

**Anglia Ruskin University
Higher Education Corporation**

Rules, regulations and procedures for students

16th edition

April 2009

Amended July 2010

Amended July 2011

**The Board of Governors can change the rules, regulations and procedures for students as it sees fit.
We will consult the Students' Union before we do so.**

Rules, regulations and procedures for students

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Rules, regulations and procedures for students

- 1 Anglia Ruskin University – Anglia Ruskin University Higher Education Corporation and any of our wholly owned subsidiary companies.
- 2 Excluded – restricting attendance at, or, access to, Anglia Ruskin University or not allowing someone to carry out the duties of any office or committee membership in Anglia Ruskin University or the Students' Union. We will confirm the exact details to the individual in writing.
- 3 Expelled – permanently excluding someone from Anglia Ruskin University and ending their status as a student or member of Anglia Ruskin University.
- 4 Intermit – temporarily leaving your studies in line with our rules.
- 5 Maladministration – where we have not correctly followed our own procedures or we have discriminated unfairly.
- 6 We – Anglia Ruskin University Higher Education Corporation and any of our wholly owned subsidiary companies.
- 7 You – a student who is registered and studying at one of our campuses. Your membership of Anglia Ruskin University will end, unless we end it earlier under these rules, at the end of the Award Ceremony we invite you to attend. If you intermit your studies, in line with our rules, you will still be covered by these rules, regulations and procedures for students. However, you do not have to pay tuition fees.

Student charter 2011

Introduction

Our Student Charter outlines what you can expect of us and what we expect of you.

We expect all staff and students to contribute to a supportive learning environment and work in line with our values.

Our values

- **“A sense of belonging.** We are proud to be part of Anglia Ruskin University. We know that lifelong relationships are formed here.
- **Academic ambition.** We want our teaching and research to be excellent. We are determined that our students and staff will realise their full potential.
- **Innovation.** We are purposeful, challenging and curious about our world. We are prepared to do things differently. We are creative, entrepreneurial and bring enthusiasm to everything we do.
- **Supporting each other.** We are friendly and inclusive, and celebrate individuality and diversity. We support and encourage everyone, and strive hard to anticipate and meet needs and aspirations.
- **Honesty and openness.** We operate with integrity, trust and respect for each other and we deliver on our promises. We share ideas, information and challenges and we seek out views and opinions.
- **Concern for the environment.** We want our concern for a sustainable environment to inform every aspect of what we do.”

(These values have been taken from our Corporate Plan 2011 to 2014.)

Success as a student is best achieved when you get the right balance of study and work. We know students often have to work, and have other commitments, but it is important you are aware of the amount of time you are expected to dedicate to studying for each module. Remember that studying includes timetabled sessions as well as work you must do on your own or with other students.

Our standards

Our staff aim to provide you with the best possible service. To make sure we achieve this, we have set standards for the service you can expect from us.

We will:

- treat you fairly with dignity, courtesy and respect;
- deal with your enquiry immediately – if this is not possible, we will tell you who is dealing with your enquiry and update you regularly on their progress;
- provide a private area where we can discuss any confidential enquiry;
- tell you how you can give us your views on the services we provide;
- arrange appointments with you at times you and we agree on, and tell you in good time, wherever possible, if we cannot keep an appointment;
- aim to increase our levels of customer service (one of our main aims is for 90% of our students to succeed academically and personally, 90% to be satisfied and for nine out of 10 students to say they would recommend us to a friend);
- answer 80% of calls within five rings or 20 seconds;
- answer 90% of letters that need a response within five working days of receiving them;
- answer 90% of emails that need a response within five working days of receiving them (if the member of staff concerned is absent you will receive an out-of-office response telling you who to contact);
- meet you within 10 minutes of agreed meeting times;
- make sure our faculties and support services publish their opening times which will be, at least, 10am to 4pm Monday to Friday; and
- do our best to sort out any problems as quickly as possible.

We have set the standards above for our staff but we do also expect you to:

- behave respectfully to our staff, students, visitors and neighbours at all times;
- provide us with any supporting documents that we ask for within five days to allow us to give you a decision or response quickly;
- arrive at the agreed time for appointments or let us know if you are running late;
- tell us about any special requirements you have that may affect your dealings with us; and
- tell us if you think we are not keeping our promises or if you think we could make our promises clearer.

1 Communicating with each other

We have put this section first as it is an essential part of our working partnership. Good communication is a two-way process and it is important you get involved with us and make sure you are familiar with the ways in which we will communicate with you.

We will:

- make sure that when we communicate with you we are always clear, respectful and accurate;
- respond to you within the response times set out in our standards when you communicate with us; and
- provide access to our online services 24 hours a day, seven days a week, whether you are on campus or off campus.

We will expect you to:

- make sure that you are always clear, respectful and accurate and include your student identification number when you communicate with us;
- use all our communication systems responsibly and do nothing that might damage the reputation of our university or the integrity of the qualifications we award;
- make sure that you keep your username and password for our systems secure – change your password regularly and never give it to anyone else; and
- report any faults or problems as soon as you can and give us as much detail as possible to help us find a solution.

Our main ways of communicating with you

Email

Your Anglia Ruskin student email account is the main way we will contact you personally.

We will:

- only send messages to your Anglia Ruskin student email account that are to do with your student experience.

We will expect you to:

- use our Anglia Ruskin student email system when you contact us so that we know who you are; and
- check your Anglia Ruskin email account daily (if not daily at least twice a week) and respond to any messages that require you to take action within five working days, or sooner if needed.

My.Anglia intranet pages (my.anglia.ac.uk)

The My.Anglia intranet pages allow you to access our online services such as email, e:Vision, the virtual learning environment (VLE) and your library account. My.Anglia also gives links to many important documents and to information about our faculties and support services, our academic regulations and our calendar.

We will:

- use the My.Anglia student home page to keep you up to date with information you need for your course and for items of interest; and
- use the My.Anglia homepage for urgent announcements relating to services, work being carried out on the campus and unavoidable campus closures.

We will expect you to:

- visit My.Anglia regularly, at least twice a week, to make sure that you are up to date with what is going on.

e:Vision

Our student web portal is called e:Vision. You will use e:Vision to register for your course, access your personal timetable, update your personal details and find out your assessment dates as well as view your results.

We will:

- provide 24-hour access to e:Vision (using the same username and password that you will use to access your student email account); and
- publish timetable and assessment information on e:Vision as it is finalised.

We will expect you to:

- know how to use e:Vision;
- access e:Vision at least twice a week; and
- check that your personal information on e:Vision is correct and update it with any changes – it is your responsibility to make sure that we have correct contact details for both you and the person you want us to contact in an emergency.

Virtual learning environment (VLE)

Our VLE is where you will access online information relating to your studies, including course and module guides, documents and teaching notes as well as blogs, surveys and discussions boards.

We will:

- provide access to our VLE (you will use the same username and password that you will use to access your Anglia Ruskin student email account and My.Anglia); and
- make sure that online course material associated with a module is available to you within 24 hours of you being registered for that module.

We will expect you to:

- visit our VLE at least twice a week if your course has online content; and
- let the IT helpdesk know if you have problems accessing the VLE.

Text messages

Some faculties and services use text messages to tell you about changes to classes at short notice or to confirm appointments.

We will:

- only use text messaging when we need to tell you about a change to arrangements at short notice, such as for bad weather or staff absences;
- announce changes to early-morning classes by no later than 9am on the morning the change will take place;
- make sure that any message you receive is to do with your studies or support (unless you ask to receive other text message services from us); and
- not send messages to you if you tell us that you do not want to receive them.

We will expect you to:

- provide an up-to-date mobile phone number; and

- tell us if you do not want to receive messages in the future.

2 Starting your studies

We know starting a new course can be daunting. By following any instructions sent to you and contacting us if you have any questions, you will soon settle into your studies and university life.

We will:

- welcome you and organise a programme of activities to help you prepare for your studies;
- send you information on how to register for your course (if you have problems registering online we will help you);
- tell you what extra information you must provide at registration as a condition of your Tier 4 Student Visa if you are an international student;
- give you access to your personal timetable, course information and other important documents, including this student charter, your Student Handbook, our Assessment Regulations and our Rules, Regulations and Procedures for Students; and
- tell you who your personal tutor is, and they will contact you during the first four weeks of your course.

We expect you to:

- start your course at the correct time – or tell us if you are going to miss the start date for any reason;
- either register for your course online before you start your course or within the first few days (local arrangements will apply at our partner institutions);
- provide extra information as part of your registration when we ask you to do so if you are an international student;
- take part in the programme of activities we organise and read any information we give you, including our regulations, to help prepare you for your studies;
- let us know if you have any particular needs we can help with; and
- register for your course each year.

3 Studying with us

We will provide you with a high-quality learning environment led by professional staff who have an active interest in your subject area and take part in academic activity and research.

Learning and teaching

We will:

- provide a range of learning and teaching approaches supported by a well-equipped learning environment, and give you access to our virtual learning environment (VLE) for every module you register on;
- publish specific details of the hours of expected teaching and the amount of self-directed learning (studying, research and so on that isn't taught in lectures) you will be expected to carry out for each module;
- tell you as quickly as possible if we have to move or cancel a class at short notice;
- only postpone or cancel classes in exceptional circumstances, and make arrangements to make up teaching missed for these reasons within seven working days;
- use the most appropriate means, for example email, phone, text messaging or classroom door, to tell you the time and location of any rescheduled class;
- monitor your attendance at timetabled classes;
- make sure all personal tutors schedule three hours a week to be available for you to contact them, and if you are studying off campus or are on a work placement we will provide scheduled contact times (local arrangements will apply at our partner colleges);
- offer you alternative contact details if the person you are trying to speak to is unavailable; and
- tell you the most appropriate way to contact a member of staff or who to contact if they are absent.

We will expect you to:

- take part in all activities that are part of your course including seminar tasks, field trips, placements and guest lectures;
- attend every session that is part of your course;
- prepare well and arrive on time for your classes;
- turn your mobile phone off during classes;
- use any personal computer only for class-related activities while in class;
- use our virtual learning environment (VLE) and the other forms of technology we provide to help you with your studies;
- tell us about any problems that may affect your studies or if you are unhappy with your choice of course;
- report any unavoidable absences to your faculty office as soon as possible;
- only take up employment that does not affect your studies or prevent you from going to classes; and
- keep in regular contact with your personal tutor and take advantage of the specialist support we provide for you.

Timetabling

We will:

- publish timetables on our website for the next academic year at least six weeks before teaching starts;
- give you access to your personal timetable on e:Vision five working days after you have registered online if you are a new student (local arrangements will apply at our partner colleges and for our distance learning students);
- give you access to your personal timetable on e:Vision six weeks before teaching starts if you are a returning student;
- tell you if we have to make any changes to your timetable by emailing you and updating your e:Vision timetable; and
- publish general timetabling information on our website including important dates and details of procedures that you may find helpful (for example, how to ask to change to a different seminar group).

We will expect you to:

- check your timetable regularly through e:Vision;
- make sure your timetable includes all the modules you should be studying;
- contact us if you have a question about your timetable or if something appears to be missing or incorrect;
- go to the classes listed on your timetable; and
- contact us by the end of your first week of teaching if you want to change seminar or tutorial groups (where a choice of group is available).

Assessment

We will:

- provide, by the first week of teaching, a module guide with all of the information you need for each module, including details of assessment tasks, the deadlines for these tasks, the required format, and any relevant guidance;
- give you clear advice and information on good academic practice to help you avoid accusations of plagiarism (submitting someone else's work as if it is your own) and other academic offences;
- tell you when, where and how to hand in your assignments, what will happen if you hand in an assignment late and how to ask for an extension;
- provide you with proof of submission when you hand in your assignments;
- give you feedback on all of your assignments within 20 working days of the assignment deadline and within 30 working days in the case of your major project (if you have one);
- publish a detailed exam timetable on our exams website at least four weeks before your first examination;
- publish a detailed 'resit' exam timetable (for if you need to take an exam again) on our exams website at least 10 working days before the first resit exam;
- offer you extra help if you fail and need to resit an exam or retake a module or other type of assessment;
- tell you when your results will be published on your e:Vision account; and

- make sure that if you are a student with a disability, we provide extra support as appropriate.

We will expect you to:

- take part in all forms of assessment relating to your modules;
- tell us about anything that may affect how you prepare, present or hand in your assignments;
- make sure that you have understood all assessment information including deadlines, exam dates, and how you should present and hand in your assignments;
- be aware of the academic rules relating to your studies and complete all assessments in your own words and keeping to the guidance on good academic practice;
- present your written work in a word-processed format, and include all appropriate references correctly;
- hand in your assignments on time and keep proof of submission and electronic copies of written work until your marks have been confirmed by the assessment panel or panels;
- collect your marked written assignments and keep them until you finish your course;
- use the feedback you receive on your work to improve in future assessments; and
- hand in any claim for mitigation within five working days of the assignment deadline or exam date. (You can hand in a claim for mitigation if you think your performance in any assessment was affected by unexpected circumstances.)

Course feedback

We are committed to providing you with an excellent learning experience.

We will:

- give you regular opportunities to comment on your course; and
- listen and respond to your feedback.

We will expect you to:

- fill in module evaluation surveys when we ask you to do so;
- fill in student experience surveys such as the National Student Survey (NSS); and
- tell us as quickly as possible if you have any complaints, using the 'Tell Us' email address: tellus@anglia.ac.uk.

4 Supporting you during your studies

We will help you during your studies by offering a range of high-quality support services.

Your faculty office

Your faculty office provides a full support service on issues relating to your course and your timetable. They will let you know of any changes to the location or time of your classes, and will tell you if your lessons are cancelled. You can also ask them for help with contacting members of academic staff, for general guidance on assessment matters and about the return of your assessments. Your faculty office is also responsible for monitoring your attendance so if you are going to be absent from classes, please make sure you tell them as soon as possible so that they can let your lecturer know.

We will:

- be open from at least 10am to 4pm, Monday to Friday;
- help you contact academic staff and give you alternative contacts if needed; and
- give general guidance on assessments matters and the return of your assessments.

We will expect you to:

- tell us if you are going to be absent from classes;
- collect your assignments when they are available after marking; and
- contact your faculty office if you have any questions about your course.

University Library

We have large libraries at the Cambridge and Chelmsford campuses that cover a variety of disciplines, and two specialist health libraries at Fulbourn and Peterborough. We also have an extensive digital library that provides on and off campus access to databases, e-journals and e-books.

We will:

- provide 24-hour access to the digital library at least 98% of the time;
- aim to provide long opening hours (that may change throughout the year), including 24-hour opening on four days a week at Cambridge and Chelmsford during semesters;
- provide clearly designated areas for quiet, silent and group study;
- have at least one copy of every item on your recommended reading list in stock;
- make returned items available for borrowing within two hours when university library staff are on duty;
- provide self-service facilities at our Cambridge and Chelmsford campuses – this includes borrowing, returning, renewing and reserving books, photocopying, and access to stock items such as journals and books;
- provide advice and support through one-to-one or group sessions, self-help guides, online support and face-to-face contact;
- provide IT helpline support all day and through the night; and
- give five working days' notice of any planned disruption to services.

We will expect you to:

- treat our staff with courtesy and respect;
- carry your student ID card when visiting us and show it when we ask;
- check our website regularly for service information and updates;
- check your Anglia Ruskin email account, preferably daily, for library notices;
- ask for help when you need it, by email, by phone or in person;
- buy key texts where these are set out in module guides;
- play your part in keeping the library tidy and clean; and
- use designated areas for the specified purpose only and take care not to disturb others.

IT support

Our Information Systems and Media Service (ISMS) provide and maintain many of the IT services that you will use while studying with us.

We will:

- provide and maintain online services relating to your studies, including making My.Anglia, e:Vision and our VLE available 24 hours a day, seven days a week (except during planned maintenance and unexpected failure);
- provide computers for you to use on many of our campuses and sites, including Wi-Fi access to our online services and access to the internet;
- provide and support media production facilities, including a media equipment loans service, on our Cambridge campus, for use during your studies;
- supply support for teaching and learning, including modern, high-quality audiovisual facilities, in our university classrooms;
- announce any planned maintenance of our services on My.Anglia in good time and no less than seven days before beginning the work; and
- deal with problems relating to these services as a matter of urgency, to restore normal service as soon as possible.

We will expect you to:

- remember your username and password, keep it secure and change it regularly;

- report any issues you have with our online services or open-access areas to the student IT helpdesks on 0845 196 6600 or 0845 196 6601, or email student-itdh@anglia.ac.uk.

Student Services

We will:

- provide a welcoming, helpful and professional service – our staff will be informed and polite and will not judge you;
- widely publicise the range of support, information and advisory services we provide and the ways you can access these;
- provide you with relevant and up-to-date information about our services and what they can offer through our website;
- publish detailed standards for each of our services through our website;
- provide information about government funds available to some students, for example the Access to Learning Fund and the Disabled Students' Allowance, and help you to apply;
- do our best to provide you with the information or other help that you need without sending you to someone else; and
- if needed, refer you to specialist services within Student Services, other university departments or organisations outside the university.

We will expect you to:

- treat our staff politely and with respect;
- provide us with all relevant information and documents we need to help us meet your needs or deal with your question;
- tell us as soon as possible if you have any special requirements that we will need to make adjustments for;
- go to any events or appointments you have arranged with us or let us know beforehand if you are not able to be there; and
- give us feedback if we ask you, to help us improve our services.

You can contact Student Services by phone on 0845 196 6700 or 0845 196 6701, or by email at student.services@anglia.ac.uk. You can also visit us online at www.anglia.ac.uk/studentservices

University Accommodation Services (UAS)

Our UAS teams provide advice and information on university-managed and private-sector accommodation.

We will:

- be open each working day from 9.30am to 4.30pm with longer opening hours at peak arrival times, such as the beginning of the academic year;
- provide accurate information in different formats (for example, online, in brochures and so on) about accommodation options, including timeframes for applying and online or downloadable application forms;
- acknowledge applications for accommodation, by emailing or by posting you a receipt, within seven working days;
- offer accommodation in line with our allocations policy, and manage it in line with the Universities UK code of practice for managing student residential accommodation (this code covers standards of accommodation and how we deal with customers);
- tell you within 10 working days of receiving your application if we are unable to offer you university-managed housing; and
- provide up-to-date and accurate advice and information on private-sector accommodation, including maintaining our house-hunting database www.angliastudentpad.co.uk.

We will expect you to:

- keep to the current version of the Rules, Regulations and Procedures for Students, including paying your rent when it is due;
- respect your accommodation, the rights of other students, and the wider community; and
- help keep your accommodation safe, clean and well maintained by following good housekeeping practice and reporting any problems.

5 Listening to you – your feedback and dealing with difficulties

Feedback

We always welcome your views on the services that we provide and value your feedback, whether it is good or bad. Tell us about small problems so we can deal with these before they become big problems.

There are a number of ways in which you can make your voice heard.

The comments, compliments or concerns ‘Tell Us’ scheme

If you have any feedback on the services we provide, contact us on 0845 196 5111, email us (tellus@anglia.ac.uk), fill in a web form (www.anglia.ac.uk/feedback) or drop a form into one of the post boxes around the campus next to the green and purple ‘Tell Us’ posters. We regularly display ‘You Said, We Did’ posters around campus in response to the feedback we have received.

Student surveys

There are regular opportunities to tell us about your experience of studying with us. It is important that you provide us with feedback so that we can continually improve the experience of our students. We will ask you to fill in a module evaluation form each time you take a taught module, and will also ask you to take part in surveys such as the National Student Survey (NSS). You might also want to act as a student representative or bring ideas and issues to the attention of your student representative.

We will let you know the results of surveys we carry out (including module evaluation and NSS results) through programme committees and My.Anglia as well as in our student newsletter ‘For Your Information’.

You can also give any comments or suggestions for improvement to:

- your personal tutor;
- your programme leader or module leader;
- your Director of Studies;
- your Faculty Student Adviser; and
- the Students’ Union.

Your student representatives

Every course has elected student representatives who make sure that your comments and any issues about your course are raised with your teaching staff.

We will:

- hold elections in class for your student representatives no later than week 5; and
- tell the Students’ Union the names of the people who have been elected no later than week 6.

We expect you to:

- take part in elections; and
- know who your representative is and give them feedback when asked.

Dealing with difficulties

We recognise that sometimes things can go wrong. We are committed to putting these things right and ask that you contact us as soon as you have a problem so we can try to sort it out informally and as soon as possible. Let us know about any issues you are having using the Tell Us contacts (see page 16) or by contacting any of the people listed above.

If you want to make a formal complaint, we have two procedures you can use. It is important you understand which procedure to use.

The academic appeals procedure

If you believe your performance in an assessment was affected by something that you were not able to tell us about, for valid reasons, before our awards boards met, or if you think there was an administrative error in the

way the assessment was carried out, you should use the **academic appeals** process, set out in the academic regulations.

The student complaints procedure

If you are not satisfied with our facilities or services, or you want to complain about an individual staff member, you should use our **student complaints** procedure. The student complaints procedure is set out in our [Rules, Regulations and Procedures for Students](#).

We can use our **student discipline procedure** if we have to take action against you because we believe that you have broken our code of conduct.

We will:

- take all complaints seriously and deal with them constructively, confidentially and with fairness and consistency;
- provide advice and information on how our procedures work and encourage you to ask for help from the Students' Union;
- not treat you differently from other students because you have been involved in any procedure; and
- keep to the deadlines in each procedure.

We will expect you to:

- be aware of our Rules, Regulations and Procedures for Students and our Code of Conduct for students;
- try to sort out any problems with the person who is directly involved, or with the support of the Students' Union Advice Service;
- use the ways of giving us feedback explained above in the 'Feedback' section before going down the formal complaints route, and use the student complaints procedure fully before trying to involve any outside organisations; and
- be reasonable in your response to any action we take to sort out the problem.

6 Fees and other funding

We realise you will want to know what your tuition fees are and whether there are any other costs associated with your course. You will also want to know if there is any other funding to help you.

We will:

- publish our standard tuition fees on our website at least six months before the start of your course and every year after that;
- help you understand our tuition fees, scholarships and bursaries and give you advice on how to apply for any other financial support you may be able to get throughout your course;
- tell you about any extra course costs, for example costs for course materials, at the start of your course (we will publish any other costs, such as library fines, photocopying costs and printing costs on the appropriate websites); and
- acknowledge that we have received finance-related questions within three working days and give you a full response within 13 working days.

We will expect you to:

- make all the financial arrangements you need with anyone who is funding your course, such as your employer or the student finance company, before your course starts;
- make sure you or your funding provider pays your tuition fees when they are due;
- tell us as soon as possible if you or whoever is funding your course are having problems paying your tuition fees or any other costs;
- keep to any agreement you have made with us about paying your fees; and
- clear any debts you still owe, including accommodation fees and library fines, before your graduation, or you will not receive your final certificate.

7 Completing your course

We will:

- post your final European Diploma Transcript to your home address, as set out on e:Vision, within five working days of the date of the relevant awards board; and
- post your final certificate to your home address, as set out on e:Vision, within eight weeks of the relevant awards board.

We will expect you to:

- make sure your home address on e:Vision is correct before you finish your course; and
- fill in the Destination of Leavers from Higher Education (DLHE) survey we send you shortly after you graduate. This is an important national survey of all university graduates that takes place six months after graduation and collects information on employment and further study.

Help with your future employment

We believe in supporting you over the long term, so our specialist employment-related services will still be available to you after you graduate.

We will:

- tell you about work and related opportunities if you register with our Employment Bureau.

8 Keeping our promises to you

We consult with our students and staff when we write our student charter and we review it every year. We would like to know what you think of our charter, how we are doing in keeping our promises, or if we could be clearer about our expectations. Please contact us using email at tellus@anglia.ac.uk, visiting www.anglia.ac.uk/feedback or phoning us on 0845 196 5111.

We will monitor how effective our Student Charter is and will publish a yearly report on how well we have been doing and where we need to make improvements.

Produced by: Student Charter Working Group

Date: July 2011

To be reviewed: By July 2012

Code of conduct for students

- 1** Misconduct is behaviour which interferes with how we work or action which otherwise damages our reputation.
- 2** There are serious consequences for misconduct, so we must prove that the behaviour in question does fall within the general definition in paragraph 1 above before we can treat it as 'misconduct'. If we accuse you of misconduct, you can argue that your behaviour, whether or not it falls within one or more of the following paragraphs, should not be treated as misconduct because it does not interfere with our work or damage our reputation as stated above.
- 3** We may treat the following as misconduct.
 - a** If you disrupt, or interfere with, our academic, administrative, sporting, social or other activities, whether on university premises or elsewhere.
 - b** If you obstruct, or interfere with, the work, duties or activities of the Chancellor, any governor, student, member of staff or other employee or authorised visitor to Anglia Ruskin University.
 - c** If your behaviour is violent, indecent, disorderly, threatening or offensive, or if you use this kind of language while on our premises or while involved in any activity linked to the university.
 - d** If you act fraudulently, deceptively or dishonestly towards us or our staff or in connection with holding any office in Anglia Ruskin University or in relation to being our student.
 - e** If you do anything which is likely to injure anyone or damage our premises.
 - f** If you harass any student, member of staff, employee or any visitor to Anglia Ruskin University for any reason.
 - g** If you break our code of practice on the freedom of speech or any of our rules or regulations.
 - h** If you are dishonest in any way when it comes to academic assessments and examinations.
 - i** If you damage our property or the property of other members of the Anglia Ruskin University community, whether deliberately or recklessly. This includes taking property.
 - j** If you misuse our premises or items of property, including computers.
 - k** If you take part in a criminal offence that:
 - k1** takes place on our premises, or at an event we control;
 - k2** affects or concerns other members of our community;
 - k3** damages our name;

- k4** is treated as misconduct under the terms of this code, or
- k5** is one of dishonesty, if you hold a responsible position in Anglia Ruskin University.
- l** If you do anything which affects our reputation.
- m** If you fail to give your name and other relevant details to us if it is reasonable for us to ask for that information.
- n** If you fail to keep to a previously-imposed penalty under this code.

Adapted from Appendix VI of 'Student Disciplinary Procedures' Published by the Committee of Vice Chancellors and Principals of the Universities of the United Kingdom.

Approved April 1996
Amended June 1998
Amended April 2005
Amended April 2006
Amended April 2009

Rules, regulations and procedures for students

We have created these rules, regulations and procedures so we can run this university effectively. If you break any of them, we may take disciplinary action against you under our student disciplinary procedure.

1 Attending university

a We will take all reasonable steps to provide the teaching, assessment and other educational services set out in our prospectus and handbooks. However, we cannot guarantee to provide these services.

If industrial action or some other cause beyond our control affects our ability to provide educational services, we will take reasonable steps to reduce, as far as possible, any disruption to those services.

b You must attend all lectures and so on regularly and on time.

c If your behaviour, attendance or academic record is not satisfactory, we may take disciplinary action against you under our disciplinary procedure.

d We can close a pathway unless an appropriate minimum number of students attend the pathway regularly.

e You must let us know about any changes to your enrolment information, such as your name, home address, term-time address, sponsor and employer. If you do not provide this information, you are breaking our rules and we may take disciplinary action against you.

f If you take leave of absence or withdraw (temporarily or permanently) from Anglia Ruskin University, you must give us a properly filled-in withdrawal form signed by an appropriate member of staff.

2 University fees

a General

1 Details on tuition fees are in section 2b. You can find payment terms for accommodation fees in section 4. You can pay any other fees within 30 days of the invoice date. If you do not, we will charge you a late-payment fee. You must also pay debt-recovery fees, if they apply.

2 A self-paying student is someone who is responsible for paying the tuition fee.

A sponsored student is someone whose employer, government agency or similar organisation is responsible for paying the tuition fee.

b Tuition fees

Sponsored students

1 If you are sponsored, you must produce, within 10 working days of registering, confirmation from your sponsor that they are responsible for paying your tuition fees.

2 We must receive your tuition fees within 30 days of the date on our invoice. If your sponsor does not pay or if we don't receive a valid sponsor document, you will have to pay any fees due. You will then become a self-paying student – see C below.

b.3 If you are changing your sponsor, you must give us proof of continued sponsorship by providing written confirmation from your sponsor accepting responsibility for paying the fees. If you do not, you will become responsible for paying any fees due. You will then become a self-paying student – see C below.

All students

- b4** If you have applied for tuition fee loans or grants through the UK Government, you must produce a financial notice, supplied by Student Finance Direct, as close to the registration process as possible. If you are already a student, you must renew your application with Student Finance Direct for each year of your pathway and produce the financial notice supplied by Student Finance England.
- b5** For pathways which begin in September or October, if we do not receive a support letter by 1 December, and in our reasonable view we do not believe you will receive an award, you will have to pay the fees, in full, within 14 days. For pathways starting in January or February, the support letter deadline date is 1 April.
- b6** If you owe us any money, we will not allow you, other than in exceptional circumstances, to come back to this university until you have paid us all amounts you owe.
- b7** If you are not eligible for UK Government support or sponsorship (see 2b1), you must pay the full tuition fees when you register, or before you register, unless we have agreed to let you pay by instalments.
- b8** If you are returning for another year of your pathway, you must complete a registration process before you begin your studies again. If you do not register in this way, we will not count any assessment results you receive in a period for which you have not been registered at an Awards Board.

C Paying fees

- c1** You must pay the full tuition fees at or before you register unless we have received a sponsorship letter or agreed to payment by instalments.
- c2** If you are a self-paying student, you can pay by instalments. This is the only situation where instalments will apply.
- c3** If we agree for you to pay in instalments, you must pay a one-third of the fee when you register, or before you register. You must then pay the rest in equal instalments (using a credit or debit card) on our web-payment facility. The number of instalments will depend on the length of your pathway.
- C4** You cannot pay by instalments for pathways of less than five months.

D If you fail to pay

- d1** If you fail to make a payment on the due date, we will charge you a late-payment fee. (Our Board of Governors will decide on the level of this fee.)
- d2** If you further delay to pay, we will ask you to pay the total amount immediately and charge an extra payment default charge. (Our Board of Governors will decide on the level of this fee.)
- d3** If you withdraw from a pathway, other than for reasons or conditions contained in rule 3b, you must still pay the full cost of the pathway.
- d4** You must pay all fees promptly. If you fail to pay fees by the date they are due, we will suspend you from this university. If we plan to suspend a student for not paying fees, the Secretary and Clerk, or an officer of Anglia Ruskin University authorised by the Secretary and Clerk, will issue a notice. The notice will give a deadline for payment. If you ask us before that deadline, the Secretary and Clerk will interview you; and:
- accept payment in full;
 - agree a proposal for payment after the deadline; or
 - decide to suspend you.

- d5** If you do not ask for an interview or pay what you owe in full, the Secretary and Clerk may decide to suspend you.
- d6** If you are suspended and do not make the payment by the deadline in the notice, we will expel you. If you ask us before that deadline, the Secretary Clerk, or an officer of Anglia Ruskin University authorised by the Secretary and Clerk, will interview you, and:
- accept payment in full;
 - agree a proposal for payment after the deadline; or
 - decide to expel you.
- d7** If you do not ask for an interview or pay what you owe in full, the Secretary and Clerk may decide to expel you from Anglia Ruskin University.
- d8** You can appeal to the Vice Chancellor within 10 working days of receiving notice of your suspension. The Vice Chancellor will take any advice they feel is appropriate when considering your appeal.
- d9** You have a right to appeal to the Board of Governors within 10 working days of receiving notice of being expelled. There is a copy of the appeals procedure in this document.
- d10** If you do not pay the fees, unless the law says differently we will not grant your academic award or any certificate or diploma that may be due until you have paid the fees in full. We will also not confirm your assessment results to anyone else. And, we will report European Union and overseas students to our international office.
- d11** We may, at any time, begin legal proceedings to recover any amounts you owe, including costs to recover the debt.

3 Refunding tuition fees

- a** We will not refund your tuition fee other than for the reasons shown in b below.
- b** The circumstances when we will give a refund are:
- 1** if you are ill and receive a doctor's certificate which confirms your illness is likely to disrupt or prevent you from continuing your studies (we will refund any weeks of your pathway from the date we received your doctor's certificate);
- 2** if we cancel your pathway; or
- 3** if you withdraw during the first three weeks of a pathway. We must receive a properly authorised and dated withdrawal or intermitting notice form (forms R1a and R1b).
- c** We will refund 'whole semesters' only. If you leave during or at the end of your first semester, we will refund only the second semester. If you leave during your second semester, you will not get a refund.
- 3d** If your fees are paid by the UK Government, we will make a refund you in line with national regulations . We will need a properly authorised and dated withdrawal or intermitting notice form (forms R1a and R1b).
- 3e** If you are from outside the European Union or the European Economic Area, we will only make refunds into a bank account in your home country if you show us evidence (which proves in our reasonable opinion) that you have transferred to another UK further- or higher-education institution or have left the United Kingdom and no longer plan to study at Anglia Ruskin University. In these cases, we may take from any refund a fee to cover our administrative expenses in processing your application and refund.

4 University residential accommodation

- a** If you have a place in university residential accommodation, you must sign an occupancy

agreement. You can find copies of the appropriate agreement and conditions of the licence from Accommodation Services offices.

- b** It is a condition of tenancy that you pay your rent in full or by instalments using a credit or debit card, or our web-payment facility.
- c** If you fail to make a payment on the due date, we will charge you a 'late-payment fee'. (Our Board of Governors will decide on the level of this fee.)
- d** If more than 14 days pass from the date we make the charge in 4c above, we will also charge an extra default payment charge. (Our Board of Governors will decide on the level of this fee.) and may evict you from the property after legal proceedings (or court proceedings).

5 Buildings and property

a Refreshments

We only allow eating and drinking in those areas of our buildings set aside for these purposes. You cannot eat and drink in areas used for teaching, open-access areas, laboratories and some areas of the libraries.

b Smoking

You cannot smoke in any of our buildings.

c Damage to equipment and premises

If you damage our property, you must, when we demand, pay the full cost of the repair or replacement.

d University security

When we register you, we will give you a student identity card. You must carry this card at all times on our premises and produce it if any member of our staff or other authorised representatives ask to see it.

e Parking cars

You cannot park a car, cycle or motorcycle depending on the campus concerned, anywhere other than in designated areas. You must also keep to on-campus speed restrictions.

Cambridge

- e1** Other than in exceptional cases approved by the Director of Student Services or their appointed officer, no full-time student (except approved disabled students or students whose permanent family home is within the City of Cambridge) will be allowed to keep or drive a motor vehicle, other than a moped or motorcycle, in the City of Cambridge.
- e2** The Office of the Director of Student Services will issue you a permit if you are allowed to keep or drive a motor vehicle, in line with 5e1 above. These permits will only be allowed for a certain period of time to reduce the possibility of non-authorised copying or use. You have to apply for a permit and prove you are entitled to a permit in line with 5e1 above.
- e3** Accommodation services, security and other members of our staff will carry out spot checks to make sure that nobody is breaking parking control regulations. If you do break regulations, we will warn you and take immediate action.
- e4** If you continue to break the regulations after receiving a warning, we may take disciplinary action under our disciplinary procedures. This may lead to expelling you.
- e5** We will investigate all claims of the regulations being broken and, where appropriate, take necessary disciplinary action in line with our disciplinary procedure.

f5 Mobile phones

You must make sure your mobile phone is switched off in teaching areas, open-access areas and certain areas of the libraries.

6 Health and safety

a Medical condition

You should let your fellow students and staff know about any medical condition which may affect your performance. You must let us know (Student Services) if you are in contact with another person with a notifiable disease (for example, mumps, meningitis, TB or any other condition that a doctor legally has to report to a 'proper officer' of the local authority). You can find more information on notifiable diseases at www.hpa.org.uk/infections/topics_az/noids/noidslist.htm.

b Safety

You must keep to our safety regulations. You must report any accident, as quickly as possible, to your faculty office, and fill in an accident report form.

c Protective clothing

If you go to workshops or laboratory practical classes, you must wear appropriate protective clothing.

d Emergency precautions

You must make yourself aware of the procedures in a fire or other emergency.

e Students working away from university premises

If you are working on other premises, you will still need to follow our rules and regulations. However, you will still have to follow rules on health and safety laid down by the institution where you are working.

7 University disciplinary procedures and appeals procedures

a If you commit an act of misconduct (or alleged misconduct) and we cannot allow you to continue at this university, the Vice Chancellor or a member of the Vice Chancellor's Group may suspend you while an investigation takes place. You can appeal against a suspension of three weeks or more. You should make your appeal in writing and address it to the Secretary and Clerk. You can find details of this procedure in this document.

8 Loss of, or damage to, personal property

a You will be responsible for all property (which includes clothing, computers and other electrical and electronic equipment, cars, cycles and motorcycles, and their contents) brought to or left on our premises. We will not accept any responsibility for your property or for loss or damage to it (unless 8c below applies).

b You must take out adequate insurance for your personal belongings and property while on our premises.

c We will cover direct damage to your property if it is caused by our negligence, action or failure to act.

d We will not be legally responsible for any special or consequential loss or damage which you may suffer.

9 Harassment

- a Harassment, bullying and victimisation are illegal and never acceptable. We can also treat them as misconduct, which may result in you being suspended or expelled from this university. You can find a copy of our policy and the procedure for dealing with unacceptable behaviour under the heading Dignity at Work and Study Policy and Procedures elsewhere in this document. You can also contact the Students' Union.

10 Work placements

- a If you are removed, dismissed or rejected from work experience because of your lack of competence, poor behaviour, health, attendance or otherwise, if there is no other reasonable alternative, we will end your place on your pathway and ask you to withdraw from this university.

11 Awards, certificates and diplomas

- a We will issue all certificates, diplomas and awards in the name in which you registered.
- b We will only replace a lost certificate or diploma if you give us the appropriate form (from our Conferment Unit) sworn in front of a Commissioner for Oaths, and pay a fee of £25. We will replace a damaged certificate or diploma free of charge if you return it to the Conferment Unit.
- c We will only issue a replacement certificate or diploma which involves a change of name, in exceptional circumstances. However, you must give us evidence and the original certificate or diploma.

12 Attending award ceremonies

- a Degrees are awarded at an award ceremony which we hold at least once a year for that purpose.
- b You cannot attend the award ceremony until you have paid all fees you owe us.
- c You do not have to come to the award ceremony and if you do not, it will not affect you getting a degree.
- d You need to apply to come to the award ceremony in line with arrangements set out and publicised by the Conferment Unit.
- e We are not responsible for any correspondence you send us or we send you if it is not delivered.

13 General

If you appeal, we will consider you to be a student until the appeal is over. As a result, you are legally responsible for paying fees during the appeal period. We may assess you, but we will hold the outcomes of your assessment temporarily until we know the outcome of the appeal. If the outcome of the appeal leads to your period of study at the university ending, we will set aside the assessment and refund any fees paid for the appeal period.

For the purposes of these rules, regulations and procedures, the terms student or students will not apply to students of regional or associate or other partner colleges of the university (unless there is a right of appeal to our Board of Governors) in terms of:

- academic appeal procedures or alleged maladministration relating to these procedures; or

- students who pay us fees direct rather than to one of our regional, associate or other partner colleges.

Any rule or regulation which refers to an individual student will equally apply to groups of students and vice versa.

We will treat an individual appointed to any office which the Board of Governors approve formally as having Student Union sabbatical status, as a student of the university.

We will register graduates of Anglia Ruskin University as full-time students for the academic year following the academic year in which they graduate if they are elected to one of the offices which the Board of Governors approves formally as having Student Union sabbatical status. This applies for the following academic year, if re-elected to one of these offices.

A student who holds a Student Union sabbatical office will, during the terms of office, not have to attend Anglia Ruskin University or make satisfactory progress. However, each student must pay a tuition fee of £1.

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Amended November 2000
Amended April 2002
Amended April 2003
Amended April 2004
Amended December 2004
Amended April 2005
Amended April 2006
Amended July 2007
Amended June 2008
Amended April 2009
Amended July 2011

University accommodation services regulations

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1 Information

- a** The details in this section are the rules and regulations for students living in accommodation which we control. You must sign a fixed-term student letting agreement but normally we will give you the chance to see the accommodation when we make you an offer of accommodation. In signing and returning an offer of accommodation, we will assume you have accepted the accommodation we have provided for you.
- b** You can find details of available accommodation, rent levels and all other relevant information on our web page, or from Accommodation Services Office.
- c** We let student residences (halls and houses) under the types of letting listed below. The regulations apply to a student letting and no other.

2 Type of letting

a Student letting

- a1** We are letting the property and buildings to students following a recognised pathway of study. The letting is in line with ground 8 of schedule 1 of the Housing Act 1988.
- A2** You have no security of tenure as we can take possession of the premises at the end of the rental period.
- A3** A student letting contract applies to all properties or houses we own or control.

3 Definitions

- a** Add relevant ones here.

4 Regulations

a The agreement

You must do the following.

- a1** You must give access to our representatives when necessary, at all reasonable times, and without notice.
- a2** You must live in the property only while you are a student in full-time education at Anglia Ruskin University, unless we agree with you, in writing, that the tenancy may continue beyond the period during which you are a full-time student.
- a3** You are entitled, throughout the tenancy, to use all shared facilities within the flat or house, or any general part of the building which may be shared by everyone.
- a4** You must not, or allow anyone else to harass or offend anyone else.

b Your responsibilities

- b1** You must pay the deposit and rent on the due dates and by the method we agreed with you when we offered you the accommodation. If you do not pay the rent, we will immediately demand the total rent due for the full period. If you do not pay this, you will lose your tenancy (see 4e1).
- b2** If you move out of a double study-bedroom, the other tenant may (unless we agree otherwise) have to move to another double study-bedroom (and share with someone of the same sex) or a single study-bedroom (either in the building or other accommodation of a similar location and standard). If you stay in a double study-bedroom alone, we may make you pay for the accommodation at the rate which would apply to two people living in that room.

- b3** You must accept responsibility for the state of decoration and all equipment, furniture, fixtures and fittings in your bedroom and pay for any damage caused to, or loss from, this room during the period you live in it. We will take account of fair wear and tear. You must also accept responsibility with other tenants for all decoration, equipment, furniture, fixtures and fittings within shared areas and pay (individually or jointly) for any damage caused to, or loss from, these areas. Again, we will take account of fair wear and tear.
- b4** You must not damage or remove, change or replace any of the furniture, fixtures and fittings in or from the property and keep the property in a clean and tidy condition. Our Accommodation Services Manager can arrange a cleaning service and pass on the charges to you if you do not keep the property in a clean and tidy condition. We can also withdraw any offer of accommodation if we feel this necessary.
- b5** You must not carry out any decoration, maintenance or alterations to the property, or fix posters and so on to the walls of the property or building (other than on any noticeboards provided), no matter what you use to fix the poster to the wall.
- b6** You must not annoy or cause a nuisance or danger to other tenants or neighbours. You must not organise, or allow, parties or other social gatherings which are likely to cause too much noise or nuisance, in the boundaries of the property or building or grounds.
- b7** You must not tamper with, misuse or remove any item of fire fighting equipment or the fire alarm system. You must not damage or misuse any services which supply the property. You must report any faults or damage to our Accommodation Services Manager as soon as is reasonably possible. This must not be later than the next working day.
- b8** You must not bring (or allow anyone else to bring) drugs into the property or building, other than those legally prescribed by your doctor or which are available from a chemist. If we find you with any illegal substances, we may make you move out of the accommodation and take further action against you.
- b9** You must not keep any fuel or other material or items which could be used for offensive purposes in the property or building or in the grounds. In particular, you must not use:
- chip pans or any methods of deep-fat frying (other than electric deep-fat fryers with thermostatic shut offs);
 - candles;
 - incense sticks; and
 - halogen bulb desk lamps.
- b10** You must not use any heating or other portable domestic appliances other than those we have approved or provided. We will need to test all appliances you own for electrical safety before you begin to use them. We may charge you for this testing at a rate set by our Board of Governors. You must co-operate with our contractors when testing appliances and allow us access to the property at all reasonable times if we give reasonable notice.
- b11** You must not copy any keys to the property and not allow anyone else to use your keys. We treat loss of, or damage to, keys or locks as damage to the property or building. We will add the cost of replacement keys or changing the locks to the rent due under the rental agreement.
- b12** You must not store any bicycle or other form of transport in the property or building.
- b13** Other than in exceptional cases we have approved, you cannot keep or drive a motor vehicle other than a moped or motorcycle. (This does not apply if you have a disability or are a student nurse or midwife on a placement.) In the Ransomes Way Student Village, or other residential properties we manage in Chelmsford, if you hold a residential parking permit we have issued, you can only park in the designated area. You will have to pay for any charges for parking anywhere else within our car parks.
- b14** You must not fix, install or add any other fittings including phone, TV and radio aerials (or allow these) in or on the property.
- b15** You must not hang any clothes or other items on the outside of the property other than in the designated areas (if any) provided for this purpose.

- b16** You must use the property as your home, and not share your room with anyone else, unless we agree otherwise in writing. You must accept responsibility for the actions of your guests or visitors to the property or building.
- b17** You must not keep any animals or pets in the property other than assistance dogs. If you have an assistance dog, you must get our written permission to keep it.
- b18** You must leave the property in a clean and tidy condition and hand in the keys at the end of your tenancy. You will be responsible for any damage, and pay to replace any fixtures and fittings, furniture or contents which have been broken, lost, damaged or destroyed during the tenancy and for any cleaning needed (see 4b4 on page 28).
- b19** You must provide a safe environment for our employees or their agents who may have to enter your room or the premises. For example, make sure people cannot trip over cables to personal equipment.
- b20** You must not smoke in any of our residential accommodation. If you do, we will take a disciplinary action against you.

4c Our responsibilities

- c1** We will insure the property and all our contents against loss or damage by fire and all other risks usually covered by a normal comprehensive policy. This insurance will not cover your own possessions and you should arrange appropriate cover for them.
- c2** We agree to do the following.
 - a** We will pay all water charges and outgoings due for the property during the tenancy including any charges for gas or electricity to or on the property. However, we will not pay Council Tax for your partner (if you have one) if they are not a student. In this case, you will have to pay the charges.
 - b** As long as you keep to your responsibilities under the tenancy, you may live in the property during the tenancy without us interfering unless we have good reason.
 - c** As long as any insurance claim is not refused (because of an act or failure to act by you or anyone at the property with your permission), we will return to you any part of the rent you have paid for any period while you cannot live in the property because of fire, storm, flood or other insured risk. If there is a dispute about the rent we owe you, the matter will be settled by arbitration.
 - d** We will keep the grounds and garden of the property and the building in a reasonable and tidy condition. You are still responsible for keeping these areas in a reasonable condition.
 - e** We will provide facilities for reasonable heating and lighting to the property within a reasonable time of you moving in.

4d Subletting

You agree the following.

- d1** You will not transfer, sublet share or part with possession of the property or building. You may have one non-paying guest to share your room for not more than one night in any seven nights in a row, unless we agree differently in writing.
- d2** If you are in halls of residence in Cambridge, you must make sure your visitors sign the visitors' book as we are responsible for keeping a record for our fire certificates.

4e Student letting and management agreement

We can enter the property and give you a notice to quit if:

e1

- you miss paying the rent or any instalment for at least 14 days after it is due (whether legally demanded or not);
- you leave the property empty (without arranging this with us or our agents) or fail to give us vacant possession on the date given;
- you break any part of the tenancy agreement;
- you stop taking part in (for whatever reason) a pathway (as defined in Schedule 1 of the Housing Act 1988) at Anglia Ruskin University; or
- you have been causing a persistent nuisance to other tenants or neighbours or the condition of the property or furniture, fixtures and fittings has deteriorated as a result of neglect. We will also be entitled to claim all costs to recover any amounts due under this agreement or to get the premises back from you. You can get advice from a citizens advice bureau on this procedure and our and your rights.

4e2 If we plan to take action against you under the Student Disciplinary Procedure, you` will not normally lose your tenancy unless this is recommended under the student disciplinary procedure. You will have a right to appeal in this situation.

4f Notices

4f1 You can hand us any notice addressed to our Accommodation Services. Hand it to our Accommodation Services Manager at the relevant Accommodation Services Office as listed below.

Cambridge: East Road, Cambridge, CB1 1PT

Chelmsford: Ashby House, Bishop Hall Lane, Chelmsford, CM1 1SQ

We can give you any notice by hand or send it by registered post or recorded delivery. We will assume any notice is served the day after it is posted.

5 The contract

a The contract with us is for a fixed period of time. You cannot give us notice unless you stop being a student. We can choose to release you from the contract only if we can re-let the room. You will be responsible for paying the rent until this is possible.

5b The Secretary and Clerk can decide not to charge rent in exceptional circumstances. Each case will be considered on its own merits.

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University library rules

Introduction

We have designed these rules to make sure that our staff and students get the most benefit from the resources and facilities of the university library. The rules cover all of the libraries within Anglia Ruskin University.

1 Membership

You can take out one of the following categories of membership.

Internal membership

a Staff membership, including others the University Librarian decides may have this

The University Librarian will decide who can have staff membership as shown on our website.

b Student membership

Current students registered at Anglia Ruskin University are entitled to student membership.

External membership

c Subscription membership

Subscription membership is available at a charge. We review charges each year.

d Associate membership

Associate membership is available to people associated with Anglia Ruskin University and our activities.

e Reference membership

The University Librarian may allow other people to have reference membership.

As such they can only use the resources and facilities in the library.

f Eligibility for membership

You must prove you are eligible to be a member.

g You must:

- keep your membership card while you are a member;
- let the University Librarian know about any change of address;
- renew your membership each year, unless you have student membership and keep to the following rules.

2 Borrowing

a Membership cards

You cannot transfer your card and you will be responsible for any items issued against your card unless you report the loss of the card to the University Librarian. You must report any loss immediately.

b Loan allowances

You may borrow up to the limit of items allowed in your category of membership but we may limit the number of items we loan in certain types of materials. We can increase the maximum number of loans allowed for each person in exceptional circumstances.

c Period of loan

You must return all books on or before the date due or earlier if we tell you that an item is needed by another reader.

d Special conditions

The University Librarian can place special conditions on using or loaning any item.

e Overdue items

For the university library to be effective all members need to return items promptly.

2e1 The date or time of return will be shown for each item issued.

2e2 A fine will apply as soon as the item becomes overdue. It will be charged for each day (or part of a day) or hour (or part of an hour) whichever is appropriate to the type of loan. If you report an item lost after it is overdue, we will charge you as in rule 5b. You will also have to pay the fines due.

2e3 We display the scale of fines in all libraries and on the library's website. The University Librarian can decide not to charge fines and penalties under rule 2e2 if there are exceptional circumstances.

2e4 If you have items overdue or you owe money for fines, you will not be able to loan any items.

f Licence agreements and copyright restrictions

Information resources, software applications and recordings will be governed by licence agreements and copyright restrictions. When you use these resources you must make sure that you keep to any advisory notices provided. We may restrict access to certain electronic or digital services for certain categories of membership due to licence.

3 Inter-library loans

a We may loan books and other materials in the university library to other libraries.

b We may borrow books and other materials from other libraries for our members to use. We will charge you for this service according to your category of membership.

4 Photocopying

a When you use photocopiers, you must keep to the terms of current copyright law.

b The University Librarian will set the charges for photocopying. We will review charges each year and make sure they are enough to cover costs and associated overheads.

5 Damage to or loss of books and materials

a We may charge for any damage to or loss of books or materials from the libraries at the current replacement value or repair cost. The University Librarian will decide whether to repair or replace the item and may also make an administration charge.

b We will consider any overdue item which is not returned after sending a final overdue reminder as lost. The University Librarian will assess the cost of replacing the item and charge you accordingly.

6 Security

- a** You cannot take any materials out of the library unless they have been issued.
- b** You must allow members of the library staff to examine any items which you are taking with you when you leave the library.

7 General rules

- a** We provide the libraries of Anglia Ruskin University for the benefit of our members. If we believe you are acting in a way which means this is not possible, we will exclude you from the facilities.
- b** You must be silent in all quiet areas.
- c** You cannot drink except from bottled or lidded drinks, or eat in the libraries, except in the designated refreshment areas. Alcohol is strictly forbidden.
- d** You should remove all belongings from tables or rooms whenever you leave the library. We will not be responsible for any personal property you leave the library.
- e** No animals are allowed in the library buildings except assistance dogs.
- f** You cannot make or take phone calls in the library except in designated areas. You must switch mobile phones to silent at all times.

8 Closing a library in an emergency

- a** If an emergency means we need to close the library, you must leave immediately when asked to do so by the member of staff in charge. While we recommend that you take coats and other personal belongings, this **must not** delay you from leaving the library premises. You will not be allowed back on to the premises until we confirm that the emergency is over.

9 Library staff work areas

- a** You are not allowed in staff work areas unless a member of the library staff is with you.

10 Withdrawing library facilities

- 10a** If you do not keep to these rules we may withdraw any library privileges you have. If you keep breaking the rules, we will report you to the University Librarian, who will discuss the matter with the appropriate Dean of Faculty. They may take further disciplinary action.

Approved April 1996
Amended October 2000
Amended June 2001
Amended April 2004
Amended April 2005
Amended April 2006
Amended July 2007
Amended July 2008
Amended April 2009

Anglia Ruskin University

Higher Education Corporation

Using Information Communication Technology (ICT) facilities

1 Rules

- a These rules should help make best use of a valuable resource while respecting your rights. They apply to all computer hardware and software (whether our property or not), which you use on our premises or premises we control.
- b You must not use our ICT facilities for any illegal activity.
- c By registering as a student with us, you are accepting these regulations, our information security policy posted on our intranet and the Joint Academic Network (JANET) Acceptable Use Policy as currently defined at www.ja.net/services/publications/policy/aup.pdf

2 General

- a We may occasionally need to monitor communications such as phone calls and e-mails, and to monitor student access to the internet. We do this for a range of legitimate reasons, for instance to monitor abuse of the internet, or to make sure inappropriate e-mails are not being sent. While we do not monitor regularly, we can intercept e-mail messages and phone calls to help protect our interests. By becoming, or continuing as, a student of Anglia Ruskin University, you give your permission for us to do this. For this reason, you may prefer not to use our IT systems for personal communications.
- b If you deliberately do or fail to do something that could cause a general loss of the service or interfere with the work of another user, you will have broken our rules. This includes:
 - b1 using ICT to allow one user to pretend to be another or as the system operators;
 - b2 sending offensive or unnecessary messages;
 - b3 disrupting the service through carelessly introducing a 'virus', a Trojan horse or another harmful or nuisance program; and
 - b4 similar acts or failures to act.

We may take disciplinary action against you if you break our rules.

3 Copyright

- a It is illegal to store or publish unlicensed copyright material.
- b You must keep to the terms and conditions of all licence agreements relating to IT facilities which you use, including software, equipment, services, documents and other goods.
- c You must not modify any software or include any part of it into you own work without permission from the licensor.

4 Data protection and other laws

- a If you hold or process personal information on our computers, you must do so in line with the Data Protection Act 1998. You must tell the Director of IT Strategy and Systems before you do so and keep to any restrictions we place on you.
- b You must not use another student's user name or password, or allow any password issued to you to become known to any other person.
- c Having logged in, you must not leave IT facilities unattended.

- d** If you connect equipment to our networks, you must do so in line with our policy. You can find details on our website. In particular this means you cannot set up unauthorised subnets or ad-hoc networks.
- e** You must not try to gain access to our systems management facilities or other IT facilities which are not available for student use.

5 Privacy and privileged information

- a** You must treat any information which becomes available to you through using our computers as privileged. This means you cannot copy, change, pass it on or use it in any other way without the permission of the owner or appropriate organisation.

6 Penalties

- a** If you break these rules, we may ban you from using certain facilities for up to seven days. We may also take other action against you, as allowed in the rules and regulations.
- b** If you damage files or hardware, we may also charge you the full cost of replacing it, including labour and related costs.

Approved April 1996
Amended June 1998
Amended April 2003
Amended April 2006
Amended July 2007
Amended April 2009

Rules and procedures for borrowing media equipment and using media facilities

- 1 Borrowing equipment
 - a We advertise details on borrowing equipment and the people to contact outside the Information Systems and Media Services (ISMS) media reception areas.
 - b You can only borrow and return equipment during the hours advertised.
 - c We will loan equipment to you in person. You are responsible for it, and only you may use it. In the case of people in a production crew, all members of the crew are equally responsible, and all trained members of that crew may use the equipment.
 - d You must return the equipment in person at the time given when making the booking.
 - e You must return the equipment in the same condition you borrowed it in.
 - f If the equipment will need you to receive training or health-and-safety advice, you, and each member of the crew, must prove you have received the necessary training or advice.
- 2 Overdue items
 - a We will fine you, if an item is overdue. We will charge this by the hour or day (or part of the hour or day). If you report an item lost after it is overdue, we will charge you as in rule (3b). You will also have to pay the fine due.
 - b We display the scale of fines outside ISMS media reception, and on the ISMS website. The Assistant Director for Media Services can decide not to charge fines and penalties under rule (2a) if there are exceptional circumstances.
 - c If you have items overdue, or you owe money for fines, you will not be able to book or loan any items until you have paid your debt and returned the items.
- 3 Damage to or loss of items
 - a We may charge for any loss of or damage to loaned equipment at the current replacement value or repair cost. The Assistant Director for Media Services will decide whether to repair or replace the item, and may also make an administration charge.
 - b We will consider as lost any overdue item that is not returned after we have sent you a final overdue reminder. The Assistant Director for Media Services will assess the cost of replacing the item and charge you as a result.
- 4 Problems with equipment
 - a You must report all problems with equipment either to the issue desk or to any member of the ISMS media services staff.
 - b You must get technical advice from those members of staff named outside the ISMS media reception area.
- 5 Working on location
 - a You must get permission from the owner before filming or carrying out radio interviews on or in private property.
 - b You should not film members of the public, even in public places, if you can avoid it.
 - c If you are working on location, you must pay attention to good health-and-safety practice.
- 6 Media facilities
 - a You must book media facilities (for example, edit suites and studios). If the facilities involve training or advice on health and safety, you must prove you have received this training or advice.
 - b You must begin using an edit suite or studio no later than 15 minutes after the time the booking began. We may cancel bookings for facilities which you do not use within this time.
- 7 Keeping to the rules
 - a If you break these rules, we may take action against you as allowed in our rules and regulations.

Amended July 2010

Student Discipline Committee

Constitution

The committee is made up of:

- three members of staff of Anglia Ruskin University, chosen by the Vice Chancellor, who are not Governors; and
- two students of Anglia Ruskin University, chosen by the Students' Union.

- 1 The Secretary and Clerk is the secretary to the Student Discipline Committee.
- 2 The President of the Students' Union has the right to be at sittings of the committee while taking evidence but not while the committee make decisions, unless the student the disciplinary proceedings relate to objects.

Quorum

The quorum is the minimum number of committee members needed to make decisions. For this committee the quorum is three.

If fewer than three committee members are present and notice has been properly given, the Secretary and Clerk will call another meeting, normally within 20 days. At any further meeting, the quorum will be those members of the committee (not necessarily those who attended the earlier meeting) who attend. However, at least one member chosen by the Students' Union and one chosen by the Vice Chancellor must be present.

Chairman

The Chairman will be elected from among the members of the committee.

Approved June 1998
Amended July 1999
Amended April 2003
Amended April 2004
Amended July 2007
Amended April 2009

Student Discipline Committee

Procedure for a meeting of the Student Discipline Committee

Preliminary procedure

- 1 We will deal with any complaint about students' behaviour in the following way.
 - a Any complaint made by a student or a member of our staff or by a member of staff of an agency providing a placement will, in the first instance, be referred to the appropriate dean of faculty of the student concerned. If this is not appropriate for any reason, it will be referred to a dean of faculty. A complaint made about an incident which happens in accommodation we own or control will be dealt with by the Director of Estates and Facilities. Whenever we refer to a dean in this procedure we also refer to the Director of Estates and Facilities as appropriate. Any complaint must normally be made within 10 working days of the incident it is about.
 - b A complaint made by a member of the public will, in the first instance, be referred to the Secretary and Clerk.
 - c A complaint made by one student about another will be dealt with using this procedure.
- 2 Unless there are exceptional circumstances, a member of staff can only make a complaint if they have previously given the student a warning, either face to face or in writing, about the behaviour the complaint relates to.
- 3 Any complaint about a student must be made to us in writing. We will give, or send by recorded delivery to both addresses on record, a copy of the complaint to the student. If the student is under 18 years of age, we will give, or send by recorded delivery, a copy to the parents or guardian of the student and explain the action taken.
- 4 **The dean of faculty**
 - a The dean will appoint a member of staff to act on their behalf in the investigation or any other part of this procedure. This investigation will normally be carried out within 15 working days.
 - b The dean has the power, if the student who the complaint is about agrees, to impose one of the following penalties.
 - b1 A formal spoken warning in which you will be told the reason for the caution and that it is a stage of the disciplinary procedure.
 - b2 A written warning which will give details of the complaint, the improvement needed and, if appropriate, the timescale. The student must sign and return a copy of the written warning as a record that they have received and understood it.

(We will keep records of all warnings for 12 months unless a further complaint is under investigation, in which case the warnings will be removed from the record when any disciplinary or professional conduct procedure is finished or the investigation is over.)
 - b3 A fine set by the Board of Governors.
 - b4 A student may have to pay an amount toward any damage, loss or harm we have suffered or suffered by an agency providing a placement. The amount will not be more than a maximum set by the Board of Governors. If this amount has to be paid to another person or organisation, this will not affect the student's rights in law.

We will keep records of this for 12 months unless a further complaint is under investigation.

If the student does not accept the dean of faculty's decision, the case will go to a disciplinary hearing.

- d** If the dean of faculty believes the complaint is serious enough, they may do the following.
- d1** They may decide that the complaint should be passed to the Secretary and Clerk for the committee to consider. The dean must identify which parts of the code of conduct the student has broken. The dean will provide:
- a written record of the complaint which is signed by the person making the complaint;
 - a report of the investigation;
 - any evidence the report is based on.
- Any statements that go with the report will normally be prepared by the individuals concerned and signed and dated by them.
- d2** The dean may recommend to the Vice Chancellor that the student is excluded or suspended (depending on the result of the committee hearing). The student can appeal against a suspension of three weeks or more.

Procedure when a complaint is referred to the Student Discipline Committee

- 5** The committee secretary will refer the complaint to the Student Discipline Committee as long as they are satisfied that the complaint is not of a trivial nature and **does** relate to student discipline or professional conduct.
- 6** At least five working days before the hearing, the committee secretary will give the student, the dean of faculty and the person making the complaint, a copy of any documents which will be placed before the committee.
- 7** The committee secretary will do the following:
- a** They will call a meeting of the committee normally within 25 working days from the day on which they have received the written report in section 4 above (except in trivial cases or those relating to academic matters which may not be referred to the committee.)
- b** They will ask the student if they object to the President of the Students' Union or their nominee, who must be another elected full-time officer of the Students' Union, being at the committee meeting.
- c** At least 15 working days before the meeting, the committee secretary will give notice to the President of the Students' Union of the date, time and place of the meeting.
- d** At least 15 working days before the meeting, the committee secretary will give notice, in writing and by hand, to the person making the complaint or, if this is not possible, by recorded or special delivery to their last known term-time and home address. The notice will explain that a sitting of the committee is being held to consider their complaint. It will give the date, and the time and place of the sitting. It will also explain that they need to attend, and that they may bring a friend.
- e** At least 15 working days before the meeting, the committee secretary will give notice, in writing and by hand, or, if this is not possible, by recorded or special postal delivery to the last known local and home address of the student the complaint is about. The notice will give details of:
- the complaints;
 - the name or names of the person or people making the complaint;
 - the name or names of the witnesses to be called;
 - the date, time and place of the committee meeting;
 - the student's right to be heard at the hearing;

- the student's right to bring a friend, who may be legally qualified (but not also a witness) or a representative of the Students' Union;
- the student's right to send in a written statement or written evidence for the committee to consider and that we must receive this at least seven working days before the hearing;
- the student's responsibility to give any witnesses they are planning to call details of the hearing, and to make sure they come to the hearing; and
- the student's responsibility to tell the committee secretary as soon as possible (and in any case no less than two working days before the hearing) the names of the witnesses they are planning to call and, whether they wish to be accompanied by a friend. The student will need to provide the name of the friend or name of the representative of the Students' Union.

The hearing

- 8** The committee will choose a chairman from among its members. The chairman will decide who can be at the hearing for the purpose of maintaining security or safety.
- 9** The committee secretary will keep a record of the proceedings and may appoint someone to take minutes.
- 10** If two or more students are being complained about, the committee will decide whether the interests of any one of them would be answered by hearing the complaint against them jointly. If the committee believes that the person's interests might be affected or that the proceedings could not be easily or fairly heard against two or more students together, they will hear the matter individually.
- 11** In deciding whether a witness will be called in alone or with others, the committee will decide.
- 12** We will take evidence in the following order.
- From the dean of faculty who carried out the investigation.
 - From the person making the complaint.
 - From witnesses for the person making the complaint.
 - From the student the complaint is made about or their friend or representative of the Students' Union.
 - From witnesses on behalf of the student the complaint is made about.
- We will then accept a final statement from:
- the person making the complaint;
 - the student about whom the complaint is made or their representative; or
 - the dean of faculty or their representative.
- 13** The committee will have the right to ask questions of any person at the hearing.
- 14** All the above can be present while the evidence is taken and ask questions at this stage (but not after final statements).
- 15** The President of the Students' Union, or someone they have chosen, who must be another elected full-time officer of the Students' Union, will have the right to be present while evidence is taken but not during the committee's decisions.

- 16 If the student the complaint is about does not go to the hearing, the committee may still deal with the complaint. This can only happen if the committee are satisfied that the committee secretary has given proper notice about the hearing.
- 17 The committee will sit in private to make decisions and the committee secretary will be present.
- 18 At the end of the hearing, the committee will give their decision. Normally, within five working days, the committee secretary will send the written decision to the student the complaint is made about, and let them know they have a right to appeal against the decision. If they decide to appeal, they must give notice to the Secretary and Clerk to the governors within 10 working days of the date of the committee's decision.
- 19 Normally, within 10 working days of the hearing, the secretary will send a formal set of minutes taken at the hearing.

Powers

- 20 The committee will have the power to:
 - a recommend to the Vice Chancellor that the student is suspended for a certain period or that the Vice Chancellor should award some other penalty (for example, a reprimand or fine);
 - b recommend to the Vice Chancellor that the student is expelled;
 - c decide that there is no case to answer; or
 - d recommend that the outcome of the procedure should or should not be published. If they give this recommendation, they will suggest what form the publicity should take.

Appeal

- 21 The student who has been complained about will have the right to appeal to the Board of Governors in line with the procedure shown in this document. (See Appeals Committee: Procedure for Appeals by Students where provided in Board of Governors Procedures.) We will only consider appeals if the student claims alleged maladministration.

Footnote

- 1 If we learn that a student has committed a criminal offence, we can report the matter to the police.
- 2 If the offence committed is against us and there is no other victim, we will normally report the crime to the police, whether or not we know who is responsible.
- 3 We have informal links with the local police and often ask their advice about whether an offence has been committed.

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Approved June 1998
Amended July 1999
Amended April 2002
Amended April 2003
Amended April 2004
Amended April 2005
Amended July 2007
Amended April 2009

Fitness to Practise Committee

Constitution

The committee is made up of:

- a dean of faculty (see 1 below);
- two members of our staff (see 2 below); and
- an independent member who is not a current member of staff or a current student of Anglia Ruskin University (see 2 below).

- 1 The dean of faculty will normally be the dean of the faculty with responsibility for the student's pathway of study. If more than one dean of faculty has responsibility for the student's pathway, the deans together will decide which of them will act in the matter.
- 2 The two members of staff and the independent member will be members of the profession which accredits your pathway of study or will be suitably qualified in the reasonable opinion of the Vice Chancellor.

Quorum

The quorum is the minimum number of committee members needed to make decisions. For this committee the quorum is three.

If fewer than three committee members are present and notice has been properly given, the secretary will call another meeting, normally within 20 days.

Chairman

The chairman will be a dean of faculty.

Secretary

The Secretary and Clerk (or their nominee) is the secretary to the committee.

Attendance

The President of the Students' Union or their nominee, who must be another elected full-time officer of the Students' Union, will have the right to be at sittings of the committee when evidence is taken, but not during the committees' decision. The President of the Students' Union may not attend if you object.

Approved April 2003
Amended July 2008
Amended April 2009

Fitness to practise policy and procedures

1 Introduction

- a For pathways which qualify students for professional accreditation by another organisation, we have a duty to protect the public by setting standards for professional practice, overseeing the education of students and taking action when we doubt whether they are fit to practise.
- b This policy applies if concern is raised about your fitness to practise. It is designed to make sure that we take appropriate action in the best interests of the public, the profession and you.

2 Possible issues which could cause concern

- a Issues which could cause concern will vary from profession to profession but may include:

- criminal convictions;
- the relevance of information previously not declared which raises questions of your suitability;
- allegations of inappropriate behaviour; and
- psychiatric illness.

This is not a full list.

3 Procedure for dealing with a concern

- a If there is, for whatever reason, concern about your fitness to practise, this must be reported to the director of studies with responsibility for your pathway. If more than one director of studies has responsibility for your pathway, the directors will together decide which of them will act in the matter.
- b The Director of Studies will investigate the concern.
- c If, as a result of the investigation, the director considers that there are reasons for calling a meeting of the Fitness to Practise Committee, they will pass, to the committee secretary, a written statement with the reason for concern.
- d Once the director of studies has lodged a concern with the committee secretary, you may continue with your pathway, without affecting the outcome of the hearing, as long as you do not put yourself or others at risk. The final decision on whether you can carry on attending this university or a placement will be with the dean of faculty.

4 Procedure when concern for a student is referred to the Fitness to Practise Committee

- a The committee secretary will refer the concern to the Fitness to Practise Committee.
- b At least seven working days before the hearing, the committee secretary will give to the director of studies and to you, two copies of any documents which are to be placed before the committee.
- c The committee secretary will do the following.
 - c1 They will call a meeting of the committee, normally within 20 working days from the day on which they receive the written statement in section 3c above.
 - c2 They will ask you if you object to the President of the Students' Union (or someone the President chooses, who must be another elected officer of the Students' Union) being at the meeting of the committee.
 - c3 At least 15 working days before the meeting, they will give notice to the Director of Studies and the President of the Students' Union of the date, time and place of the meeting.

- c4** At least 15 working days before the meeting, they will give you notice in writing and by hand or if this is not possible by recorded or special delivery to your last known address. The notice will give details of:
- the reasons for concern;
 - the date, time and place of the committee hearing;
 - your right to be heard at the hearing;
 - your right to be accompanied by a friend (who may not also be a witness) or by a representative of the Students' Union;
 - your right to provide a written statement or written evidence for the committee to consider (this must be received at least two working days before the hearing);
 - your responsibility to let witnesses know about the hearing and to make sure they attend; and
 - your responsibility to let the committee secretary know, as soon as possible and at least two working days before the hearing, the names of the witnesses you plan to call and, if you want to be accompanied by a friend, the name of the friend or name of the representative of the Students' Union.

5 The hearing

- a** The chairman will be the dean of faculty. The chairman may invite other people to be at the hearing for the purpose of maintaining security or safety.
- b** The committee secretary will keep a record of the proceedings and may, for this purpose, appoint a recording clerk.
- c** If two or more students are the subject of the hearing, the committee will decide whether it would affect the interests of either by hearing the complaint against them jointly. If, in the committee's opinion, interests might be affected or proceedings could not be easily or fairly carried out against two or more students together, they will continue the hearing against them individually.
- d** Evidence will be taken in the following order.
- From the Director of Studies.
 - From witnesses called by the Director of Studies.
 - From you or your friend or representative of the Students' Union.
 - From your witnesses.
- The Director of Studies will then give a final statement.
- You or your friend or representative of the Students' Union will then give a final statement.
- e** The committee can put questions to anyone at the hearing.
- f** You and the Director of Studies will have the right to be present when evidence is taken and you can put questions to the witnesses and to each other. However, you cannot ask any questions after each other's final statement.
- g** The President of the Students' Union, depending on 4c2, can be present when evidence is taken but not during the committee's decision.

- h** If you do not appear at the hearing, the committee may deal with the matter without you, as long as they are satisfied that the committee secretary has given proper notice to you of the hearing.
- i** The committee will sit in private to make its decision. The committee secretary will be present.
- j** If you go to the hearing, the committee will give you their decision at the end of the hearing. Normally within five working days, the committee secretary will inform you in writing of the committee's decision, and let you know that you have a right to appeal against the decision, to the Governors. If you want to use this right, you must give notice to the Secretary and Clerk to the Governors within 10 working days of the date of the committee's decision.
- k** After sending you notice of the committee's decision normally within 10 working days, the committee secretary will send you a set of formal minutes taken at the hearing.

6 Powers

- a** The committee will, by majority, have the power to:
 - a1** decide that there are no reasons for concern; or
 - a2** decide that there are reasons for concern, but they are not serious enough to recommend that you are not fit to practise (in this case, the committee may recommend to the Vice Chancellor a course of action to take); or
 - a3** decide that you are not fit to practise and recommend to the Vice Chancellor that you withdraw from your pathway at this university (unless there is a reasonable alternative).

7 Appeal

You will have the right of appeal to the Board of Governors as shown in Appeals Committee Procedure for appeals by students. We will only consider appeals if the student claims alleged maladministration..

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Amended April 2004
Amended July 2007
Amended July 2008
Amended April 2009
Amended July 2011

Dignity at work, study policy and procedures

1 Statement of commitment

a We are an educational institution whose mission and values should form the background to our activities. We want to develop:

- high-quality and excellence in learning and teaching;
- an excellent organisation in terms of forming partnerships with the business sector, the community, the public sector, industry and the region;
- customer satisfaction that exceeds expectation;
- excellence in research;
- a professional approach, across the university;
- quality staff who are motivated and skilled; and
- working relationships with regional, national and international clients who can benefit from our involvement.

To support this mission, we are committed to developing a culture in which treating colleagues, students and others with dignity and respect is standard. We will achieve this by doing everything reasonably possible to provide a supportive working and learning environment which is free from all forms of harassment, discrimination, bullying and victimisation (unacceptable behaviour). We will also achieve this when staff and students are confident that, if unacceptable behaviour does take place, we will identify and deal with it quickly, fairly and effectively.

b We also have a **duty of care** to our staff, students and visitors. We are legally responsible for making sure that the behaviour of our staff and students is acceptable. If we fail to recognise or investigate incidents of unacceptable behaviour, it does not excuse us from liability and could have serious legal consequences under health-and-safety, employment, and anti-discrimination laws.

c Our staff and students come from a wide range of backgrounds, cultures and nationalities, who may all have different views of what is, and what is not, acceptable behaviour at work and at study. This policy aims to clarify what we believe is unacceptable behaviour. **All staff and students are personally responsible for their behaviour towards others and we expect them to show an active commitment to this policy and its aims.**

d If a complaint arises, we will deal with it informally wherever possible. However, we know that there will be times when we may need to follow formal procedures. In these circumstances, if a complaint is upheld, we may take disciplinary action. If we find unacceptable behaviour exists, we may treat it as gross misconduct which justifies dismissing a member of staff or expelling a student.

2 Important points

a We know that if staff and students feel they are treated with dignity and respect, there is a positive effect on the quality of life for all. As well as the personal benefit to individuals, it will improve our reputation as a desirable place to work and study, which can lead to higher levels of staff morale and student satisfaction.

b The effects of unacceptable behaviour can be very severe and should not be underestimated. As well as the personal distress and anxiety, its effects can be damaging to morale and standards of service within this university. It can also be expensive to deal with, and can harm our image and reputation.

- c We know that an offence may not be deliberate. However, the person on the receiving end may well believe they have been the victim of unacceptable behaviour. It is important to remember this fact.

Differences in culture, attitudes and experience, or the misinterpretation of social signals, can result in differences in people's view of a situation. What may be seen as unacceptable to one person may be seen by others as normal social behaviour. If these differences exist, we need to take account of how reasonable each person's view of the situation is.

3 Definitions

- a Respect for people should form the backbone of the way every person working or studying at Anglia Ruskin University is treated. Everyone is entitled to fair treatment. Examples of acceptable behaviour include:

- appropriate levels of communication and supervision;
- making sure people have the information they need to carry out their work or study; and
- acknowledging achievement.

- b **Unacceptable behaviour** can range from violence and bullying to more subtle behaviour such as excluding an individual from workplace activities. It can mean an individual or a group receives **unwelcome** attention, is intimidated, ridiculed, offended, or loses their privacy. It is **unwanted** by the person on the receiving end and **continues** after they make an objection. However, **single incidents** may be serious enough to be treated as harassment and justify a complaint.

It can happen between any group of people or one person.

There are certain forms of unacceptable behaviour referred to in paragraph 1a which, in the interests of clarity, we explain below. They are harassment, bullying, and victimisation.

- c **Harassment, as defined in UK law, is:**

- 'unwanted conduct that creates the effect of violating people's dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment.'

Harassment can take many forms and can exist where any of the circumstances outlined in 3b above apply. It interferes with learning, working and social environments and can induce stress, anxiety, fear or sickness on the part of the harassed person. Harassment can be visual (including electronic transmission), verbal or physical. It may include behaviour, language, direct action, exclusion, or physical contact.

In most cases, **harassment is a form of direct discrimination**. Direct discrimination happens when someone is treated less favourably than others. Intentions and motives are not relevant in cases of direct discrimination, because it is the **effect** of the act that is important, not the intention behind it.

We describe the most common forms of harassment in the following paragraphs.

- d **Sexual harassment** – any unwanted sexual attention ranging from suggestive looks or comments to indecent assault and rape. It includes:

- displaying sexually suggestive or offensive material;
- sexual advances or demand for sexual favours;
- jeering, ridicule or comment on appearance or dress;
- aggressive, foul or lewd language;
- sexual innuendo; and
- sending pornographic, indecent or degrading material by e-mail.

It also includes allocating work unfairly, or refusing to work with someone because of their sex.

- e **Racial harassment** – any hostile, offensive or demeaning language or behaviour which is directed towards a person of one racial, ethnic or national group by a person of another racial, ethnic or national group. This includes:

- name-calling;

- insults and racially offensive jokes;
- verbal abuse or a physical attack;
- threats;
- racially offensive graffiti;
- ridiculing cultural and national differences;
- unwanted comments about dress or physical characteristics;
- referring to a person's skin colour; and
- deliberately excluding or refusing to work with someone for reasons related to their race, ethnic background or nationality.

f Harassment for reasons of disability – any behaviour, language or behaviour towards a person or people with disabilities which is demeaning or intimidating, or which undermines their dignity or confidence, or denies them opportunities. It includes:

- impractical or unfair work expectations;
- unwanted, patronising or unnecessary help;
- deliberately excluding or refusing to work with someone for reasons related to their disability;
- mockery and offensive name-calling; and
- refusing to communicate with a person direct.

It is important to remember that many disabilities are 'hidden', that is, they are not immediately clear to the observer. These include dyslexia, some sensory impairments, and conditions such as HIV or Aids, cancer, and mental-health conditions.

g Harassment for reasons of sexuality – any behaviour, language or behaviour related to a person's sexuality, or what is believed to be your sexuality. This includes:

- offensive remarks or jokes;
- 'outing' a person without their permission;
- deliberately refusing to work with someone for reasons related to their sexuality;
- excluding someone from workplace activities;
- innuendo or gossip; and
- displaying or transmitting offensive, homophobic or abusive material.

h Harassment for reasons of religion or belief – any behaviour, language or behaviour relating to a person's religion or belief, or to their not following a particular religion or belief, that meets the above definition of harassment. This includes:

- offensive remarks or jokes;
- refusing to work with a person because of their religion or belief; or
- excluding someone from workplace activities.

It also includes preaching to colleagues or students during times meant for work or study.

i Harassment for reasons of age – any behaviour, language or behaviour related to a person's age that meets the above definition of harassment. This can include:

- offensive ageist remarks;
- making assumptions about a person's ability or potential based only on their age; or
- actions that deliberately exclude a person from doing certain things because of their age, without fair justification. This includes workplace activities, staff training or entering a pathway of study.

j Bullying is a psychological form of persecution present behind all forms of harassment and direct discrimination. A defining characteristic of bullying is that it involves the **misuse of power, position or knowledge**. However, it may not have such an obvious focus as race, sex, disability or other personal characteristics. Bullying tends to **happen persistently**, often without witnesses, over a period of time. Victims of bullying often feel unfairly humiliated, threatened or undermined. However, they may not always recognise what is happening and so feel trapped, isolated and powerless. They may even blame themselves for the behaviour they are experiencing. This can result in increased incidents of sickness and other forms of non-attendance and – if left unchecked – psychological damage.

- The following are examples of behaviour which could be treated as bullying. This is not a full list
- Personal insults or unjustified criticism
- Name calling
- Spontaneous outbursts of anger
- Shouting or swearing at an individual
- Public humiliation
- Excluding or ignoring an individual
- Setting unrealistic targets or deadlines
- Making changes to, or removing, responsibilities without consultation
- Unjustified disciplinary action
- Unfair or excessive supervision or monitoring
- Unfair blaming for mistakes
- Unjustified fault-finding
- Singling out or treating one person differently

As with harassment, it is the view of the person on the receiving end and the effect of the action that are important, not the intention behind it.

It is important to make the difference clear between bullying and firm management. Bullying, by its nature, is unfair and can undermine a person's best efforts to perform well. Firm management, on the other hand, may involve setting demanding – but fair and achievable – targets and standards of behaviour appropriate to a person's job, grade and level of responsibility. It is also important for line managers to make sure that when it is necessary to tackle poor performance, give critical feedback, or take disciplinary action against a member of staff or student, it is done fairly at all times, constructively wherever possible, and in line with our appraisal and disciplinary procedures.

k Other forms of unacceptable behaviour

- Any behaviour or language that causes distress, patronises, belittles, offends, unfairly excludes, or is humiliating to others, and so is inappropriate.
- Making inappropriate references to a person's appearance or characteristics, invading their privacy, or carrying out practical jokes which cause physical or psychological distress.

l Victimisation is when a person is punished or treated unfairly because they have made a complaint, are believed to have made a complaint, or have supported someone who has made a complaint against this university a faculty or department, or an individual. Victimisation is unlawful under employment protection law.

We will:

- support and protect anyone making a complaint of unacceptable behaviour; and
- help in an investigation, or get advice.

Retaliation against an individual involved in these proceedings is a form of victimisation which is a disciplinary offence and we will not accept this. Our 'whistle-blowing' policy will apply alongside this policy where appropriate.

4 Managers' responsibilities

a Managers at all levels are responsible for letting people know about this policy in their particular areas. We expect them to lead by example, take positive steps in maintaining an environment which is free from unacceptable behaviour, and to treat those they are responsible for fairly and with dignity and respect at all times. This includes identifying unacceptable behaviour in themselves and others when it happens, and taking reasonable action. It is not acceptable for any manager to ignore unacceptable behaviour, as this could be seen as allowing it to happen.

- b** Managers at all levels have a particular duty to make sure that any allegation of unacceptable behaviour is investigated promptly.
- c** We will take action to raise the awareness of all employees about issues to do with their behaviour at work and make sure that key members of staff are fully informed and know about their personal role responsibilities.
- d** We, with the Students' Union, will take action to raise the awareness of all students about their behaviour, and make sure that they are fully aware of their personal responsibilities.

5 Contractors and partner organisations

- a** Anyone hiring contractors, negotiating partnership arrangements, and arranging work placements for us, should tell these organisations about our dignity at work and study policy. It is a reasonable expectation of our staff and students going about their work or study – whether or not on our premises – that they will be treated with dignity and respect. If you have a complaint about unacceptable behaviour from contractors, partner organisations or their employees, you should let the Secretary and Clerks office know. They will be responsible for making sure that an acceptable response is received from those accused.

6 General points

- a** We train staff and Students' Union officers, and provide counselling and support to all our staff and students involved in incidents of alleged harassment, bullying, or other forms of unacceptable behaviour.
- b** Normally, any reported incidents of unacceptable behaviour and any future investigation will not affect the opportunities for study, employment, future training or promotion available to the person making the complaint. We will investigate complaints fairly to make sure we are sensitive to all sides.
- c** However, we know there is the possibility that complaints can be made maliciously, or for reasons which are not genuine. If this happens, we may take disciplinary action against the person making them. It can result in the person being dismissed or expelled from Anglia Ruskin University.
- d** We will maintain confidentiality wherever possible in dealing with cases of alleged unacceptable behaviour. This means, we will only release information on a 'need to know' basis.
- e** Wherever possible we will keep to requests for people to remain anonymous, when dealing with cases of alleged unacceptable behaviour. However, this may prevent us from taking any action.
- f** We know that the decision to make a complaint will normally rest with the person on the receiving end of the unacceptable behaviour. However, in the interests of our duty of care, and our responsibilities obligations under health-and-safety, employment and anti-discrimination laws, senior managers have the right to begin an investigation without someone having made a complaint, if they feel this is necessary.
- g** Nothing in this policy will prevent any of our members from enforcing their legal rights.
- h** Our Equality & Diversity Group will monitor and review progress in putting this policy into practice. We will regularly review policy and procedural documents relating to dignity at Anglia Ruskin University and in any case no later than (three years from Governors' re-approval) in consultation with employee representatives and the Students' Union.

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Dignity at work and study

Coping with unacceptable behaviour – a procedure for students

1 Introduction

- a If you feel you are being harassed, bullied or are the victim of any other form of unacceptable behaviour which distresses you, you do not have to put up with it, and you are not to blame. There are a number of ways in which you can deal with the problem, from simply saying that you find someone's behaviour unacceptable and asking them to stop, to making a formal complaint.
- b Incidents of alleged unacceptable behaviour are best and usually sorted out informally and we encourage this wherever possible. The person who is causing you distress may not be aware that you find their behaviour offensive or intimidating and a simple explanation may be enough to deal with the matter. If you feel it is not appropriate, or you would prefer not to tackle the problem informally, you can start formal procedures.
- c You should keep a written record of the incidents that have caused you distress including the time, date, place and a full description of what happened, including the names of the people concerned and the names of any witnesses.
- d We also encourage you to act promptly. Try not to wait until the situation is so unbearable that you feel you must leave this university or that your personal wellbeing is at risk. The Students' Union will give you help and protect your interests in trying to deal with the problem.
- e Any complaints you make of alleged unacceptable behaviour, and any investigation, no matter what the result, will not affect your ability to continue on your pathway of study. However, if we find out that any complaint is malicious or made for reasons which are not genuine, we may take disciplinary action (see part 1, section 6c).
- f We will maintain confidentiality wherever possible in dealing with cases of alleged unacceptable behaviour. This means we will only release information on a 'need-to-know' basis.
- g You may ask us to keep your name anonymous when making a complaint of alleged unacceptable behaviour, but this may prevent us from taking any action.

2 Where to get support and advice

- a You should contact the Office of the Director of Student Services, or the Students' Union, who provide guidance and help to all our registered students. The Students' Union can give you independent advice and support. The counselling service within Student Services has a team of professionally trained and widely experienced counsellors. The service is confidential, and you can make an appointment to see a counsellor at the student information centre. You can find contact details for student services and the Students' Union, as well as other sources of advice and support, at the end of this document, and in your student handbook.
- b However, **for physical and sexual assault, or if you feel your personal safety is at risk**, take action immediately. You should report these incidents immediately to the Security Emergency Desk on 6444. Physical and sexual assault are criminal offences, and your case may be taken up by the police and dealt with in the criminal courts. Whether or not this is the case, we will give you appropriate advice and support. We will normally suspend the person you say has committed the offence, in line with the conditions of our staff and student disciplinary procedures.

3 Taking action informally

- a There are a number of ways you can sort the matter out. You should consider your options carefully before you decide which action you want to take.
- b If you feel able to, approach the person and make it clear that their behaviour is offensive to you and that you want it to stop. If you want to, you can do this with the support of a fellow student, a Students' Union

representative, or a member of staff from the Director of Student Services office. You may want to tell your personal tutor or another member of academic staff in your faculty that a situation has developed which you are trying to sort out informally in the first instance.

- c You may feel more comfortable writing a letter to the person concerned, explaining that their behaviour is causing you distress and telling them you want it to stop. A friend or Students' Union representative can help you write this if you want.
- d This may be enough to sort the problem out. If it does not, or if you do not want to tackle the problem in this way, you can refer it direct to your dean of faculty or to the Director of Student Services. They will then tell the alleged harasser, informally on your behalf, that their behaviour is unwelcome and should stop immediately.
- e You can, at any stage, make a formal complaint to management. However, you will not be able to go back to an informal approach to sorting out the alleged harassment or bullying once formal proceedings begin.

4 Making a formal complaint

- a If you prefer to sort the situation out more formally, or if the situation is so severe that dealing with it informally is not appropriate, you can make a formal complaint. If the alleged harasser is a member of staff, you should use our student complaints procedure. If the complaint is about another student, you should use our student disciplinary procedure. You can find both in the 'rules, regulations and procedures for students' document and online. We may be able to extend the normal three-month time limit for sending in complaints under the dignity at work and study policy, depending on current laws.
- b If you make a complaint of sexual harassment, you can complain to a senior member of staff of your own sex. In these cases, you should approach the Students' Union or the Director of Student Services to identify an appropriate manager.

c When we receive a formal complaint, the investigating manager will send a written acknowledgement, telling you where you can get advice and support.

d We will treat any complaint raised with a member of management very seriously and keep a careful, accurate record of the complaint.

In serious cases, we will consider briefly suspending the alleged harasser while we investigate the case. The suspension will be on the authority of the Vice Chancellor or as otherwise arranged. The alleged harasser has a right of appeal in line with the procedures approved by the Board of Governors.

e We will investigate the matter to see how best we can sort out the complaint, taking into account all available facts. Depending on the outcome of the investigation, the investigating manager will decide whether the best pathway of action is to:

- **take no further action** – where the facts of the case suggest the complaint cannot be proved, felt to be unjustified or the evidence is not sufficiently clear;
- **hold a conciliatory meeting** – where we believe that a meeting between the two sides, accompanied by appropriate members of management, could lead to a satisfactory solution;
- **arrange counselling or training for the alleged offender** – where we feel this will correct the behaviour or sort the situation out; or
- **take disciplinary action** – if the facts of the case suggest that disciplinary action is appropriate. If the alleged offender is a member of staff, the investigating manager will refer the case to Human Resources Services Department. If the alleged offender is a student, the investigating manager will refer the matter to the Office of the Director of Student Services.

f Any disciplinary action will reflect how serious the offence is. We will take this action in line with the appropriate disciplinary procedures for staff or students. We will treat incidents of serious harassment or

bullying as gross misconduct in the case of staff. This may result in dismissing them. If a student is involved, we will treat the incidents as misconduct, which may result in them being suspended or expelled.

- g We treat any resulting victimisation or retaliation by the offender as a highly serious matter. If this happens, you should, as soon as possible, tell the member of staff to whom you formally referred the case.

5 Appeals

- a A student whom we take any action against will have the right of appeal to the Board of Governors. A copy of the appeals procedure is in the rules, regulations and procedures for students.

6 More information

- a This procedure will apply alongside the procedure for dealing with complaints of alleged unacceptable behaviour made by staff, if a student is involved.
- b This procedure will apply equally to cases of alleged unacceptable behaviour by, or of, groups of students as well as individuals.
- c The decision to take action to deal with a case of alleged unacceptable behaviour normally rests with the individual concerned. However, senior managers have the right to begin an investigation without someone having made a complaint. (See our statement of policy in section 6.)

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Student complaints procedure

1 Introduction

- a** It is our policy to deal as quickly and fairly as possible with any complaint you may have about your treatment by one of our employees or departments or if you feel you have suffered as a result of maladministration by a committee of this university. The purpose of this procedure is to give you an opportunity to sort out any such problem. We will sort out complaints at the earliest possible stage in the procedure. However, some complaints may be difficult to deal with quickly.
- b** We will deal with a complaint made by one student about another using the student disciplinary procedure.
- c** A complaint arising during the process of disciplinary action should be dealt with as part of the appeal process within the disciplinary procedure.
- d** This procedure runs alongside the academic appeals procedure. As a result, it only deals with:
 - d1** complaints about a student's educational experience at Anglia Ruskin University, including relationships with any non-teaching department;
 - d2** complaints to do with discrimination by us; and
 - d3** complaints for reasons of maladministration.
- e** We will not deal with matters which may be dealt with through academic appeals or other regulations relating to pathways of study or how they are assessed using this procedure.
- f** In cases where it is not clear whether we should deal with a complaint through the student complaints procedure or academic appeals or other regulations, the Secretary and Clerk will decide. You can appeal against a decision of the Secretary and Clerk to an appeals committee of the Board of Governors within 10 working days of the Secretary and Clerk's decision.
- g** The Secretary and Clerk will be able to refer back complaints to the person who made the complaint if they are not satisfied that the person has tried to sort out the complaint informally. If we take this action, we will give you enough time to sort the matter out informally. However, the Secretary and Clerk will give a deadline for sending in a CS1 form if this is needed.

2 Stage 1

- a** All complaints will be raised by you filling in a CS1 form and sending this to the Secretary and Clerk's office within three calendar months of the incident or event the complaint is about. If the complaint relates to a series of incidents or events, you must make the complaint within three calendar months of the first incident or event.
- b** When we receive the completed CS1 form, the Secretary and Clerk's office will send it to the relevant Pro-Vice-Chancellor and Dean or head of support service, who will then investigate the complaint. They will normally reply in writing within 15 working days of receiving the complaint. Both sides will have the chance to state their case. A copy of the reply will be sent to the Secretary and Clerk's office.

3 Stage 2

- a** If the complaint is not sorted out, it may move to stage 2, if you fill in a CS2 form and send this to the Secretary and Clerk's office, normally within 15 working days of the date of the written notice in section 2b above. The sides may change the time limit to take account of the difficulties of either or both sides being able to access information over holiday periods.
- b** When we receive the completed CS2 form, the Secretary and Clerk will send it to the Vice Chancellor (or someone the Vice Chancellor has chosen). Having considered the complaint, they will give you their

decision in writing, normally within 15 working days of receiving a filled-in CS2 form. A copy of the Vice Chancellor's reply will be sent to the Secretary and Clerk's office.

4 Stage 3

- a** If the complaint is not sorted out, the complaint may move to stage 3. You will need to fill in a CS3 form and send this to the Secretary and Clerk's office, normally within 15 working days of the date of the Vice Chancellor's written decision for your complaint to be considered by an appeals committee of the Board of Governors.

5 Notes

- a** The sides may agree to change the time limits to suit the circumstances of the case.
- b** This procedure will not apply to people who hold senior posts under our Articles of Government. The Board of Governors will decide on any special procedures for dealing with complaints against these members of staff.
- c** If, for whatever reason it is not possible to deal with a complaint within the set period, the Pro-Vice-Chancellor and Dean or head of support service or Vice Chancellor will tell you in writing when they expect to be able to give you their decision.

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Amended June 1998
Amended October 2004
Amended July 2007
Amended April 2009

**Anglia Ruskin University
Higher Education Corporation**

Appeals Committee

The Appeals Committee will be made up of the following.

A member of the Board of Governors.

Two other members who are either members of the Board of Governors or individuals co-opted to the committee by the Chairman of the Board of Governors on behalf of the board. If possible, the committee will include a majority of members of the Board of Governors.

Staff Governors, student Governors and the Vice Chancellor cannot serve as members of this committee.

The aims of the committee are to:

- 1 consider, hear and decide on appeals in line with procedures approved by the Board of Governors;
- 2 confirm, cancel or amend decisions which are referred to the committee in line with appeals procedures approved by the Board of Governors;
- 3 consider, hear and decide on appeals to do with maladministration when applying university rules, regulations or procedures; and
- 4 use all powers shown above, for complaints or appeals made to the committee by students of regional university member institutions in line with the rules of those institutions.

The committee will not deal with appeals which dispute the academic or professional judgement of a member of our staff or an external examiner.

Quorum

The quorum will be three members of the committee.

Rules for the committee

The committee will be governed by the rules for the committees of the Board of Governors.

Chairman

The chairman will be elected from among the members of the committee.

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Appeals Committee

Procedure for appeals by students

Procedure

- 1 If you want to appeal against a decision of the Student Disciplinary Committee or for reasons of maladministration (other than in cases where you have failed to make a payment where the appeal will be to the Vice Chancellor), you must make your appeal in writing within 10 working days of the decision, and send it to the Secretary and Clerk to the Board of Governors.

Your request should clearly give the reasons for the appeal.

- 2 When they receive your request, the Secretary and Clerk to the Board of Governors will:
- a call a meeting of the committee as soon as possible;
 - b make available to the members of the committee copies of all papers to do with the case;
 - c ask you if you object to the President of the Students' Union (or their representative, who must be another elected full time officer of the Students' Union) being at the committee hearing;
 - d at least five working days before the meeting give notice to the President of the Students' Union of the date, time and place of the meeting;
 - e invite you and our representative, at least seven working days before the hearing, to give a statement of your and our case and reveal any relevant documents you want to rely on at the hearing (if you or we miss the deadline or do not limit the size of documents you provide, it may lead to an adjournment or other delays); and
 - f at least 15 working days before the meeting, give you notice in writing and by hand or if this is not possible by recorded or special delivery to your last known address. The notice will give details of:
 - the date, time and place of the committee hearing;
 - the names of the witnesses to be called by our representative;
 - your right to be accompanied by a friend or by a member of the Students' Union (but they may not also be a witness);
 - your right to decide whether or not to attend the hearing;
 - your responsibility to give witnesses, that you plan to call, details of the hearing, and to make sure they attend;
 - your responsibility to let the committee secretary know, as soon as possible and in any case not less than two working days before the hearing, the names of the witnesses you plan to call; and
 - your responsibility if you want to be accompanied by a friend, to give the name of the friend or the representative of the Students' Union to the committee secretary.

- 3 The sides may agree to change the time limits to suit the circumstances of the case.

The hearing

- 4 If the Chairman of the Appeals Committee is not available, the committee will choose a chairman from among its members.
- 5 The committee secretary will keep a record of the proceedings and may appoint a record clerk for this purpose.
- 6 The committee will consider any written evidence.
- 7 Your and our witnesses will receive equal treatment throughout the proceedings.
- 8 The committee will hear representations and evidence in the following order.
- From you or your friend or representative of the Students' Union
 - From your witnesses
 - From our representative
 - From our witnesses

You or your friend or representative of the Students' Union can give a final statement.

We will give a final statement.

Members of the committee will have the right to put questions to any person at the hearing.

You and our representative will have the right to be present when taking evidence. You and our representative will have the right to put questions to the other and to witnesses. However, you and our representative cannot ask questions relating to final statements.

The President of the Students' Union or their representative will have the right to be present, as an observer, when evidence is taken but not during the committee's decision.

If our representative is the Secretary and Clerk, they cannot also act as committee secretary. In these circumstances, the Deputy Secretary and Clerk will act as committee secretary.

The committee may call for other documents, explanations or evidence they decide they need. The committee may seek any other advice in the hearing and in any subsequent consideration from Anglia Ruskin University's solicitors and/or any such other source as the committee may determine.

- 9 If you or our representative do not appear at the hearing, the committee may go ahead, as long as they are satisfied that the committee secretary has given you notice properly.
- 10 In considering its decision, the committee will sit in private. The committee secretary will be present.
- 11 The committee secretary will tell you in writing the committee's decision at the end of the hearing. Normally within five working days of the end of the hearing, the committee secretary will tell you in writing their decision and send you a letter of 'completion of procedures'.
- 12 Following this notice, normally within 10 working days, the committee secretary will send you a formal set of minutes taken at the hearing.

Powers

- 13** The committee will, by majority, have the power to:
- a** confirm the decision of the Vice Chancellor;
 - b** withdraw the decision of the Vice Chancellor; or
 - c** change the decision of the Vice Chancellor.
- d** If you are a student at a regional university member institution, the committee will have the power to:
- d1** confirm the decision of the principal or the governing body of the relevant institution; or
 - d2** refer back the decision to the relevant institution for the principal or governing body to reconsider.

Decision

- 14** The decision of the appeals committee of the Board of Governors will be final. However, you may have a right of complaint to the Office of the Independent Adjudicator and your rights as an individual in law.

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**Meetings on university property
Code of practice on the freedom of speech**

General

- 1 The Education Act 1986 says that we must take any reasonable steps to make sure that members, students, employees and visiting speakers have freedom of speech. It includes our further duty of making sure that we do not deny any person or organisation the right to use our premises or any reason connected with:
 - a the beliefs or views of that individual or of any member of that organisation; or
 - b the policies or aims of that organisation.
- 2 As a result, we must have an up-to-date code of practice for our members, students and employees in connection with meetings or similar events held on our property. All those concerned with governing this university must make sure, through disciplinary measures if needed, that people keep to the terms of the code of practice.
- 3 For the purposes of this code, 'meeting' refers to any gathering, event or similar activity, of 20 or more people, organised by this university (including the Students' Union and clubs and societies linked to the Students' Union). This includes, for example, subsidiary companies and the Anglia Trust.

A smaller meeting will involve giving notice to the Secretary and Clerk if the meeting may be addressed by a person who people could or will object to.
- 4 So, the code of practice in this document applies to the following situations.
 - a Events arranged by our staff, outside the normal teaching programme.
 - b Events arranged by the Students' Union or a linked society.
 - c Events outside the normal teaching programme arranged by any person or group not covered by a or b above.
 - d Any other related matter which the Board of Governors says will fall within the code.
- 5 We are responsible for maintaining good order on our premises. As a result, we can regulate and, if necessary, place conditions or restrictions on meetings and demonstrations on our property.

Organising meeting and giving notice

- 6 The events described in paragraph 2 must have a named 'organiser' who will have to:
 - a arrange to book the room;
 - b take all reasonable steps to make sure that the meeting stays within the law; and
 - c be at the meeting.
- 7 Meeting organisers or members of staff responsible for taking the accommodation booking must consider whether any proposed meeting might place freedom of speech at risk or general good order. If there are reasons for concern, you must tell the Secretary and Clerk at least four weeks before the proposed meeting is to be held. The notice must contain a written statement with:
 - the name of the speaker;
 - the name of the organisation arranging the event;
 - the nature of the address;

- the precise times for when the speaker will arrive and leave; and
- the proposed location of the event.

Within five working days of receiving the notice, the Secretary and Clerk will tell the organiser whether permission is granted.

- 8 The Secretary and Clerk may say the organiser must keep to certain conditions. These conditions may include the following.
- A requirement to issue tickets, particularly if the meeting is open to the general public.
 - Making sure there are enough stewards available.
 - Consulting the police about the arrangements.

The organiser will be responsible for the cost of meeting any requirements, and for fulfilling them.

Reasons for refusing permission to hold a meeting

- 9 It would not be right to refuse to allow a meeting to take place simply because controversial views might be expressed. However, we need to decide whether the meeting might:
- encourage a criminal act;
 - be in direct support of an organisation whose aims are illegal;
 - put at risk the safety of people at the meeting or others nearby; or
 - threaten our security.

If it seems likely that any of a to d might take place, the Secretary and Clerk can withhold permission.

Appealing against our refusal

- 10 If you believe our refusal is based on the beliefs, views, policies or aims of the individual or organisation you can appeal to the Chair of Governors who may pass the matter to a sub group of the Board of Governors.

Penalties

- 11 All our members, students and employees must keep to this code of practice. We will consider it a disciplinary offence if you:
- deliberately or recklessly disrupt or try to disrupt our activities and functions; or
 - deliberately or recklessly affect anyone's freedom of speech or the right to meet on our property.

Notes

Enforcement

- A** We may not have the resources to identify all those who might be taking part in the sort of misconduct we deal with in this document. We cannot make witnesses attend any disciplinary proceedings. However, if someone does break this policy at a university event, we will take all reasonable steps to identify them and to press charges.
- B** If you break the law, we will be ready to help the prosecuting authorities.

Public Order Act 1986

- C** If you are organising a public meeting, you should be aware of sections 11 and 14 of the Public Order Act 1986, to do with processions and assemblies and, in certain circumstances, the need to tell the police. We have attached relevant extracts of this act.

Attachment

Public Order Act 1986

- 1 Part II of the Public Order Act 1986 deals with processions and assemblies.
- 2 Under section 11 of the act, you must give written notice, to a police station in the area in which a procession will start, of any proposal to hold a public procession, which is aimed at:
 - demonstrating support for or against the views or action of a person or organisation;
 - publicising a cause or campaign; or
 - marking an event;unless it is not reasonably possible to give this notice.

The notice must give the date of the procession, the time when it is planned to start, the proposed route and the name and address of the person organising it. If not delivered by recorded delivery six or more days before the date when the procession is to be held, the notice must be delivered by hand at least six days before the date of the procession. If that is not reasonably possible, it must be given as soon as is reasonably possible.

- 3 Under section 12 of the act, a senior police officer may give directions needed to prevent disorder, damage, disruption or intimidation. This can include conditions on the route of the procession or preventing it from entering any particular public place.
- 4 Under section 14 of the act a senior police officer may give directions on the place at which the assembly may be held (or continue to be held), how long it can last, or the maximum number of people who may attend.
- 5 The addresses to send notices are shown below.
 - a In the Cambridge area:
The Chief Officer of Police
Cambridgeshire Constabulary
Parkside
Cambridge
CB1 1JE
 - b In the Chelmsford area:
The Chief of Police
Divisional Headquarters
Police Station
New Street
Chelmsford
CM1 1NF

Approved April 1995
Amended June 1998
Amended April 2005
Amended April 2009

**Education Act 1994 (Part 2)
Code of practice for the Students' Union**

We have prepared this code of practice in line with section 22(3) of the Education Act 1994 (Part 2).

1 Student Union's constitution

- a** The Students' Union must have a written constitution.
- b** Our Board of Governors must approve the constitution:
 - at the time any changes are made; and
 - every five years.

2 Membership of the Students' Union

- a** When you enrol at Anglia Ruskin University you will become a member of the Students' Union. You can opt out of membership by filling in the appropriate form (available from the Secretary and Clerk's office).
- b** Any student can choose not to be a member of the Students' Union.
- c** You can only decide to opt out of the Students' Union once in any academic year beginning on 1 September in any calendar year and ending on the 31 August in the next following calendar year.
- d** If you opt out of the Students' Union, we will make other arrangements so that you are not disadvantaged in terms of access to services or otherwise. Contact the Office of Student Affairs for details.

3 Union elections

- a** Anyone appointed to a 'major' position in the Students' Union will be elected in a secret ballot, in which all members are entitled to vote. The constitution will define where a restricted franchise will operate.
- b** All elections will be supervised by a returning officer who will be the Secretary and Clerk or Deputy Secretary and Clerk to Anglia Ruskin University.
- c** The returning officer will report to the Board of Governors on how the elections have been run.
- d** You cannot hold a position in the Students' Union if you are on sabbatical or in a paid position for more than two years in total.

4 Finances

- a** The financial affairs of the Students' Union must be carried out in line with arrangements made by the Finance and General Purposes Committee of the Board of Governors and approved by them.
- b** The Finance and General Purposes Committee will be responsible for approving the Students' Union budget.
- c** The Students' Union must provide reports and make other arrangements needed for monitoring purposes by the Board of Governors.
- d** The Students' Union must provide financial information for the members and any other organisations which are under their control.

e In providing financial reports to the Board of Governors, the Students' Union must give full details of other organisations they have made donations to within the period the report relates to and details of those donations.

f We will keep copies of reports, in line with this code of practice, in each of our libraries.

5 Allocating resources

a The procedure for allocating resources to groups or clubs must be fair, set down in writing and approved by the Board of Governors.

b We will place copies of the approved procedure in each of our libraries.

6 Links to other organisations

a If the Students' Union decides to link to another organisation, they will publish a notice with the name of the organisation and details of any subscription or similar fee paid or which they plan to pay and any donation made or they plan to make to the organisation.

b The notices mentioned in 6a above will be made available to the Board of Governors and copies will be placed in each of Anglia Ruskin University's libraries.

c Every year, or more often if the Board of Governors decide, the Students' Union will publish a list of organisations the Students' Union is currently linked to and details of subscriptions or similar fees paid or donations made to those organisations in the past year or since the last report.

d The Students' Union must give the Board of Governors copies of the reports and place them in each of our libraries.

e At least 5% of the members of the Students' Union can ask for a continued link to any particular organisation by voting in a secret ballot in which all members of the Students' Union are entitled to vote.

f This will not apply to any particular organisation more than once in any academic year.

7 Complaints procedure

a Any student, or group of students, who is not satisfied in their dealings with the Students' Union or claims to be unfairly disadvantaged because they would have opted out of the Students' Union will have access to a complaints procedure. We have included a copy in this document.

Approved December 1994

Amended June 1998

Amended July 2007

Amended April 2009

Students' Union complaints procedure

1 Introduction

- a** It is our policy to deal with any complaint as promptly and fairly as possible. The purpose of this procedure is to give you an opportunity to sort out a problem you may have with the Students' Union. Complaints will be solved at the earliest possible stage in the procedure. However, some complaints may be difficult to sort out quickly.
- b** This procedure aims to deal with:
 - b1** complaints arising from all students, or a group of students, who are not satisfied in their dealings with the Students' Union;
 - b2** complaints from all students who claim to be unfairly disadvantaged because they opted out of membership of the Students' Union.

2 Stage 1

- a** You must first complain in writing to the President of the Students' Union. If your complaint is against the President, you should refer the matter to any one of the other sabbatical officers.
- b** The President will acknowledge your complaint in writing normally within five working days. They will then investigate your complaint. The Students' Union will confirm the outcome of that investigation in writing, normally within 10 working days of receiving your complaint.
- c** If your complaint is not sorted out, you may move to stage 2 of this procedure.

3 Stage 2

- a** If your complaint has not been sorted out at stage 1, you must send it in writing to the Secretary and Clerk within 10 working days of the outcome of the President's investigation.
- b** The secretary will speak to you, normally within 10 working days of receiving your complaint. The Secretary and Clerk will then confirm this in writing to you and the Students' Union normally within 15 working days of receiving your complaint.
- c** If the complaint is not sorted out, you may move on to stage 3 of this procedure.

4 Stage 3

- a** Within 10 days of you receiving the Secretary and Clerk's decision, you may send your complaint in writing to the independent person appointed by the Board of Governors. They will investigate and report on the complaint and pass it to the Appeals Committee of the Board of Governors.

Approved June 1995
Amended April 2009

Students' Union financial affairs

1 Dealing with financial affairs

Our Students' Union are responsible for making sure that any funds we give them are used only in line with the Education Act 1994, this code of practice and any other legal requirements or other conditions we may decide to enforce. The Students' Union will choose, if we agree, an officer to make sure they keep to all our conditions. This person must tell the Students' Union about any action or policy which appears not to follow the terms of this code of practice. If the Students' Union decide to go ahead, this person must let us know in writing.

The Students' Union will:

- a** keep accounts and records in line with normal professional accounting principles;
- b** have an effective system of managing their finances;
- c** plan their financial affairs so their total income is at least enough, year on year, to meet their total spending;
- d** get our written permission (beforehand) for any transaction involving land, buildings or equipment which we own, mortgage, lease or hold in trust;
- e** consult us before borrowing any money for more than 12 months if paying off the loan will involve our funding;
- f** not give guarantees or promises which might create legal responsibilities other than in the normal pathway of business; and
- g** keep enough insurance cover in place.

2 Approving budgets

The Students' Union will:

- a** prepare budgets each year for the following financial year (at least two months before the start of the financial year); and
- b** send us their budget at least one month before the start of the financial year so we can provide a grant.

3 Monitoring spending

The Students' Union will:

- a** prepare audited accounts in line with generally accepted accounting principles (within five months of the end of the financial year);
- b** make their accounts available to all students and send them to us within six months of the end of the financial year;
- c** give us regular reports of income and spending against budgets as we decide and make them available to all students;
- d** include, within their accounts and financial reports each year, a list of the organisations they have made donations to in the periods which the accounts or reports relate to, and details of those donations; and
- e** make available their books and accounting records to us if we want to inspect them after giving reasonable notice.

If they do not keep to this code of practice or any legal requirements, we may ask the Students' Union to repay all or part of the funds we have paid to them, together with any interest for any period during which they owe us an amount under this or any other condition.

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Anglia Ruskin University Bishop Hall Lane Chelmsford Essex CM1 1SQ
Phone: 0845 271 3333