions, reprimands, bind-over orders or similar involving one or more of the following:

- any kind of violence including (but not limited to) threatening behaviour, offences concerning the intention to harm or offences which resulted in actual bodily harm;
- offences listed in the Sex Offences Act 2003;
- the unlawful supply of controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking;
- offences involving firearms;
- offences involving arson;
- offences listed in the Terrorism Act 2006.

29. In addition to any relevant unspent convictions, 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.

[1] Students on any courses involving contact with children and/or vulnerable adults, all courses at one of the Partner Colleges (due to the presence on campus of FE students under the age of 18 years), and any students who require a Tier 4 visa to study in the UK or who require a Confirmation of Acceptance for Studies (CAS) extension to continue their studies, will be required to declare any relevant unspent criminal convictions.

These students will also be required to undergo an Enhanced DBS check, including a check of the child and/or adult barred list as appropriate, alongside an annual self-disclosure due to the requirements of Professional, Statutory or Regulatory Bodies (PSRB).

30. Students on other programmes may also be required to obtain a Standard or Enhanced DBS check, including a check of the child and/or adult barred list as appropriate, for placement or other work related module(s) and research activities. Where a DBS check is required, students will not be permitted to commence work on the module(s) until the DBS disclosure document has been received and deemed satisfactory.

31. The cost of the DBS check may be required to be met by the student.

32. If a student is already employed in a post which gives direct access to children and/or vulnerable adults and is being supported in undertaking the course by their employer, the University requires to have sight of the student's original copy of the DBS disclosure document.

33. EU and international students on courses where a DBS check is required will be expected to undergo a criminal records check in their home country and to supply the University with a Certificate of Good Conduct or equivalent. An Enhanced DBS check, including a check of the child and/or adult barred list as appropriate, for any time spent in the UK will also be required.

34. Where a criminal convictions declaration is required as part of the application process, any declarations will be considered by the Criminal Convictions Panel in accordance with the Admissions Policy. Thereafter, once the a student has enrolled and commenced their studies, any declarations will be considered by the Safeguarding Panel in accordance with the Safeguarding Policy and Code of Conduct.

35. If a DBS disclosure document reveals that a student has a criminal conviction or caution that had not previously been declared to the University, the matter will be referred, as appropriate, to the Criminal Convictions Panel or Safeguarding Panel for consideration. Students will be required to complete a self-disclosure form to provide details of the conviction or caution for consideration by the panel. For students on professional courses, a previously undeclared criminal conviction may also, or instead, lead to consideration under the Fitness to Practise Procedure.

36. All students on courses where a declaration of any relevant criminal convictions is not a specific requirement are required to inform the University of any restrictions or probation orders that may have a direct impact on their studies in order that relevant support can be put in place.

Where appropriate, the matter will be referred to the Safeguarding Panel for consideration.

37. 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 relevant criminal offence or if there are any circumstances which may affect their suitability for their chosen course of study or their ability to participate in their studies. Such disclosures will be referred to the Safeguarding Panel for consideration.

38. 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 their application or whilst on their 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.

39. A person who, after their 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.

40. Failure to engage with the University's criminal conviction declaration and DBS processes when required to do so may result in action being taken under the Student Discipline Procedure.

Changes to / Cancellation of Courses

41. 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.

42. 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.

43. If a student would like to be considered for another course as a result of changes

to/cancellation of a course under paragraph 41 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 in accordance with the arrangements outlined in the current Student Protection Plan. 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 and may award compensation in accordance with the arrangements outlined in the Tuition Fee Policy and Student Protection Plan. Further guidance on Late Course Changes and Course Suspension can be found in Appendix 3.

Internal Transfer Process

44. 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 (see also Student Transfer Arrangements).

45. Before formally transferring we advise students to talk to their Personal Tutor or Course Leader who can offer advice and guidance.

46. 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.

47. 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

48. It is the responsibility of the student to ensure that all their 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, HE Administration Office or Partnerships Office in writing of any changes.

49. 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.

50. 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, HE Administration Office or Partnerships 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

51. It is the responsibility of the student to ensure that any developments in their 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

52. 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

53. 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.

54. 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

55. Students are required to comply with the University of Suffolk Tuition Fee Policy. Defaults on payment and overdue tuition fee debt is treated seriously and may lead to sanctions being imposed on the student, including:

- suspension of access to library facilities;
- suspension of IT access;
- suspension from academic activities, including prevention from taking assessments and attending exams;
- withholding of results and certification;
- withholding of payments due from the University, such as bursary payments;
- a bar on (re)enrolling in the following or any subsequent academic years on any University of Suffolk programmes at any location;
- in extreme cases, action leading to the withdrawal of the student from their course.

56. A student with tuition fee debt who is due to re-enrol on their next year of study must contact the Finance and Planning Department (finance@uos.ac.uk) to settle any outstanding tuition fees before commencement of that year of study. Re-enrolment will be suspended until such time as the debt is cleared in full. If the debt remains outstanding two weeks after the year of study has commenced, the student will normally be intercalated for that year. If the debt remains outstanding two weeks after the start of the following year of study, the student will normally be

withdrawn.

57. Students with a tuition fee debt at the end of their course of study will not be entitled to receive a transcript or certificate confirming their qualification until such time as all outstanding tuition fee debt has been paid in full. In addition, the student will not normally be allowed to attend their graduation ceremony or be allowed to purchase any guest tickets until all outstanding tuition fee debt has been paid in full.

58. 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

59. 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, or by email, letter, phone or text.

Applicant Portal / MySuffolk

60. 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.

61. Following enrolment, students will have access to MySuffolk and Brightspace, 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 Brightspace at Induction. All students are expected to engage with MySuffolk and use it throughout their time at the University.

University Email Address

62. 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 students missing, or being unable to access, important messages.

63. 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

64. 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

65. All students studying undergraduate or postgraduate taught programmes at the University are offered personal tutorials as set out in the Tutorial Policy. There is an expectation of students to engage with these tutorials. At least one of these tutorials would normally be face to face, although the University recognises the value of other modes of contact such as group tutorials, email, blogs and other online facilities.

Postgraduate Research Degree Students

66. 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

67. Students must attend all learning and teaching sessions unless they have valid 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.

68. 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. Students are responsible

for ensuring that they engage appropriately with the method in place for registering their attendance.

69. 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.

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

71. 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.

72. 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.

73. 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)

74. 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.

75. 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).

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

77. 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.

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

Assessment and Extenuating Circumstances

79. 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 their 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.

80. 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.

81. 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.

Fitness to Study and Intercalation

82. Under the Extenuating Circumstances Policy, students may apply for intercalation where they are not fit or able to study for a prolonged period. Intercalation is defined as an authorised break in studies during a course, but after the course has commenced. The granting of intercalation assumes that the student has been judged to have the potential to continue with their studies after a break, but does not guarantee that there is an automatic right to return or that the

course will be available in its present form or at all on return.

83. Students on courses subject to the requirements of PRSBs, Tier 4 students, and students on apprenticeships should be mindful of the implications of intercalation and seek advice from relevant tutors or Student Services before applying. In accordance with the Higher and Degree Apprenticeship Framework, apprentices will also need the written support of their employer before an application for intercalation can be approved.

84. The University also operates a Fitness to Study Procedure that may be used where the University believes that a student requires support or intervention beyond the remit of standard processes (such as Reasonable Adjustments and Extenuating Circumstances). The purpose of the procedure is to support the student through to successful completion of their studies where possible. However, under this procedure, the University has the right to:

i) require a student to undergo a medical examination and for this to be submitted to the University;
ii) enforce a period of intercalation, with return subject to conditions; or
iii) terminate a studentship on medical grounds, notwithstanding the provision of the Equality Act and other relevant legislation.

Managing Infectious and Communicable Diseases

85. The Framework for the Management of Notifiable Communicable Diseases and Other Widespread Infections sets out the University's approach to handling issues relating to notifiable communicable diseases. The Academic Registrar (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

86. 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.

87. 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.

88. A policy outlining students' responsibilities in relation to written examinations can be found in the Regulations for the Preparation and Conduct of Examinations.

Academic Misconduct

89. The University of Suffolk has a duty to maintain academic standards by protecting the integrity of all aspects of the assessment process and ensuring 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.

90. 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.

91. 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.

92. Allegations of research misconduct against students enrolled on undergraduate and taught postgraduate courses will be considered under the Research Misconduct Policy.

93. 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

94. 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.

95. 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.

96. 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

97. 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 liability for fees, or entitlement to refund of fees, will be as stated in the University of Suffolk Tuition Fee Policy.

University of Suffolk-led withdrawal

98. 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
- On grounds of professional misconduct or professional unsuitability, under the provisions of the Fitness to Practise Procedure
- On health/medical grounds, under the provisions of the Fitness to Study 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 or General Regulations
- In cases of non-payment of accrued tuition fees, under the provisions of the Tuition Fee Policy.

99. 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 Policy.

Intellectual Property Rights

100. 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.

101. 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).

Higher Education Achievement Report (HEAR)

102. All students enrolled on a programme of study at the University of Suffolk or one of the University's partner institutions leading to one of the following awards will be issued with a Higher Education Achievement Report (HEAR):

- Certificate of Higher Education
- Diploma of Higher Education
- Foundation Degree
- Bachelor's Degree
- Certificate in Education
- Professional Graduate Certificate in Education
- Postgraduate Certificate
- Postgraduate Diploma
- Integrated Master's Degree
- Master's Degree

103. The HEAR, which is a formal transcript detailing the student's academic achievements as well as extra-curricular activities, awards and prizes, will be available electronically through Gradintelligence, The University will register students with Gradintelligence and upload their HEAR to the student's account. During the first year of study on an eligible course, students will be sent an email to their University email address with details of how to activate their Gradintelligence account in order to view and share their HEAR. It is the responsibility of the student to activate their account.

104. The student details (such as full name and date of birth) shown on the HEAR will be as recorded in the University's record systems. It is the responsibility of the student to ensure that these details are correct. No changes can be made to the HEAR once the final version has been issued on graduation.

105. The HEAR will be available as a formative document from the first year of study on an eligible course, with the final version being issued on graduation. The HEAR will only be issued as an electronic document, and only HEARs viewed online through Gradintelligence can be considered valid and verified. Students will not be provided with a printed copy of the HEAR.

SECTION 3 – CODE OF CONDUCT

General Statement

106. 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.

107. 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.

108. Students are 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.

109. Students are required to attend any meeting called to discuss their attendance, conduct or progress when requested to do so. Students may be accompanied at such meetings by a friend. A friend is defined as a member of staff of the University of Suffolk or partner institution, or a registered student of the University, or a member of staff or sabbatical officer of the Students' Union. The role of the friend is to act as an observer, give moral support and to assist the student to make their case. In addition, where reasonable adjustments are required, a student may be accompanied by a supporter, e.g. a sign language communicator or a note-taker, and a student with difficulty in understanding English may be accompanied by an interpreter.

Student Discipline

110. Under the Student Discipline Procedure, the University has the power to discipline students who fail to meet acceptable standards of conduct and to suspend, exclude or expel any student for good cause.

111. 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.

112. 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.

113. 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.

114. 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

115. 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 the Partner Colleges) or the equivalent (for students at other partner institutions) if in breach of the above.

116. Any allegations of professional misconduct and/or unsuitability shall be dealt with in accordance with the Fitness to Practise Procedure.

Disciplinary Powers of the University

117. The Vice-Chancellor or the relevant Principal (for the Partner College) or equivalent (at other partner institutions), or a person acting on their behalf shall, as a precautionary measure, 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.

118. For students found to be in breach of the Regulations, the University, in accordance with the relevant policy, for example Student Discipline, Academic Misconduct 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 exclusion from any or all University of Suffolk activities and premises on academic or disciplinary grounds for a specified period of time where a student does not conform to regulations or whose conduct would make continued studentship undesirable;
(iv) of expulsion from all University of Suffolk activities and premises on disciplinary grounds where a student's conduct would make continued studentship undesirable;

(v) to require repayment of any costs incurred by the University as a result of the breach.

Guidelines for the Use of IT Facilities

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

120. 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

121. 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.

122. 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

123. 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.

124. The Safeguarding Policy applies to all University of Suffolk students, staff employed by the University, staff employed by the partner institutions 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 years
- adults at risk (as defined by section 42 of the Care Act 2014)
- any persons who may be at risk of being radicalised by any extremist group or ideology under the terms of the Counter-Terrorism and Security Act 2015 (Section 26(1)) and as defined in the *Prevent Duty* guidance, December 2015.

125. 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

126. Students must carry a valid University of Suffolk identity card at all times when on the University's premises, including at partner institutions, and when engaged in activities associated with the University, and must produce it on request. Students studying at one of the partner institutions must wear a valid partner institution identity card alongside their University card. Students on placements on health-related courses must wear a valid placement identity card alongside their University card.

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

128. Students may not pass their 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

129. 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 institution so that the University and/or partner institution is in turn able to fulfil their legal duties.

130. 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

131. 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 institutions 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.

132. 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

133. 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

134. When a fire alarm sounds in any part of the University or at one of the partner institutions, 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

135. 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

136. 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 institutions:

- 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 or on silent 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 institution 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

137. 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

138. Students and staff wishing to invite guests to the University or one of the partner institutions shall do so only in accordance with the relevant policies and procedures of the University, or partner institution. No student (or member of staff) shall knowingly invite to any site of the University or partner institution a person who has been excluded by the Vice-Chancellor or the relevant Principal (for Partner Colleges) or equivalent (for other partner institutions).

139. 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 the Partner Colleges) or equivalent (for other partner institutions) may at any time exclude non-students from the premises/grounds.

Children and Young Persons on campus

140. 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.

141. 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 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.

142. Other than for approved events such as Student Recruitment and Outreach events, where a child or young person may be present for more than a short period of time, taken to a higher risk area or 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 Dean of School 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

143. University car parks are private property and all vehicles are parked at the owners' risk. The University cannot accept any responsibility for any loss or damage to vehicles and/or their contents whilst parked on University property. Any student who wishes to bring a vehicle on to University 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. Students studying/located at partner institutions should refer to their induction pre-arrival information and/or Student Handbook for details of local arrangements.

144. 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 institutions 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.

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

146. 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

147. 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 or withdrawal from the University. However, the individual student's academic record and the course/programme Assessment Board minutes will be retained in perpetuity to enable the University to verify a student's achievements.

148. Where a course is recognised by a PSRB, retention periods will be in accordance with PSRB specifications.

Disclosure of information about students

149. The disclosure of any personal information about students is subject to the requirements of the General Data Protection Regulation (GDPR).

150. In accordance with the GDPR, students wishing to see the information held about them by the University should submit a Subject Access Request in writing to dataprotection@uos.ac.uk, as set out in the Data Protection and Data Security Policy.

151. Requests for non-personal information made in accordance with the Freedom of Information Act (FOIA) must be addressed to the Academic Registrar (foi@uos.ac.uk).

152. The University will disclose certain information, including details of attendance and academic progress, to the employer of an apprentice in accordance with the Apprenticeship Agreement and Commitment Statement, or to the sponsor(s) of a student where such disclosure is a specific condition of the sponsorship.

153. The University will disclose information, upon verification of identity, to a representative

who has been named by a student in writing to act on their behalf.

154. 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.

155. All enrolled students will be registered for an account with Gradintelligence for the purposes of providing the Higher Education Achievement Report (HEAR), a record of achievement (for courses not eligible for a HEAR) and student status confirmation letters. Students will be sent an email requesting activation of their Gradintelligence account in order to access and securely share the relevant documentation. It is the responsibility of the student to ensure that they activate their account. These documents will not be provided in paper format, and only documents shared and viewed via Gradintelligence will be considered valid and verified.

Complaints Procedure

156. 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 and form can be found on the University website (www.uos.ac.uk).

157. 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). Complaints made by 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)
- General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679)
- Freedom of Information Act (FOI) (2000)
- The Equality Act (2010)
- The Health and Safety at Work Act (1999)

Appendix 2: Useful Contacts

Academic Registrar	academicregistrar@uos.ac.uk	01473 338679 *(PA to the Academic Registrar)*
Admissions	admissions@uos.ac.uk	01473 338348
Finance and Planning Department	finance@uos.ac.uk	01473 338350
Graduate School	graduateschool@uos.ac.uk	01473 338181
HE Administration Office: University of Suffolk at East Coast College (Great Yarmouth campus) University of Suffolk at East Coast College (Lowestoft campus) University of Suffolk at Suffolk New College University of Suffolk at West Suffolk College	 HE@eastcoast.ac.uk HE@eastcoast.ac.uk snchighereducation@suffolk.ac.uk uos@wsc.ac.uk	 01493 419294 01502 525102 01473 382818 01284 716341
Infozone	infozone@uos.ac.uk	01473 338833
Learning Services: 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	 learningservices@uos.ac.uk learningcurve@suffolk.ac.uk library.helpdesk@wsc.ac.uk	 01473 338700 01493 419220 01502 525169 01473 382818 01284 716216
Registry Services: Course Administration Exams Office Extenuating Circumstances Graduation Office Office for Student Appeals, Complaints and Conduct (OSACC) Partnerships Office Reference Requests	 exams@uos.ac.uk extcircs@uos.ac.uk graduation@uos.ac.uk osacc@uos.ac.uk partnerships@uos.ac.uk studentrecords@uos.ac.uk	 01473 338450 01473 338432 01473 338489 01473 338833 01473 338506 01473 338336 01473 338432
Student Services: Careers and Employability Counselling Service Disability and Wellbeing Financial advice International Student Support Chaplaincy	studentservices@uos.ac.uk	01473 338833
Students' Union Office	su.admin@uos.ac.uk	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 41, including after enrolment and/or the course start date, for the reasons set out in section 41. 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 41 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 41, 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 and may award compensation, in accordance with the arrangements outlined in the Tuition Fee Policy and Student Protection Plan.

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, in accordance with the arrangements outlined in the Tuition Fee Policy and Student Protection Plan.

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 their 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 to 31 January for those students starting in the Spring.

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

Brightspace
the University of Suffolk's Online Learning Environment (OLE).

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.

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.

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.

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.

GDPR

the General Data Protection Regulation and any subordinate legislation made under that Regulation 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.

Gradintelligence

the company that provides the online platform through which students can access and securely share their Higher Education Achievement Report (HEAR), record of achievement, and student status confirmation letter.

HEAR

the Higher Education Achievement Report; an electronic document accessed via Gradintelligence that details the student's academic results as well as any approved additional activities, awards and prizes achieved by the student during their programme of study at the University.

Infozone

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

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).

OfS

the Office for Students. The OfS is the independent regulator for higher education in England.

OIA

the Office of the Independent Adjudicator for Higher Education. 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.

Partner College

an FE institutional founding member of the University of Suffolk. The Partner Colleges are East Coast College, Suffolk New College and West Suffolk College (together the "Partner Colleges" and individually the "Partner College").

Partner Institution

an institution that the University has entered into a Collaboration Agreement with in order to facilitate the delivery of programmes by the partner institution that lead to a University of Suffolk award. This includes Partner Colleges.

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, or as a student of a partner institution and the University for a programme of study validated by the University.

Senate

the supreme academic authority of the University.

Student Protection Plan

a plan setting out what students can expect to happen should a course, campus or institution close. The purpose of the plan is to ensure that students can continue and complete their studies, or can be compensated if this is not possible.

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 Policies, Procedures

all or any of the policies, procedures and regulations (including academic and quality assurance procedures) approved by the University from to 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
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
Higher and Degree Apprenticeship Framework
Intellectual Property Policy (Commercial Exploitation)
Intellectual Property Policy (Research and Scholarly Outputs and Learning and Teaching Materials)
Learning, Teaching and Assessment Framework
Recognition of Prior Learning Policy
Regulations for the Preparation and Conduct of Examinations
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:

Audio-recording of Taught Sessions

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 Charter

Student Discipline Procedure

Complaints:

Student Complaints Procedure

Data and Information/Facilities:

Data Protection and Data Security Policy

Online Behaviour Policy

Use of IT policy