

C Academic Regulations

Section C of the regulations is informed by the following sections of the QAA UK Quality Code for Higher Education:

Chapter B9: Academic appeals and student complaints

Chapter B6: Assessment of students and recognition of prior learning

C1 Definitions

C1.1 General

- C1.1.1 A programme is defined as a specified programme of study, with its own aims and learning outcomes made up from a specified set of modules, which leads to a specifically named academic award.
- C1.1.2 An academic award with a specific title is granted for successfully completing and passing a specified programme of study.
- C1.1.3 Programmes comprise a collection of modules which may be compulsory or optional depending on the programme curriculum. Modules may be 'Pass/Fail' (equivalent to a notional credit of one) or carry a specified credit value. Within any programme the credit value of different modules may vary.
- C1.1.4 A resit decision can be made for both coursework and examination assessments. A resit does not require attendance at lectures or classes except to the extent that attendance is required in order to complete the necessary assessment.
- C1.1.5 A retake is where students are required to attend classes and to complete all assignments and assessments associated with the module.
- C1.1.6 Under exceptional circumstances a student may be allowed to defer an examination or the submission of coursework, or may have a previous attempt or submission to be deemed null and void.

C1.2 Credit Framework

- C1.2.1 Credit is the means by which learning outcomes achievable in a given number of notional learning hours, and at a particular level are quantified. Credits do not represent a student's mark or grade.
- C1.2.2 Unless programme specific regulations utilise a different credit system, a full-time foundation and undergraduate workload is 120 credits per year and a full-time postgraduate workload is typically 180 credits per year. 1 credit is equivalent to 10 notional learning hours.

- C1.2.3 Credit is awarded for the achievement of specified learning outcomes as determined by programme specific regulations, which are outlined in the Programme Handbooks.
- C1.2.4 With the exception of credit awarded for Recognised Prior Learning (RPL), credit is sequentially accumulated by level.
- C1.2.5 Where appropriate, and programme specific regulations allow, credits gained at a higher level can be used to replace insufficient credits at a lower level. However, a deficit at a higher level cannot be compensated by credits gained at a lower level.

C1.3 European Credit Transfer and Accumulation System (ECTS)

- C1.3.1 The European Credit Transfer and Accumulation System (ECTS) is a credit system for higher education involving all countries engaged in the Bologna Process, ECTS provides common procedures to guarantee academic recognition of studies abroad. It provides a way of measuring and comparing academic credit and transferring credit from one institution to another, in helping European countries to mutually recognise periods of study abroad it also assists student mobility.
- C1.3.2 ECTS assigns credits to course components based on the student workload required to achieve the objectives of the particular course of study, these objectives are usually described in terms of the learning outcomes of the course.
- C1.3.3 The workload of a full-time undergraduate student during one academic year is calculated to be 60 ECTS credits. Workload refers to the average time a learner might be expected to reach the required learning outcomes.
- C1.3.4 The workload of a full-time postgraduate student during one academic year is calculated to be 90 ECTS credits. Workload refers to the average time a learner might be expected to reach the required learning outcomes.
- C1.3.5 Learning outcomes are sets of competences expressing what the student will be expected to understand on completion of their studies. ECTS credits can only be obtained after appropriate assessment of the learning outcomes the student has achieved.
- C1.3.6 The Credit Accumulation and Transfer Scheme (CATS) enables students to move credits they accumulate from one institution to another. The Scheme equates one credit (or credit point) with 10 hours of notional learning time (the time, on average, a learner takes to achieve the specified learning outcomes).
- C1.3.7 Two UK CATS credits are equivalent to one ECTS credit.

C1.4 Modules

C1.4.1 Modules are defined as discrete components of assessed learning with coherent aims and learning outcomes within a programme of study.

Modules may vary in size dependent upon the level of study. The sizes of modules may range from 10 credits to 60 credits and must be divisible by ten, however there may be exceptions. For example, modules on the BA (Hons) Liberal Studies programme range from 12 to 36 credits and must be divisible by 12.

C1.4.2 Each module will be composed of a specified number of notional learning hours relating to student learning activity, including contact time, directed learning, assessed work and private study (there is no minimum specified contact time).

C1.4.3 Dependent upon programme specific regulations and the number of credits assigned to a module, modules may be studied on a termly or yearly basis.

C1.4.4 Levels of module within Framework for Higher Education Qualifications

FHEQ	Description
3	Foundation level of integrated Bachelor's degree programmes
4	Undergraduate degree year 1 (FT undergraduate)
5	Undergraduate degree year 2 (FT undergraduate)
6	Undergraduate degree year 3 (FT undergraduate)
7	Postgraduate degree (FT postgraduate)
8	Doctorate level

C1.4.5 A programme may have the following types of modules: Core; Elective; Option; Pre-requisite; Co-requisite; Project; Dissertation. A definition of each type of module is provided in the glossary.

C2 List of Regent's University London Programmes and Progressions and / or Awards to which they lead

C2.1 Foundation level of integrated Bachelor's degree programmes (Level 3)

C2.1.1 Students who pass programme requirements may proceed directly to undergraduate programmes. Successful completion does not constitute an award under the terms of programme regulations.

C2.2 Bachelor's degrees (Level 6)

- BA (Hons) Fashion Design

- BA (Hons) Fashion Marketing
- BA (Hons) Fashion Design with Marketing
- BA (Hons) Interior Design
- BA (Hons) International Business
- BA (Hons) International Events Management
- BA (Hons) Graphic and Digital Design
- BA (Hons) Global Management (with pathways)
 - BA (Hons) Global Management (Global Business Management)
 - BA (Hons) Global Management (Global Business and Design Management)
 - BA (Hons) Global Management (Global Business and Sustainability Management)
 - BA (Hons) Global Management (Global Financial Management)
 - BA (Hons) Global Management (Global Marketing Management)
- BA (Hons) Acting & World Theatre
- BA (Hons) Screenwriting & Producing
- BA (Hons) Film, TV & Digital Media Production
- BSc (Hons) Psychology
- BA (Hons) Liberal Studies

C2.3 Master's Level degrees (Level 7)

- PG Cert in Higher Education
- MA Fashion Journalism
- MA Fashion Buying & Merchandising
- MA Luxury Brand Management
- MA International Business
- MA Management
- MSc Finance with Specialisations
- MA Psychotherapy & Counselling
- MA Writing for Screen & Stage
- MA International Relations
- MA International Fashion Marketing
- MPhil in Psychotherapy & Counselling Studies
- MSc Oil & Gas Trade Management
- MSc Psychology

- MSc Occupational & Organisational Psychology
- MSc Marketing Psychology
- MSc Digital Marketing & Analytics
- MA Media & Digital Communications

C2.4 Doctoral degrees (Level 8)

- MPhil/PhD in Psychotherapy and Counselling Studies, validated by the University of Wales
- DCounsPsy in Counselling Psychology, validated by the University of Wales
- DPsych in Counselling Psychology, validated by the Open University Centre for Inclusion and Collaborative Partnerships (OUCICP)
- MPhil/PhD in one of the subject specialist areas of Regent's University London, validated by the University of Northampton

C3 Minimum study requirements and allowable RPL

C3.1 Foundation Level

- C3.1.1 Foundation programmes are at level 3 and are typically two terms in length and do not allow an import of Recognition of Prior Certificated Learning (RPCL) or Recognition of (RPEL) credits.

C3.2 Undergraduate Awards

- C3.2.1 The maximum duration of study for any undergraduate award is 1 year beyond the expected completion date of the programme.
- C3.2.2 Certificates in Higher Education - The total credit required for an award is 120 credits at level 4 (including all core modules). The minimum study and level is 60 credits at level 4 with a maximum allowable RPCL or RPEL import of 60 credits.
- C3.2.3 Diplomas in Higher Education - The total credit required for an award is 240 credits including 120 credits at level 5, all core modules and Study Period Abroad (SPA) requirements, if appropriate. The minimum study and level is 60 credits at level 5 with a maximum allowable RPCL or RPEL import of 120 credits (60 at level 4 and 60 at level 5).
- C3.2.4 All undergraduate degrees will normally have a minimum expected duration of 6 terms, one or more of which may be completed at an international partner university. The total minimum credit required for an undergraduate award is 360

credits including 120 credits at level 6 and a minimum of 120 credits at level 5 of which 60 may be obtained on SPA. The minimum study and level is 120 credits at level 6 and 60 at level 5, with an allowable RPCL or RPEL import of 180 credits constituting no more than 120 at level 4 and 60 at level 5. Students admitted onto a Top Up programme will be permitted the equivalent of 240 credits at levels 4 and 5.

- C3.2.5 Where alternative programme specific regulations apply, undergraduate degrees may constitute 240 RPL credits, however students must complete 120 credits at Level 6 awarded by Regent's University London. In this instance, the 240 RPL credits should be mapped as normal to the programme being applied for, with 120 credits at Level 4 and 120 credits at Level 5.
- C3.2.6 Where students are admitted to a programme with RPL equivalent to 240 credits, the minimum entry requirement must be an existing academic performance average of a 2.1 (upper second class).
- C3.2.7 The maximum amount of RPCL/RPEL credit that can contribute to a final award is 50% of credit volume, except in cases where programme specific RPL regulations apply.

C3.3 Undergraduate Top Up Awards

- C3.3.1 Where alternative programme specific regulations apply, students may be admitted directly onto level 6 of a Top Up programme with advanced standing. Students may be admitted with either a level 5 equivalent final award (e.g. a Higher National Diploma) or a level 5 exit award from a previous institution (e.g. Diploma in Higher Education).
- C3.3.2 If a student has not yet achieved the required award they will be made an offer conditional upon their achieving the expected award.
- C3.3.3 The required award must be relevant to the Regent's Top Up programme that is being applied for. The minimum entry requirement must be an existing academic performance average of a 2.1 (upper second class degree).
- C3.3.4 The minimum entry requirements for students, including programme specific requirement and proficiency in the English language, will still apply.
- C3.3.5 Student must subsequently complete 120 credits at level 6 awarded by Regent's University London.
- C3.3.6 Students registered on level 6 through the Top Up programme will not be eligible for condonement.

C3.4 Master's Awards

- C3.4.1 The maximum duration of study for a full-time taught master's level programme is 2 years beyond the expected completion date of the programme.
- C3.4.2 The maximum duration of study for a Postgraduate Certificate, Postgraduate Diploma or part-time Master's degree is stated in the relevant programme handbook.
- C3.4.3 Taught Master's degrees (MA/MSc) have a total credit pass value of 180 credits at level 7 of which the dissertation is normally worth 60 credits. The typical duration of study required for the programme is 12 months of full time study (or 24 months of part time study where allowed under programme specific regulations). The minimum study and level is 180 credits at level 7 with a maximum of 60 taught credits of RPCL or RPEL import allowed. The import of RPCL/RPEL credits is determined at programme level subject to the 60 credit limit.
- C3.4.4 Postgraduate Certificate. The total credit at the specified level required for an award is 60 credits at level 7 with a maximum import of 20 credits for RPCL / RPEL allowed unless otherwise stated in programme regulations. The typical duration of study required is 6 months of full time study (or 12 months of part time study where allowed under programme specific regulations).
- C3.4.5 Postgraduate Diploma. The total credit at the specified level required for an award is 120 credits at level 7. The typical duration of study required is 12 months of full time study (or 24 months of part time study where allowed under programme specific regulations). The minimum study at level 7 is 120 credits at the University, with a maximum import of 60 credits for RPCL or RPEL allowed.

C3.5 Research Degrees and Higher Degrees

- C3.5.1 Credit values for research and higher degrees and permissible APL/RPEL credits are governed by the regulations of the validating body.

C4 Breaks in Studies and withdrawal from a programme

C4.1 Registration

- C4.1.1 All full-time and part-time students, including visiting students, who are actively following a programme of study at Regent's University London are required to renew their registration every academic period, otherwise the registration will be deemed to

have lapsed. Should this occur, then students will be withdrawn by the University.

- C4.1.2 Where a student has been withdrawn by Regent's but evidence is subsequently provided to show why they had not renewed their registration or contacted the University, their case will be considered by the Registration Review Panel.

C4.2 Authorised Break in Studies

- C4.2.1 Students may apply for a break in studies of up to one academic year. All applications for a break in studies will be considered by the Registration Review Panel.
- C4.2.2 Students may apply for a break in studies for reasons which include, but are not limited to:
- Illness or medical condition, with certified evidence;
 - The death or serious illness of a close family member/partner/friend;
 - Financial considerations;
 - Visa related issues.
- C4.2.3 The University is normally only able to grant a student one break in studies throughout the duration of their programme of study.
- C4.2.4 If a student needs to apply for a break in studies, then he or she must provide the Registry with a completed Break in Studies Request Form, together with appropriate evidence.
- C4.2.5 Students must discuss their situation with their personal tutor and should seek advice from a member of the Student Support team. The Student Support team may refer a student to other departments to discuss specific financial implications, e.g. impact on student loans, outstanding fees or University bursaries.
- C4.2.6 International students studying on a student visa must also discuss their situation with the Student Immigration Advisory Service at the University to assess the implications on their immigration status. Regent's University London is obliged to inform the UK Home Office of any break in studies for students whom it sponsors, which will result in the student being required to leave the UK immediately.
- C4.2.7 In reviewing the student's application for a break in studies, the Registration Review Panel will take into consideration the evidence provided to support the student's case; the timing and duration of the break; and the possible impact on the student's engagement with the programme and assessment and re-assessment opportunities.

- C4.2.8 Students may apply for a break in studies at any point in the term. The timing of all applications for a break in studies will be taken into consideration by the Registration Review Panel.
- C4.2.9 Students who have applied for a break in studies should continue to engage with their programme of study and attend all classes, until the Registration Review Panel has communicated the outcome of their case.
- C4.2.10 In order to be valid, a break in studies must be endorsed by both the student and the Registration Review Panel in writing, specifying the duration of the break, the expected return date, and any conditions for the return as set by the Registration Review Panel. The break in studies will then be recorded by the Registry.
- C4.2.11 Any marks that the student has received for that term will be forfeited and the student will be expected to restart their modules upon their return to the University.
- C4.2.12 Students who are on an authorised break in studies are not registered with the University and therefore students do not have access rights to certain facilities. Students should remain in contact with the University and keep their Regent's email account active for any important communications.
- C4.2.13 Students are subject to the University's refund policy (see Fees and Financial Assistance section).

C4.3 Students Returning from a Break in Studies

- C4.3.1 Students wishing to return from a break in studies must provide the Registry with documentation regarding their condition of return as required by the Registration Review Panel, by the deadline set. The Panel will review whether the student has met the conditions of return and Registry will notify the student of the panel's decision.
- C4.3.2 Students are responsible for making all the necessary arrangements, including requesting a new visa if necessary, in order to be able to return to their studies by the agreed date.
- C4.3.3 If the student has any outstanding debts to the University as a result of previous study, the debt must be cleared. In exceptional circumstances, students may agree an appropriate repayment plan with the Finance department.
- C4.3.4 Programmes and module specifications may have changed or been revised during the student's break in studies. Where this has happened, the student should seek advice from the Registry or the Head of Programme.

- C4.3.5 Students failing to return after the agreed break in studies period will be withdrawn from the programme.

C4.4 Registration Review Panel

- C4.4.1 All applications for a break in study will be considered by a Registration Review Panel within 10 working days of the student submitting their application.
- C4.4.2 The Registration Review Panel is comprised of at least two senior academic staff members, who are also members of the Extenuating Circumstances Board. Please refer to section H for further information.
- C4.4.3 Where a student is known to a member of the Registration Review Panel other than in a professional capacity, the staff member must declare an interest to the Registry, and must not participate in the discussion of that student's application.
- C4.4.4 The Registry will inform the student, and the relevant Head of Programme, of the decision made by the Registration Review Panel within 1 working day of the Panel meeting.

C4.5 Student withdrawal from a Programme

- C4.5.1 Students seeking to withdraw from a programme of study at Regent's University London should discuss their situation and seek advice from a member of the Student Support team or Head of Programme in the first instance, to ensure that an informed decision is reached.
- C4.5.2 International students studying on a student visa must also discuss their situation with the Student Immigration Advisory Service at the University to assess the implications on their immigration status. Regent's University London is obliged to inform the UK Home Office of any withdrawals for students whom it sponsors, which will result in the student being required to leave the UK immediately.
- C4.5.3 To withdraw from a programme of study the student must notify the Registry in writing. The date of withdrawal will be the date the withdrawal is recorded. If the withdrawal is during term time, any marks that have been received for that term will therefore be forfeited.
- C4.5.4 Upon confirmation of the withdrawal, students who have achieved the required number of credits to be eligible for an exit award will be offered the appropriate award.
- C4.5.5 Students will be able to return to the original programme of study after two years, from the date of withdrawal, have passed. Students must go through the normal admissions process.

- C4.5.6 Where a student has accepted an exit award the student cannot apply to transfer those credits through the Recognition of Prior Learning (RPL) scheme to another Regent's University London programme, or the original programme of study if they decide to return after two years from the date of withdrawal.
- C4.5.7 Students are subject to the University's refund policy (see Fees and Financial Assistance section).

C4.6 Attendance

- C4.6.1 If attendance falls below 75% in any module, the student will be automatically academically referred for advice and support.
- C4.6.2 Students must maintain a minimum of 75% in attendance in every module they are registered for, and are expected to attend 100% of classes. If attendance falls below 75% on every one of their registered modules being recorded for attendance monitoring purposes, the student will be suspended from their studies.
- C4.6.3 Students who fall below the attendance requirement of 75% per module they are registered for, their academic profile will be flagged for review at the next relevant progression board.
- C4.6.4 If a student has been suspended, they will be invited to attend a further meeting with a member of the Student Support Team to discuss the implications of their suspension. If the student has mitigating circumstances, they must provide the member of the Student Support Team with evidence of their mitigation. This evidence is to be submitted to the University Exenuation Panel. Such evidence must consist of dated official documents such as medical certificates and must refer to a continuous period of absence of longer than one week.
- C4.6.5 Individual module and programme guides may stipulate that attendance is mandatory for particular sessions or activities which are deemed to be essential for progression in a module or programme.
- C4.6.6 Persistent lateness that disrupts the normal conduct of class activities will be addressed by the Module Leader and if necessary escalated to the Head of Student Services.
- C4.6.7 Where a student is undertaking a dissertation/thesis, the supervisor will, at the start of the supervision process, agree with the student the number and frequency of scheduled meetings or contact points. Face-to-face meetings are expected to take place on at least a monthly basis. If a student misses a scheduled meeting, this will be recorded on the Record of Supervision log and a notification will be sent to the student. If a student misses more than one scheduled meeting and has not been in contact

with their supervisor over a six week period, the supervisor will inform the Head of Programme and Student Attendance Monitoring Officer, and the student will be automatically suspended from the programme.

C5 Examination Regulations

C5.1 Types of examinations

- C5.1.1 Open examination: candidates undertaking an open examination may bring into the examination room any materials, including their own notes and textbooks.
- C5.1.2 Restricted examination: candidates undertaking a restricted examination may only bring into the examination room such materials as are specifically permitted and detailed on the examination question paper, for example reference books or textbooks.
- C5.1.3 Closed examination: candidates undertaking a closed examination are not permitted to bring into the examination room any materials, including their own notes.
- C5.1.4 Candidates should assume an examination is closed unless they are informed otherwise by their Module Leader

C5.2 Examination Timetable

- C5.2.1 The Registry will prepare and publish a timetable for all invigilated examinations.
- C5.2.2 Individual examination timetables will be published on each students' online account detailing the date of the examinations, room number of the examinations and the students' candidate number.
- C5.2.3 It is the responsibility of each individual student to ensure that they have checked the timetable in relation to all modules for which they are registered, including any resit examinations. Should a clash in their timetable arise the candidate must inform the Registry immediately.
- C5.2.4 It may be necessary for students to attend an examination on days or at times other than those on which they would normally attend the University. It may also be necessary for students to sit more than one examination on any one day. Such considerations shall not normally be valid grounds for a review of the timetable.
- C5.2.5 Should the need arise, accompanying information will be provided by the Registry with explicit directions to the location of the examination.

- C5.2.6 The timetable may be subject to changes. It is therefore the responsibility of each individual student to ensure that they have checked the timetable again in relation to all the modules for which they have registered.
- C5.2.7 If for any unforeseen reason there is a need to change the location, time or date of an examination, the Registry will communicate this information to the affected student.

C5.3 Candidate responsibilities

- C5.3.1 The Student Guide to Examination Regulations can be found on the guidelines section of the Registry Intranet pages.
- C5.3.2 The candidate is responsible for checking in advance the timetable of examinations for the modules for which they are registered. Should a clash in their examination timetable arise the candidate must inform the Registry immediately.
- C5.3.3 The candidate is required to read the Examination Invigilation Regulations and understand that by attending an examination they are agreeing to abide by the regulations contained herein.
- C5.3.4 Candidates must bring their University identity (ID) card, or other acceptable photographic identity, to each examination. Acceptable photographic identity is a passport, driving license, or CitizenCard.
- C5.3.5 Candidates may only enter an examination when instructed by an invigilator and must follow all instructions given by the invigilator at all times.
- C5.3.6 Upon arrival at an examination, if a student is not on the attendance list, the student will be allowed to start the examination whilst the Registry investigate the reason why the student is not on the attendance list. If it transpires that the student should not be taking that examination, for whatever reason, the student will be requested to leave the examination, and a note will be made on the student's examination paper and the invigilation report.

C5.4 Invigilator Responsibilities

- C5.4.1 The Guidelines for Invigilators can be found on the Registry intranet pages.
- C5.4.2 Invigilators are appointed by the Assessments and Awards Manager / Senior Exams and Assessment Officer and may not delegate their appointment. If an invigilator is unable to invigilate an examination they must inform the Registry immediately.

- C5.4.3 Invigilators must ensure that they comply with the regulations contained within the Examination Invigilation Regulations and any other guidelines prescribed by the University.
- C5.4.4 Invigilators must give their full attention to the examination which they are invigilating and be able to observe the entire examination room.
- C5.4.5 Invigilators must not leave the candidates unsupervised at any time during the examination.
- C5.4.6 Invigilators must collect all examination scripts, papers and any other material required from the Registry a minimum of 30 minutes before the start of an examination.
- C5.4.7 Upon arrival invigilators must ensure that the examination room is suitable for an examination to occur.
- C5.4.8 Invigilators must place face down on the desk the examination paper (i.e. question paper) and ensure that each desk is equipped with a copy of each of the materials as described in the rubric of the question paper.
- C5.4.9 Invigilators must not admit candidates to the room until the room is fully prepared.
- C5.4.10 Invigilators must check the identity of each candidate for the examination and ensure each candidate signs against the recorded name on the examination register.
- C5.4.11 Invigilators must state the following to all candidates prior to the start of an examination: Please check your examination paper title on the front cover to see that it is the correct paper, and if not please raise your hand and wait for an invigilator to approach to you.
- C5.4.12 Invigilators must read the examination rules, provided by the Registry, to candidates prior to each examination.
- C5.4.13 Invigilators must ensure the examination begins and ends at the prescribed times. Should an evacuation take place the regulations under D5.6 will apply.
- C5.4.14 At the end of the examination, and before dismissing candidates, invigilators must:
- (a) collect all answer scripts and check that the front cover has been completed;
 - (b) verify that the number of answer scripts match the number issued.

- C5.4.15 The invigilator shall arrange for scripts and calculators to be collected and checked against the attendance register.
- C5.4.16 All invigilators must complete the Examination Invigilation Report Form at the end of the examination.

C5.5 Standard examination regulations

- C5.5.1 Once a student commences an examination or submits an assignment, they have deemed themselves fit to take the examination and cannot subsequently make a retrospective claim for extenuating circumstances, unless the exceptions under C5.5.2 apply.
- C5.5.2 The following exceptions will apply for assessments which require attendance, such as examinations, presentations, in-class tests etc.:
- (a) Students who have a valid 'Student Support Agreement' in place for a clinically diagnosed disorder which may affect the student's ability to judge their fitness to take the examination, may submit an extenuating circumstances claim with appropriate medical evidence. The evidence must state that the student was not in a fit mental state to assess their fitness to take the examination.
 - (b) Where a student becomes ill during the examination and emergency services attend, i.e. paramedics or first aider, the student may submit an extenuating circumstances claim with appropriate medical evidence.
- C5.5.3 Candidates with individual student support agreements in place may have specific reasons as to why certain aspects of the examination invigilation regulations cannot be followed. These allowances will be clearly articulated in the student support agreement. Where a student support agreement is not in place or not applicable to a particular rule, candidates must comply with the standard invigilation regulations.
- C5.5.4 Candidates who have two examinations on the same day, and due to the additional time granted to them under their individual support arrangements do not get a break between examinations, must be given a supervised break at the end of the first examination.
- C5.5.5 For any examination with more than one student there must be a minimum of two invigilators per examination room.
- C5.5.6 There must be one invigilator present at all times in the examination room. For closely linked rooms, the second invigilator may monitor multiple rooms.
- C5.5.7 Student ID cards:

- (a) Candidates for examination must display on their desks at all times their student or other acceptable photographic identity card (for example, passport);
 - (b) During the examination the invigilator will verify the attendance of each candidate, confirming their identity against the ID card and ask the candidate to sign the register;
 - (c) Candidates who, for religious reasons, keep their face covered will be required to go to a private room with a same-sex invigilator before the exam begins, to confirm their identity.
- C5.5.8 Candidates who present themselves for an examination deem themselves fit to take the examination and the regulation found in section C5.5.1 of this handbook would apply for any extenuating circumstances claims.
- C5.5.9 Candidates must ensure that they begin and end the examination during the prescribed examination time only. Candidates may not continue to write on their examination paper once the prescribed examination time has ended.
- C5.5.10 Candidates may not leave the examination within half an hour of its commencement, or enter an examination more than half an hour after the start.
- C5.5.11 Candidates who arrive late for an examination will not be given any additional time under any circumstances.
- C5.5.12 Candidates will not be permitted to temporarily leave the room during the examination except to visit the lavatory. All candidates leaving the examination room must be accompanied by an invigilator.
- C5.5.13 Invigilators will record the names of candidates who for any reason temporarily leave the examination room and the times they leave and return. A candidate who leaves the examination room without obtaining an invigilator's permission shall be deemed to have withdrawn from the examination. Such action must be reported to the Registry and recorded on the Examination Invigilation Report Form.
- C5.5.14 At the end of the examination all candidates must remain seated and not communicate with other candidates until dismissed by the invigilator. Candidates may not leave the examination room within 15 minutes of the finishing time.
- C5.5.15 Candidates must not bring unauthorised material to their desk. All notes and materials, including electronic devices capable of storing or retrieving relevant material, or of communicating inside or outside the examination room, must be removed from pockets and placed with other unauthorised material in a suitable place

away from the examination desks unless authorised in specific circumstances, e.g. open book exam. The invigilators will direct candidates to place their notes, books, bags, coats, hats, etc. at the back of the hall or in another suitable place away from examination desks.

- C5.5.16 Mobile phones and any other communication devices must not be used during the examination. All devices must be switched off and stored in a suitable place away from the examination desks. Candidates caught with any form of communication device in their possession will be deemed to have breached the examination invigilation regulations and will be subject to the appropriate academic misconduct regulations.
- C5.5.17 Candidates may not use their own calculators for examinations. Before any exam with calculators, the invigilator must ask the candidates to perform a test calculation before the exam starts on the calculators provided. Should a candidate report a calculator provided by the University as faulty, the invigilator must set aside and deliver the calculator to the Registry for checking when the exam is finished. The candidate will be provided with a replacement calculator immediately.
- C5.5.18 Candidates may not use dictionaries during an examination.
- C5.5.19 Only water, soft drinks and cough sweets are allowed into the examination room, at the discretion of the invigilator.
- C5.5.20 Candidates must not bring with them equipment, such as audible alarm watches, smart devices or social media devices, which may disturb other candidates or present the possessor with the possibility of gaining an unfair advantage.
- C5.5.21 Candidates must not attempt to communicate with anyone other than the invigilators during the examination. To attract an invigilator's attention the candidate should raise a hand and remain seated until an invigilator is able to speak with him/her.
- C5.5.22 In the event of a candidate causing a disturbance, an invigilator should take appropriate action, bearing in mind the interests of other candidates. This may involve warning the candidate that his/her behaviour may lead to exclusion from the examination if an invigilator considers that the situation justifies such action. Any such action must be reported to the Registry and recorded on the Examination Invigilation Report Form.
- C5.5.23 If an invigilator suspects a candidate of cheating, he/she should act to ensure that the case can be effectively investigated following the examination. Notes or other unauthorised materials should be taken from the candidate and a short report of the occurrence, including the time, recorded on the candidate's script and the Examination Invigilator's Report Form. The candidate

should be allowed to continue the examination, unless the nature of the misdemeanour interferes with other candidates, for instance where the candidate suspected of cheating refuses to co-operate with the invigilator. At the end of the examination, any materials taken from the candidate, together with a report of the incident, should be sent to the Registry, which will be responsible for ensuring that the Academic Misconduct Board considers the case. The invigilator has the right to require a student to empty his/her pockets in the presence of a witness, being another invigilator or member of staff.

- C5.5.24 A candidate who will not accept the authority of an invigilator may be excluded from the examination. Should this situation arise a report must be made to the Registry and recorded on the Examination Invigilator's Report Form.
- C5.5.25 The Chief Examination Invigilator must report to the Registry, any incidents during the examination which may have affected any candidates' performances and these should be recorded on the Examination Invigilator's Report Form. The Registry will bring any such information to the attention of the assessment board.
- C5.5.26 If a candidate suspects another candidate of cheating in an examination they should raise their hand and inform the invigilator. The invigilator will deal with this as noted in the regulations in this section.
- C5.5.27 The Registry shall release completed scripts to the appropriate academic member of staff for marking, only after they have been checked against the attendance sheet.

C5.6 Fire alarm/evacuation proceedings

- C5.6.1 Before the examination has begun:
- (a) If candidates are in an examination room and the examination has not yet started the invigilator will instruct the candidates to leave the room. All materials, answer booklets, question papers etc., must remain in the room;
 - (b) Provided that the evacuation does not last longer than 30 minutes, candidates will be permitted to return to the examination room and resume the examination when the evacuation is over. Time lost due to the evacuation will be added to the examination time. Evacuations that last for more than 30 minutes will result in the termination of the examination. A new examination, with a new set of questions, will be rearranged for an alternate day;
 - (c) Candidates may leave the examination at the original scheduled end time however they will not be eligible to apply for extenuating circumstances or for a review of their mark should they choose to leave early. No candidate will be

permitted to leave within the final 15 minutes of the examination.

C5.6.2 During the examination:

- (a) Candidates will be instructed to leave the examination room and leave all materials (question papers, answer booklets, notepaper etc.) on their desks;
- (b) Invigilators must supervise the candidates throughout the evacuation and ensure the candidates do not talk to each other during this time;
- (c) Candidates remain under examination conditions throughout the evacuation and are subject to the same penalties if they breach any of the examination invigilation regulations;
- (d) Invigilators must note the time and duration of the evacuation;
- (e) Provided that the evacuation does not last longer than 30 minutes, candidates will be permitted to return to the examination room and resume the examination when the evacuation is over. Time lost due to the evacuation will be added to the examination time. Candidates may leave the examination at the original scheduled end time however they will not be eligible to apply for extenuating circumstances or for a review of their mark should they choose to leave early. No candidate will be permitted to leave within the final 15 minutes of the examination;
- (f) Evacuations that last for more than 30 minutes will result in the termination of the examination. A new examination, with a new set of questions, will be rearranged for an alternate day.
- (g) Where an examination is conducted on multiple sites and an evacuation is required at one of the sites; the same examination events at all other locations must also be stopped for the same length of time. If it is not possible to resume the exam at the location of the evacuation, then the other events of the same exam must also be stopped and rescheduled.

C5.7 Use of computers in an examination

- C5.7.1 All candidates who require a computer to undertake an examination must do so in a dedicated computing room.
- C5.7.2 The invigilator will ensure before the commencement of the examination that all editing features within the software (for example spell-check) are disabled. Access to the internet must also be disabled.
- C5.7.3 Candidates must log in to each computer with a secure log in, provided by the Registry, unless otherwise instructed.

- C5.7.4 The invigilator will ensure that documents can be saved to two separate sources: the designated drive and a USB port (provided by the Registry).
- C5.7.5 Appropriately timed reminders must be given to the candidates throughout the examination to save their work. Isolated incidents of computer failure will not be compensated.
- C5.7.6 Any examinations undertaken through Blackboard must be “open book”. “Restricted” or “closed” examinations must follow the standard examination format and may only access the materials/software which are required to complete the examination.
- C5.7.7 Candidates who attempt to access files, the internet or any other document or software which is not permitted in the rubric of the examination paper will be subject to the academic misconduct regulations and penalised accordingly.
- C5.7.8 Secure printing will be completed by the invigilator. The candidate must sign the “sign-in” sheet and initial their printed paperwork to confirm the work is their own.
- C5.7.9 Candidates are not permitted to retain a copy of their work.
- C5.7.10 No additional time will be given to candidates using a computer unless this is clearly prescribed in the student support agreement or if an IT failure is acknowledged by the University.

C6 Academic Integrity and Academic Misconduct

C6.1 Academic Integrity:

- C6.1.1 The practice of approaching academic and scholarly work honestly, by completing one’s own work, by attributing and acknowledging sources when necessary and by not relying on dishonest means to gain advantage.

C6.2 Academic Misconduct/Unfair Practice:

- C6.2.1 Any act whereby a person may obtain an unpermitted advantage for himself/herself or for another. This shall apply whether the candidate acts alone or in collusion with another/others. Any action or actions shall be deemed to fall within this definition whether occurring during, or in relation to, a formal examination, a piece of coursework, or any form of assessment undertaken in pursuit of a qualification. These include (but are not limited to) plagiarism, collusion, falsification, and cheating.

C6.3 Institutional support for academic integrity

- C6.3.1 The QAA stipulates that all aspects of assessment should be carried out 'in a way which ensures the integrity of the assessment process and in turn the integrity of the academic standards of each award.' (QAA UK Quality Code for Higher Education on Assessment of students and the recognition of prior learning, 2013, Chapter B6, Indicator 11).
- C6.3.2 The QAA stipulates that institutions 'operate effective policies, regulations and processes which ensure that the academic standard for each award of credit or a qualification is rigorously set and maintained at the appropriate level, and that student performance is equitably judged against this standard'" (QAA UK Quality Code for Higher Education on Assessment of students and the recognition of prior learning, 2013, Chapter B6, Indicator 1).
- C6.3.3 The University promotes academic integrity through:
- (a) Providing information about academic integrity and academic misconduct policy at student orientations and at staff inductions;
 - (b) Providing a secure system for the submission of student work;
 - (c) Providing a secure system for the return of student work;
 - (d) Ensuring that appropriate systems of identity check and invigilation occur for examinations;
 - (e) The use of electronic plagiarism-detection software (such as Turnitin) for assessed work;
 - (f) Providing students with the University's Study Skills Handbook;
 - (g) Supporting staff development to improve learning and teaching strategies for academic integrity.

C6.4 Disciplinary Policy for Academic Misconduct

- C6.4.1 The QAA requires institutions to 'operate processes for preventing, identifying, investigating and responding to unacceptable academic practice.' (QAA UK Quality Code for Higher Education on Assessment of students and the recognition of prior learning, 2013, Chapter B6, Indicator 14). The QAA also requires institutions to ensure that all regulations and processes are 'explicit, transparent and accessible to all intended audiences.' (QAA UK Quality Code for Higher Education on Assessment of students and the recognition of prior learning, 2013, Chapter B6, Indicator 2).

C6.5 Responsibilities of Students and Regent's University London

- C6.5.1 Regent's University London will provide all students with access to the Study Skills Handbook. It is the responsibility of each student to read the Study Skills Handbook and follow the rules contained therein. It will not be deemed an acceptable defence for a student to claim they were not aware of the rules and regulations regarding academic misconduct.

C6.6 Types of Offences

C6.6.1 Plagiarism

- Using without acknowledgement another person's words or ideas and submitting them for assessment as though it were one's own work; for instance by copying, translating from one language to another or unacknowledged paraphrasing. Plagiarism is theft of another's intellectual property.

C6.6.2 Examples of plagiarism include:

- Use of any quotation(s) from the published or unpublished work of other persons, whether published in textbooks, articles, the Web, or in any other format, which have not been clearly identified as such by being placed in quotation marks and acknowledged.
- Use of another person's words or ideas that has been slightly changed or paraphrased to make it look different from the original
- Summarising another person's ideas, judgements, diagrams, figures, or computer programmes without reference to that person in the text and the source in the bibliography.
- Use of services of essay banks and/or any other agencies.
- Use of unacknowledged material downloaded from the Internet.
- Re-use of one's own material (or resubmission of previously assessed work from another module) except where authorised by the programme/school.

C6.6.3 Collusion

- Work that has been undertaken by or with others is submitted and passed off as solely the work of one person. This also applies where the work of one candidate is submitted in the name of another. Where this is done with the knowledge of the originator, both parties can be considered to be at fault.

C6.6.4 Fabrication of Data

- Making false claims to have carried out experiments, observations, interviews or other forms of data collection and analysis, or acting dishonestly in any other way.

C6.6.5 Falsification of Evidence

- Presentation of evidence which is false or falsified or which in any way misleads or could mislead Boards of Examiners.

C6.6.6 Cheating

- The means by which a candidate gains or attempts to gain unfair advantage in examinations, tests and coursework.
- Breaching of the Examination Regulations in Section C5.
- Any breach of the Examination Regulations, whether intentionally or unintentionally will be regarded as academic misconduct.

C6.7 Procedures for Misconduct Investigation and Penalties

C6.7.1 When an academic staff member suspects misconduct, for example, plagiarism within a piece of work, s/he must first establish whether the evidence verifies the suspicion. This might be through consulting secondary sources, internet searches or plagiarism detection software such as Turnitin or by conducting a viva voce with the student.

C6.8 Level of Offence

C6.8.1 Academic misconduct offences are split into three categories: 'minor', 'major', and 'severe'.

C6.8.2 Minor Offences

(a) Inappropriate use of referencing system which includes but is not limited to the following:

- Unattributed quotations;
- Persistent inappropriate paraphrasing;
- Multiple missing, incorrect, or incomplete citations;
- Inclusion of whole paragraphs or sections of unattributed work.

C6.8.3 Major Offences

(a) Examples of major offences include but are not limited to the following:

- Submission of the same piece of work, or major part thereof, for assessment;

- Breaching the Examination Invigilation Regulations (with the exception of those listed under Severe Offences);
- The lending of work which has been submitted for assessment to another student²;
- Collusion;
- Cheating.

(b) After committing a confirmed minor offence, the second confirmed minor offence will be deemed to be a major offence.

C6.8.4 Severe Offences

(a) Examples of severe offences include but are not limited to the following;

- Buying work from essay services or similar;
- Commissioning work from individuals or organisations;
- Obtaining access to an unseen examination or test prior to the start of an examination/test;
- Impersonating another person during an examination or arranging for another person to impersonate you during an examination;
- Evidence of extensive Collusion;
- Evidence of extensive Cheating;
- Fabrication of data;
- Falsification of evidence.

(b) After committing two confirmed major offences, the third confirmed major offence will be deemed to be a severe offence.

C6.9 Penalties

C6.9.1 The penalty applied will be dependent on the evidence and seriousness of any attempt to deceive. In the case of group work this will be evidence against individual(s) or the group as a whole.

C6.9.2 Minor: The student must resubmit the assessment, correcting the misconduct. The component will be capped at the component pass mark (i.e. 40% for foundation and undergraduate programmes, 50% for postgraduate programmes).

² Note: Students should treat their academic work as their own property. It is the student's responsibility to protect their own work. Students should ensure that electronic copies of their work are stored securely and cannot be copied or stolen by another person.

- C6.9.3 Major: No right to resit/resubmit the work. The student must retake the module and the module will be capped at the pass mark. If a student chooses to take a different module (where applicable) the alternative module will also be capped at the pass mark.
- C6.9.4 Severe: The panel has two recommendations available to them:
- (a) Suspend the student for one academic term;
 - (b) Expel the student from the University (there is no right of return if a student is expelled).
- C6.9.5 Any penalty imposed as the result of an academic misconduct investigation overrides any decision taken with regard to an extenuating circumstance claim or that of an assessment board.

C6.10 Procedures

- C6.10.1 For a first minor offence the following regulations will apply:
- (a) EITHER:
 - The student admits to a first minor academic misconduct and the lecturer/tutor applies the following penalty: the assessment is repaired and capped at the pass mark;
 - The lecturer/tutor informs the Assessment and Awards Manager in the Registry of the academic misconduct;
 - The Assessment and Awards Manager logs the misconduct on the student's record in the Student Records System (SITS). The process is completed, and there is no requirement for this to go to the Academic Misconduct Board.
 - (b) OR:
 - The student disputes that they have committed a first minor academic misconduct, in which case the full academic misconduct process should be followed as detailed below.
- C6.10.2 If misconduct of an individual can be evidenced, the tutor/lecturer informs the Assessment and Awards Manager of the misconduct and forwards all the appropriate evidence to the Registry.
- C6.10.3 If group work misconduct can be evidenced, the tutor/lecturer informs the Assessment and Awards Manager of the misconduct and forwards all the appropriate evidence to the Registry. To include evidence against individual(s) or the group as a whole.

C6.11 Academic Misconduct Board

- C6.11.1 The Assessment and Awards Manager convenes an Academic Misconduct Board which will consist of the following members:
- Three independent permanent members of academic staff, one of whom shall be Chair;
 - Assessment and Awards Manager (non-voting member).
- C6.11.2 The independent academic staff will be selected from a group of 10 academic staff appointed to the position each year by the Assessment and Awards Manager.
- C6.11.3 The Assessment and Awards Manager's role is to ensure that all Academic Misconduct Boards are consistent in the application of the regulations, and advise the panel on regulatory and/or procedural issues.
- C6.11.4 A Secretary will be appointed to the Board to record all decisions and recommendations made.
- C6.11.5 The student is invited to represent themselves to the Board either in person or via a written statement. The student will be given at least 5 working days' notice of the time and date of the Board meeting. Where a student chooses to attend the Board they may be accompanied by a fellow student or a student union representative. However, meetings are not arranged around the student's availability.
- C6.11.6 The lecturer/tutor involved in the academic misconduct case may attend the Academic Misconduct Board should they choose to do so.
- C6.11.7 The Board will convene twice each term, the first meeting will be mid-term (around the 8th week) and the second meeting will take place after the final examinations.
- C6.11.8 The Board reviews the information presented and decides whether the student has committed an offence. If the Board decides an offence has been committed, the Board will recommend a penalty to the Subject Board to ratify.
- C6.11.9 The Subject Board cannot overturn the decision of the Academic Misconduct Board but may, if appropriate, review the penalty applied.
- C6.11.10 Where the Academic Misconduct Board decides that no academic offence has occurred, all records relating to the incident will be deleted from the student's file.
- C6.11.11 The student will be informed by the Registry within one week of the Academic Misconduct Board meeting as to the outcome and,

where appropriate, the recommended penalty. If academic misconduct has occurred the student will be formally notified of the final penalty applied once the Subject Board has met to ratify the recommendation of the Academic Misconduct Board. The student must be given feedback which states what the penalty is and why it has been applied.

- C6.11.12 If a student disagrees with the decision made by the Subject Board, they should refer to the Regent's University London 'Student Appeals and Complaints' regulations contained in section C10.

C6.12 Viva Voce procedures

- C6.12.1 Where an academic staff member suspects that the work submitted is not entirely the student's own work, then a viva voce examination may be held to verify the authenticity of the student's work. A viva voce may be held to verify the authenticity of any assessment where academic misconduct is suspected.
- C6.12.2 The student must be informed of the reasons the viva voce is taking place before the viva voce, and will be asked to bring his/her sources for the work in question to the viva voce.
- C6.12.3 The student must be given a minimum of 24 hours' notice of the viva voce.
- C6.12.4 If the student fails to attend the viva voce or requests alternative dates, then the student will be offered two further dates. If the student fails to attend any of the 3 alternate given dates that have been offered, then they will not be offered any further dates. If no reasonable explanation is given for not attending the viva, or the explanation is judged invalid or the student refuses to take part in the viva, the panel will conclude that the student has chosen not to contest the allegation of academic misconduct and inform the Academic Misconduct Board accordingly. The panel will review the evidence available, and a note will be made of the findings of the panel. A report from the panel's Chair will be sent to the Academic Misconduct Board and will form part of the evidence base.
- C6.12.5 The membership of the viva voce panel will be:
- (a) Chair - Assistant Dean/Head of School or nominee.
 - (b) Two academic staff members with knowledge of the relevant discipline, one of whom will be the academic staff member who requested the viva voce examination and the other one shall be independent of the module.
- C6.12.6 As this is an examination of the student's knowledge of the assessment submitted the student may not be accompanied by a friend or supporter unless by prior agreement of the Chair. This

will only be given if it is required to accommodate the student's disability or other special needs.

- C6.12.7 Students may not have legal representation at a viva voce examination.
- C6.12.8 Staff must make notes of the meeting as this can form the evidence base for the Academic Misconduct Board or any future investigations. Notes can be taken by a panel member or a designated note-taker, where a third party note-taker is employed they cannot be involved in the discussions or the decision making process.
- C6.12.9 During the viva voce the student will be asked questions relating to his/her submission.
- C6.12.10 The panel will consider the student's responses and will inform the student of the panel's decision within one working day of the viva voce. The panel's decision will be that:
- (a) The student has satisfied the panel the assessment submitted by the student is his/her own work and no further action will be taken.
 - (b) The student has not satisfied the panel the assessment submitted by the student is his/her own work and the panel will be forwarding the case to the Academic Misconduct Board.
- C6.12.11 If the panel needs to conduct further investigations they will inform the student within 24 hours of the viva voce examination of the need to conduct further investigation and that a decision will be provided within 5 working days. In exceptional cases where the panel requires more than three working days to conduct the investigation and make a decision they will inform the student of the date by which they will provide their decision.
- C6.12.12 Where the panel concludes that the student has not satisfied the panel the assessment submitted by the student is his/her own work, the full academic misconduct process should be followed as detailed below. A report from the Chair of the viva voce panel should be included as part of the evidence base against the student.

C7 Extenuating Circumstances

C7.1 Valid grounds for Extenuating Circumstances

- C7.1.1 Extenuating circumstances are defined as serious unforeseen, unpreventable circumstances that significantly disrupt a student's ability to complete an assessment.

- C7.1.2 Provided that they have notified the relevant member of Student Services staff, students with long term or chronic illness are supported through individual support arrangements. It is therefore anticipated that students with long term or chronic illness will not submit extenuating circumstances claims in relation to these conditions, unless they suffer a sudden deterioration of their condition around the assessment period. Where that occurs, students would need to meet the conditions relating to extenuating circumstances.
- C7.1.3 The definition of 'extenuating circumstances' is not exhaustive and will include:
- (a) Illness with certified evidence.
 - (b) Death or serious illness of a close member of the family/partner/friend.
 - (c) Unforeseen and evidenced University computer network or systems failure.
 - (d) Unforeseen and evidenced failure in the system of communication between the student and the Registry.
 - (e) Any other circumstance deemed to be reasonable by the University e.g. force majeure.
- C7.1.4 Extenuating Circumstances may be submitted in relation to any assessment, for the:
- (a) non-submission of an assessment by the deadline set, or in the case of a resubmission by the agreed University reassessment deadline;
 - (b) non-attendance of an assessment requiring attendance, e.g. presentation, test, examination, viva voce or performance.

C7.2 Procedures

- C7.2.1 If a student needs to bring extenuating circumstances to the attention of the University, then he or she must provide the Registry with a completed Extenuating Circumstances Request Form, together with the appropriate documentation.

C7.3 Timing of Submission

- C7.3.1 In order for the claim to be accepted for consideration the student must inform the Registry before the deadline for the assessment to be handed in, or the date of an assessment requiring attendance (examination, test, or presentation).
- C7.3.2 Retrospective approval of extenuating circumstances will only be granted where a student falls ill and is unable to contact the Registry on the day. In such cases, the student must inform the

Registry within ten working days and submit an extenuating circumstances form within twenty-four hours of returning to the University.

C7.4 Documentary evidence

- C7.4.1 All claims must be substantiated by independent documentary evidence. This must be an official document and include the dates during which the circumstances applied.
- C7.4.2 The evidence provided must be original. Photocopied or faxed copies will not be accepted.
- C7.4.3 Medical evidence must be in the form of a medical certificate or a doctor's letter, and must state the period of illness, be legible and signed by the doctor. Self-certification will not be accepted.
- C7.4.4 Medical evidence must be from a doctor registered with the General Medical Council, or the equivalent overseas registration body.
- C7.4.5 In the event of a death of a close member of family/partner/friend, a death certificate must be provided.
- C7.4.6 Documentary evidence must be presented in English, where necessary, translations must be provided using an authorised translator.

C7.5 Extenuating Circumstances Panel

- C7.5.1 All extenuating circumstances claims will be considered by an Extenuating Circumstances Panel within 10 working days of the submission of the claim.
- C7.5.2 The Extenuating Circumstances Panel is comprised of at least two academic staff members who are also members of the Extenuating Circumstances Board. Refer to section H for further information.
- C7.5.3 Where a student is known to a member of the Extenuating Circumstances Panel other than in a professional capacity, the staff member must declare an interest to the Registry, and must not participate in the discussion of that student's claim.
- C7.5.4 The Extenuating Circumstances Panel will decide whether a student has valid grounds for failing to submit or participate in an assessment.
- C7.5.5 The Extenuating Circumstances Panel can only make a decision on a claim based on the evidence submitted.

- C7.5.6 For an extenuating circumstances claim to be accepted the following conditions must be met by the student:
- (a) the documentary evidence provided by the student must meet the specific conditions relating to documentary evidence as set out in section C7.4;
 - (b) the documentary evidence confirms that the circumstances were unforeseen and unpreventable and relates directly to the timing of the assessment(s) affected.
- C7.5.7 The Registry will inform the student of the decision made by the Extenuating Circumstances Panel within 1 working day of the Panel meeting.

C8 Procedure for dealing with the loss of examination scripts

- C8.1.1 This procedure is also applicable to in-class tests and in cases where the examination script has been damaged beyond legibility by the University.
- C8.1.2 In the event that the University is unable to locate an examination script, the Registry has responsibility for liaising with the relevant invigilator (or other appropriate member of staff) to establish that the student attended the examination and that an examination script was collected from the student.
- C8.1.3 If an examination script cannot be located following a thorough investigation, the Assessment and Awards Manager shall inform the student in writing.
- C8.1.4 Where the examination constitutes one of two component parts of the module, this will be referred to the appropriate examination board for consideration of awarding a mark.
- C8.1.5 Where the module assessment is composed of more than two components, an averaged mark shall be awarded to the lost examination assessment to be calculated by an arithmetic mean average of the non-affected components within the module.
- C8.1.6 In cases where the weighting of the affected examination assessment is 100% of the module, the student shall normally be offered the opportunity to sit the examination again at the earliest available opportunity. The resulting mark of this attempt will not be capped at a pass mark for the module.
- C8.1.7 In cases where the student is unable to attend the examination, an alternative assessment may be offered. This is at the discretion of the Head of Programme with the approval of the External Examiner.

- C8.1.8 In instances where a student declines the option of an attempt stated at C8.1.6, a Progression and Finalist Board shall have the discretion to award credit in respect of the examination assessment. However, the minimum pass mark shall be awarded in such circumstances.
- C8.1.9 For modules at NQF Levels 3 or 4, the Registry shall report the loss of the examination script and the subsequent actions taken to the relevant Subject Board for ratification.
- C8.1.10 For modules at NQF Levels 5, 6 or 7, the Registry shall report the loss of the examination script and the subsequent actions taken to the appropriate external examiner. This shall occur prior to the Registry reporting the loss of the examination script and the subsequent actions taken to the relevant Subject Board for ratification.
- C8.1.11 In instances where an examination script that has been deemed to be lost is subsequently located after the procedures above have been applied, the located examination script shall be marked. The mark awarded to the located examination script shall be compared with that of the examination mark for the second attempt and the higher of the two marks shall be awarded to the student in respect of that examination.

C9 Procedure for dealing with the loss of coursework assessment material

- C9.1.1 In the event that the University is unable to locate a coursework assessment, the Registry has responsibility for liaising with all relevant staff who may have received or handled the coursework assessment to ensure that a thorough investigation is conducted. The investigation should include an exhaustive search of electronic devices, where appropriate.
- C9.1.2 If a coursework assessment cannot be located following a thorough investigation, the Assessment and Awards Manager shall inform the student in writing and request that the student provide, within one working day, a copy of their submission, where possible. Students should be instructed by the Registry to ensure that they always retain a copy of any submitted coursework assessment, where appropriate.
- C9.1.3 Where the coursework assessment constitutes one of two component parts of the module, the University shall award the mark achieved in the corresponding other element to the coursework assessment.
- C9.1.4 Where the module is composed of more than two components, an averaged mark shall be awarded to the lost coursework

assessment to be calculated by an arithmetic mean average of the non-affected components within the module.

- (a) In cases where the weighting of the affected coursework assessment is 100% of the module, the student will be offered the opportunity to resubmit the coursework assessment at the earliest available opportunity. The resulting mark of this submission will not be capped at a pass mark for the module.
- (b) In instances where a student declines the option of the submission stated above, a Subject Board shall have the discretion to award credit in respect of the coursework assessment. However, the minimum pass mark for the assessment shall be awarded in such circumstances.

C9.1.5 For modules at NQF Levels 3 or 4, the Registry shall report the loss of the coursework assessment and the subsequent actions taken to the relevant Subject Board for ratification.

C9.1.6 For modules at NQF Levels 5, 6 or 7, the Registry shall report the loss of the coursework assessment and the subsequent actions taken to the appropriate External Examiner. This shall occur prior to the Registry reporting the loss of the coursework assessment and the subsequent actions taken to the relevant Subject Board for ratification.

C9.1.7 In instances where coursework material that has been deemed to be lost is subsequently located after the procedures above have been applied, the coursework shall be marked. The mark awarded to the located coursework shall be compared with that of the coursework submitted at the second attempt and the higher of the two marks shall be awarded to the student in respect of that coursework assessment.

C10 Student Appeals and Complaints

C10.1.1 The University will ensure the following procedures are adhered to. Students should note that all documentation submitted will remain confidential.

C10.1.2 The University of Wales requires Regent's University London to apply an alternative appeals and complaints procedure for students studying on University of Wales validated programmes. The 'Student Appeals Procedure: University of Wales validated programmes only' document can be found on the Regent's University London Registry intranet page, and on Blackboard. The document is also available from the Registry.

C10.2 Grounds for Appeal

- C10.2.1 The Appeals Board is composed of senior academic and professional services staff from across the University, excluding members of staff who have been involved with the relevant programme/student whose results are being considered. The Board will identify the grounds on which it is asking the relevant assessment board to reconsider its decision if it decides that there are grounds for review.
- C10.2.2 No circumstances shall constitute ground for appeals apart from the following:
- (a) Either that the candidate has established to the satisfaction of the Appeals Board that the assessment was missed due to a previously undisclosed illness or any other factors which the candidate was unable, or for valid reason unwilling, to divulge before the relevant assessment board reached its decision. The candidate's request must be supported by medical certificates or other documentary evidence acceptable to the Appeals Board;
 - (b) Or that the Appeals Board is satisfied on the evidence produced by a candidate or any other person that there has been a material administrative error; or that the assessments were not conducted in accordance with current regulations for the programme or special arrangements formally agreed; or that some other material irregularity relevant to the assessments has occurred.
- C10.2.3 Disagreement with the academic judgement of an assessment board in assessing the merits of an individual element of assessment cannot constitute grounds for an appeal, nor complaints about the delivery or management of a programme expressed only after assessment.

C10.3 Stage 1: Initial Assessment by the University

- C10.3.1 To be considered, an appeal must be submitted in writing to the Registry not more than 10 working days after the publication of the results from any assessment period.
- C10.3.2 Students are advised to seek advice from the Student Support Team and/or the Registry prior to submitting their appeal with regards to the evidence and information required on the Appeals Form.
- C10.3.3 Two senior members of University staff, from the Registry, review the appeal within 5 working days of receipt and make an assessment on whether the student has grounds for appeal.
- C10.3.4 Where the two members of staff decide that there are no grounds for appeal then the appeal will be rejected. The student

will be informed in writing by the Registry of this decision within two working days of the deadline for appeal. If the student disagrees with the decision made at Stage 1 they may have the option of submitting a further appeal to the Registrar (Stage 3).

- C10.3.5 Where the decision at Stage 1 is that the student does have grounds for appeal, the appeal will progress to Stage 2.

C10.4 Stage 2: Appeals Board

- C10.4.1 A senior member of the Registry will arrange an Appeals Board to consider all Stage 2 student appeals submitted within 5 working days of the Stage 1 outcome. Members will receive the appeals documentation in advance of the meeting. The senior member of the Registry will attend the whole duration of the meeting, and may be asked questions for clarification. The student is invited to attend the meeting, and may be accompanied by a fellow student or a student union representative should they choose to do so. However, meetings are not arranged around the student's availability. If necessary, a representative of the assessment board, or other relevant members of staff may be invited to attend.
- C10.4.2 After considering all evidence, the Appeals Board will reach a decision to either dismiss or uphold the appeal.
- C10.4.3 The Registry, on behalf of the Chair of the Appeals Board, will provide a letter to be sent to the student who has appealed, outlining the reasons for reaching the decision, and advising him/her of their right to appeal to the Registrar (Stage 3).
- C10.4.4 The student should expect to be notified in writing of the decision made for appeals considered by an Appeals Board within two working days of the Appeals Board meeting.
- C10.4.5 Where the appeal is upheld a recommendation must be made for reconsideration by the relevant reconvened assessment board within 10 working days, subject to the availability of members. The assessment board, after duly considering the evidence, shall agree either to amend or confirm its original decision. The procedures must allow for examiners who agree to amend their decision but who are uncertain about the most appropriate alternative recommendation, to seek additional evidence of the student's performance. The additional evidence could be obtained either through reassessment at the next opportunity, through a viva voce examination, or through another form of assessment appropriate to the student's circumstances and to the requirements of the programme of study.

C10.5 Stage 3: Appeal to the Registrar

- C10.5.1 To be considered, an appeal to the Registrar must be submitted in writing to the Registry not more than 10 working days after the notification of the decision at either Stages 1 or 2.
- C10.5.2 If a student is unable to meet the deadline for appeal at Stage 1 as outlined in C10.3.1 on the grounds of valid extenuating circumstances supported by compelling and independent documentary evidence, the student may appeal directly to Stage 3. In this case the student must appeal to Stage 3 before the start of the next academic term. Appeals submitted to Stage 3 after the start of the next academic term will not be considered.
- C10.5.3 A student will have the right to request that their appeal is reconsidered by the Registrar within 10 working days of receipt of notification of the outcome of stages 1 or 2, in cases where:
- (a) a student believes that a decision on their appeal has not taken account of all relevant information, because additional evidence comes to light, which due to exceptional circumstances were not provided at Stages 1 or 2;
 - (b) a student believes that there has been a material procedural irregularity in the appeals process;
 - (c) a student believes that there has been procedural unfairness in the appeals process.
- C10.5.4 If the Registrar, or nominee, determines that there are grounds for a review of an appeal decision, they will convene a Review Board within 10 working days of receipt.
- C10.5.5 The members of the Review Board will be drawn from the membership of the Senate Quality Assurance and Enhancement Committee (SQAEC) and a Secretary will be provided from the Registry. Any members that have had an interest in the application or have had involvement in the decisions made at Stages 1 or 2 cannot be a member of the Review Board.
- C10.5.6 After considering all evidence, the Review Board will reach a decision to either dismiss or uphold the appeal.
- C10.5.7 The Registrar, or nominee, will provide a Completion of Procedures letter to be sent to the student who has appealed to outline the reasons for reaching the decision and, where appropriate, advise the student of their right to appeal to the Office of the Independent Adjudicator.
- C10.5.8 The student should expect a decision to be made for appeals submitted to the Registrar within two working days of the Review Board meeting.

- C10.5.9 The decision of the Review Board will constitute the final stage of the University's procedures in the appeals process.
- C10.5.10 Where the appeal is upheld a recommendation must be made for reconsideration by the relevant reconvened assessment board within 10 working days, subject to the availability of members. The assessment board, after duly considering the evidence, shall agree either to amend or confirm its original decision. The procedures must allow for examiners who agree to amend their decision but who are uncertain about the most appropriate alternative recommendation, to seek additional evidence of the student's performance. The additional evidence could be obtained either through reassessment at the next opportunity, through a viva voce examination, or through another form of assessment appropriate to the student's circumstances and to the requirements of the programme of study.

C10.6 Student Complaints

- C10.6.1 Students should follow the "Student Complaints Policy", available on the [Academic Registry intranet pages](#), if they wish to complain in relation to different aspects of their relationship with Regent's University London. These aspects include personal relationships with academic or administrative staff, any complaints in respect to any services, such as accommodation, catering, Finance, Registry, etc., and any complaints in respect of academic programmes or the delivery of such programmes.