

ANGLIA RUSKIN UNIVERSITY – POLICIES AND REGULATIONS

RULES, REGULATIONS AND PROCEDURES FOR STUDENTS, 19TH EDITION

**Anglia Ruskin University
Higher Education Corporation**

Rules, regulations and procedures for students

19th edition

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When you register as a student at Anglia Ruskin University, we will ask you to confirm that you agree to keep to our rules, regulations and procedures for students.

When we agree to accept you as a student, this is on the understanding that you accept these rules, regulations and procedures

Some of the rules and regulations will not apply to you if you are studying with our partner institutions.

Our partner institutions will tell you which rules and regulations do and do not apply and what other local rules and regulations apply instead.

Rules, regulations and procedures for students

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Rules, regulations and procedures for students

Definitions

In these Rules, regulations and procedures for students the following expressions have the meanings shown below.

- 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, unless we end it earlier under these rules, end at 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.

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.

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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 course unless an appropriate minimum number of students attend the course 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 interest. 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, embassy or similar organisation is responsible for paying the tuition fee.

b Tuition fees

Sponsored students

b1 If you are sponsored, you must produce, within 10 working days of registering, the full name and address of your sponsor who will be responsible for paying your tuition fees.

b2 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 details of your sponsor you will have to pay any tuition fees due. You will then become a self-paying student – see C below.

b3 If you are changing your sponsor, you must give us the full name and address of your sponsor who will be responsible for paying your tuition 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, 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 study and produce the financial notice supplied by Student Finance.
- b5** 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.
- b6** 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.
- b7** If you are returning for another year of your study, 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 Self-paying students

- c1** You must pay the full tuition fees at or before you register unless we have agreed to payment by instalments.
- c2** We can arrange for you to pay by instalments if you want to. This is the only situation where instalments will apply.
- c3** If we agree for you to pay in instalments, you must pay 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 course.
- c4** You cannot pay by instalments for courses 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 interest. (Our Board of Governors will decide on the rate of interest to be charged.)
- d2** You must pay all fees promptly. If you fail to pay fees by the date they are due, we may 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.
- d3** If you do not ask for an interview or pay what you owe in full, the Secretary and Clerk may decide to suspend you.
- d4** 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.
- d5** 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.
- d6** You can appeal to the Vice Chancellor within 10 working days of receiving notice of your suspension. The Vice Chancellor will take any advice which is appropriate when considering

your appeal.

- d7** 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.
- d8** 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.
- d9** We may, at any time, begin legal proceedings to recover any amounts you owe, including costs to recover the debt.

3 Refunding tuition fees

3a We will not refund your tuition fee other than for the reasons shown in b below.

3b The circumstances when we will give a refund are:

b1 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 course from the date we received your doctor's certificate);

b2 if we cancel your course; or

b3 if you withdraw during the first three weeks of a course. We must receive a properly authorised and dated withdrawal or intermitting notice form (forms R1a and R1b).

3c 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 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

4a You will be given the rules and regulations for students living in accommodation which we control when you apply for accommodation. You can find details of available accommodation, rent levels and all other relevant information on our web page, or from the Residential Service Office.

5 Buildings and property

5a 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 and laboratories. Separate rules apply to libraries as shown in the University Library rules.

5b Smoking

You can only smoke in designated smoking areas.

5c Damage to equipment and premises

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

5d 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.

5e 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 Residential 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 may take disciplinary 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

6a 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.

6b 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.

6c Protective clothing

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

6d Emergency precautions

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

6e 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

7a 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

8a 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).

8b You must take out adequate insurance for your personal belongings and property while on our premises.

8c We will cover direct damage to your property if it is caused by our negligence, action or failure to act.

8d We will not be legally responsible for any special or consequential loss or damage which you may suffer.

9 Harassment

9a 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.

10 Work placements

10a 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 course and ask you to withdraw from this university.

11 Awards, certificates and diplomas

11a We will issue all certificates, diplomas and awards in the name in which you registered.

11b 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 £35. We will replace a damaged certificate or diploma free of charge if you return it to the Conferment Unit.

11c We will only issue a replacement certificate or diploma which involves a change of name, in exceptional circumstances. However, you must provide evidence, return the original certificate or diploma and pay the fee of £35.

12 Attending award ceremonies

12a Degrees are awarded at an award ceremony which we hold at least once a year for that purpose.

12b You cannot attend the award ceremony until you have paid all fees you owe us.

12c You do not have to come to the award ceremony and if you do not, it will not affect you getting a degree.

- 12d** You need to apply to come to the award ceremony in line with arrangements set out and publicised by the Conferment Unit.
- 12e** 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 approves 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 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

Residential Service regulations

1 Information

- a** You will be given the rules and regulations for students living in accommodation which we control when you apply for accommodation.
- b** You can find details of available accommodation, rent levels and all other relevant information on our web page, or from the Residential Service Office.

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.

c Other memberships

Other memberships may be available to people associated with Anglia Ruskin University and our activities or as part of a reciprocal arrangement with another library.

d 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.

e Eligibility for membership

You must prove you are eligible to be a member.

f You must:

- keep your membership card while you are a member;
- carry your membership card when you use the service;
- let us know about any change of address or email contact;
- 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

We 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 charge 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 charge due.

2e3 We display the scale of charges on the library's website. We may decide not to make charges under rule 2e2 if there are exceptional circumstances.

2e4 If you have items overdue or you owe money for library charges, you will not be able to borrow 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 print, photocopy or scan an item, you must keep to the terms of current copyright law.

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 library staff or security to examine any items which you are taking with you when you leave the library.

7 General rules

a We provide library services for the benefit of people at Anglia Ruskin University. If you behave in ways that disturb other library users or disrupt their access to services, we will ask you to leave the library.

- b** You must keep to the rules for designated study zones.
- c** You cannot drink except from bottled or lidded drinks, or eat in the libraries. 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. Persistently breaking the rules will lead to formal disciplinary action.

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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 your 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.

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Amended July 2007
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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 IT Services 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 inducted 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 charge you, if an item is overdue. We will charge 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 charge due.
 - b We display the scale of charges outside ISMS media reception, and on the IT Services website. The Assistant Director for Media Services can decide not to make charges under rule (2a) if there are exceptional circumstances.
 - c If you have items overdue, or you owe money for charges, 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

StartupLab™ rules

Eligibility for using the lab

All students who are working on an entrepreneurial project (one that gives students extra knowledge, attributes and skills needed for setting up a new business venture) as part of their studies, or are exploring an entrepreneurial idea (one that leads to the ability to function effectively as an entrepreneur) in more detail, can use the StartupLab (the lab). You must prove you are eligible to be allowed use of the lab.

Rules for using the lab

You may only use the lab for work related to researching, developing and commercialising a start-up business idea or as part of an entrepreneurial project.

We provide the lab for the benefit of all users. When using the lab, you must not disturb other users.

You must not use the lab for any illegal or inappropriate purposes or for a purpose which might affect the reputation of Anglia Ruskin University.

You must keep to all health-and-safety regulations.

You must not take fellow users' ideas or exploit knowledge that you gain within the lab for personal or financial gain at the expense of other users. You must also keep to our regulations relating to intellectual property which you can find on the website of Research, Development and Commercial Services.

<http://web.anglia.ac.uk/onet/rdcs/compliance/index.phtml>

You must keep to all rules, regulations and procedures for students.

You must leave the lab at any time if a member of our staff asks you to do so.

Withdrawing your use of the lab

If you do not keep to these rules, we may withdraw your right to use the lab. We may also take disciplinary action against you.

Approved March 2012

**Anglia Ruskin University
Higher Education Corporation**

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 against students by a student or a member of our staff or by a member of staff of an agency providing a placement will be investigated by the Corporate Management Team (CMT) member who is responsible for the specialist area where the alleged offence took place. For example, an incident in the library will be investigated by the University Librarian, and an alleged IT system offence will be investigated by the Director of IT Services. Whenever we refer to a dean in this procedure we also refer to the relevant CMT member as appropriate. Any complaint must normally be made within 10 working days of the incident it is about.
 - b** The Director of Estates and Facilities Services will deal with complaints about behaviour in residential accommodation, ARU refectories and ARU car parks.
 - c** All other complaints will be dealt with by the Dean of the Faculty.
 - d** A complaint made by a member of the public will, in the first instance, be referred to the Secretary and Clerk.
 - e** 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 charge 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.

- c** If the Dean of faculty believes the complaint is serious enough, they may do the following.
- c1** 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.
- c2** 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.
- d** If a potential disciplinary offence is identified, the CMT member will tell the relevant Dean so that any Fitness to Practise implications can be discussed.

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 chair from among its members. The chair 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 and representations 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;
 - 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.

Amended April 2014

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 course of study. If more than one Dean of faculty has responsibility for the student's course, 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 course 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.

Chair

The chair 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 courses 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 course. If more than one Director of Studies has responsibility for your course, 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 and to you, 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 course, 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 five 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** 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** 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, notice of the date, time and place of the meeting will be given to the Director of Studies and the President of the Students' Union.
 - c4** At least 15 working days before the meeting, you will be given 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;
- 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 seven 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 Chair will be the Dean of faculty. The Chair 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 and representations 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 course 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.

Amended July 2007
Amended July 2008
Amended April 2009
Amended July 2011
Amended July 2016

Dignity at work and study

Coping with unacceptable behaviour – a procedure for students

1 Statement of commitment

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 harassment, discrimination, bullying and victimisation.

2 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 course 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
- 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.

3 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.

4 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.

5 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. In exceptional circumstances 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 course 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.

6 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.

7 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.

Approved April 2002
Amended April 2003
Amended October 2005
Amended July 2007
Amended April 2009
Amended April 2014

Anglia Ruskin University Student complaints procedure

1 Introduction

It is our policy to deal as quickly and fairly as possible with any complaint you may have about your treatment by a fellow-student; or one of our employees, services or departments. 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 and make every effort to do so informally. However, some complaints may be difficult to deal with informally and you may wish to make a formal complaint¹.

If you wish to make a formal complaint about another student then you should use the student discipline procedure (see p 22).

If you wish to complain about assessment or other regulations relating to courses of study then this should be dealt with using the Academic Appeals Procedure, details of which can be found (<http://web.anglia.ac.uk/anet/academic/appeals/index.phtml> or by emailing :- student-appeals@anglia.ac.uk).

This procedure deals with:

- complaints about a student's experience at Anglia Ruskin University, including relationships with any non-teaching service;
- complaints to do with discrimination by us; and
- complaints for reasons of maladministration.

In cases where it is not clear which procedure should be used, the Secretary and Clerk can be consulted and 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.

2 Procedure

When you make your formal complaint, you must provide details of your attempts to sort the matter out informally. 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.

2.1 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 the 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 Deputy Dean of Faculty or Deputy Director of a Professional 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.

2.2 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 2.1b

¹ When you make your formal complaint, you must provide details of your attempts to sort the matter out informally. 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.

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 & Clerk will send it to a senior member of staff to investigate. That senior member of staff will normally be a member of the Corporate Management Team, who will undertake a review of the complaint with advice from the Office of the Secretary & Clerk. 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 reply will be sent to the Secretary & Clerk's Office.

3 Office of the Independent Adjudicator for Higher Education (OIA)

- a** The OIA is an independent body set up to review student complaints in higher education. If you are not satisfied with the outcome of your complaint, you may be able to apply for a review of your complaint to the Office of the Independent Adjudicator for Higher Education (OIA) as long as your complaint is eligible for them to consider under their rules. You can find guidance on making a complaint to the OIA on their website www.oiahe.org.uk. You may also want to get advice from the Students' Union about taking your complaint to the OIA.

4 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 Deputy Dean, Deputy Director or Corporate Management Team member will tell you in writing when they expect to be able to give you their decision.

Approved March 1994
Amended June 1998
Amended October 2004
Amended July 2007
Amended April 2009
Amended April 2014
Amended April 2015
Amended November 2016

**Anglia Ruskin University
Higher Education Corporation**

Appeals Committee

The Appeals Committee will be made up of the following:

One 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.

Approved March 1994
Amended June 1998
Amended October 2004
Amended July 2007
Amended January 2008
Amended April 2009
Reviewed April 2015

Appeals Committee

Procedure for appeals by students

Procedure

This Appeals Procedure applies to all Appeals by students to the Board of Governors.

- 1** If you want to appeal against a decision of the Student Discipline 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.

There are specified time limits for making an Appeal depending on the particular procedure e.g. Academic Appeals; Student Complaints; Fitness to Practise etc. Please refer to the relevant procedure for details of the time limit for making your 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, another member of the Secretary and Clerk's staff 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 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 confirm in writing the committee's 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 change the decision you have appealed against ;

- b** confirm the decision you have appealed against ; or
- c** withdraw the decision you have appealed against .

- 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.

Approved April 1996
Amended June 1998
Amended October 2004
Amended January 2005
Amended April 2005
Amended July 2007
Amended January 2008
Amended April 2009
Amended April 2015

Right of Appeal Against Termination of UKVI Tier 4 Sponsorship (for Non EU Students)

- 1 If you do wish to appeal then you must do so by sending a letter or email to the Secretary & Clerk stating the grounds for your appeal. Your appeal will then be considered by a senior member of staff designated by the Vice Chancellor.
- 2 Because of UKVI reporting deadlines your appeal must be sent within 5 working days from the date of your suspension. Any appeal sent after this time will not be considered.
- 3 A decision will be made by our member of staff within 3 working days and sent to you. There is no further right of appeal to this university.”

Approved April 2016

Code of Practice made pursuant to the provisions of Education Act 1994 s.22(3)

This Code of Practice has been prepared in order to show the manner in which the Board of Governors of Anglia Ruskin University ("the Board") carries into effect each of the requirements set out in Education Act 1994 s.22(2) in relation to Anglia Ruskin Students' Union.

(a) the union should have a written constitution;

Anglia Ruskin Students' Union is a company limited by guarantee. It is required by Companies Act 2006 to have a written Memorandum and Articles of Association, which documents constitute its constitution.

(b) the provisions of the constitution should be subject to the approval of the governing body and to review by that body at intervals of not more than five years;

The Board considered the proposed Memorandum and Articles of Association of Anglia Ruskin Students' Union when that body was incorporated to assess whether it was appropriate, in the light of the obligations of the Board under Education Act 1994 s.22(2), to approve the proposed Memorandum and Articles of Association, and decided to grant approval.

The Memorandum and Articles of Association of Anglia Ruskin Students' Union cannot be altered otherwise than in accordance with the requirements of Companies Act 2006. The Board considers any proposed amendment to the Memorandum and Articles of Association with a view to deciding whether to approve such amendment. It will review the Memorandum and Articles of Association at least at intervals of five years after the last consideration of any proposed amendment.

(c) a student should have the right –

(i) not to be a member of the union, or

(ii) in the case of a representative body which is not an association, to signify that he does not wish to be represented by it,

and students who exercise that right should not be unfairly disadvantaged, with regard to the provision of services or otherwise, by reason of their having done so;

The Board has ensured that any student at Anglia Ruskin University has a right not to become, or to remain, a member of Anglia Ruskin Students' Union. That right is exercised either by indicating, upon becoming a student at Anglia Ruskin University, that that student does not wish to become a member of Anglia Ruskin Students' Union, or by resigning as a member of Anglia Ruskin Students' Union in accordance with the Articles of Association of Anglia Ruskin Students' Union.

The Board ensures that any student who is not a member of Anglia Ruskin Students' Union is not disadvantaged with regard to the provision of services or otherwise. There are various ways in which a student who is not a member of Anglia Ruskin Students' Union might be disadvantaged, and so counteracting any disadvantage in a particular case is dealt with in the manner appropriate in that case.

(d) appointment to major union offices should be by election in a secret ballot in which all members are entitled to vote;

The election of officers of Anglia Ruskin Students' Union is regulated by the Articles of Association of that company and bye-laws made under those Articles of Association. Those Articles of Association and bye-laws provide for all officers to be elected by secret ballot and that, in relation to the major union officers, the election is one in which all members are entitled to vote. The Board would not approve any amendment to the Articles of Association and/or bye-laws to remove or to limit that mode of election or the persons entitled to vote.

(e) the governing body should satisfy themselves that elections are fairly and properly conducted;

The Board has agreed that elections to positions in Anglia Ruskin Students' Union should be supervised by a returning officer who is the Regional Officer of the National Union of Students. Such returning officer reports to the Board, through its Student Matters Committee, within four weeks of any election on the manner in which the election was conducted.

- (f) a person should not hold sabbatical union office, or paid elected union office, for more than two years in total at the establishment;**

Holding office in breach of this requirement is prohibited in the Articles of Association and bye-laws of Anglia Ruskin Students' Union. The Board would not approve any amendment to the Articles of Association or bye-laws which would permit a breach of this requirement.

- (g) the financial affairs of the union should be properly conducted and appropriate arrangements should exist for approval of the union's budget, and the monitoring of its expenditure, by the governing body;**

The Board requires that the financial affairs of Anglia Ruskin Students' Union are conducted in accordance with arrangements made with, and approved by, the Financial, Employment and General Purposes Committee of the Board. Those arrangements include the consideration and approval by that Committee of the budget of Anglia Ruskin Students' Union.

- (h) financial reports of the union should be published annually or more frequently, and should be made available to the governing body and to all students, and each such report should contain, in particular –**
- (i) a list of the external organisations to which the union has made donations in the period to which the report relates, and**
 - (ii) details of those donations;**

Anglia Ruskin Students' Union prepares annually financial statements which are audited and submitted for the approval of the Board. Copies of the approved financial statements are available in each of the libraries of Anglia Ruskin University, and the Board has required that copies be made available by Anglia Ruskin Students' Union to any student upon request and without payment.

The Board requires that the financial statements disclose a list of external organisations to which Anglia Ruskin Students' Union has made donations during the period to which the financial statements relate, and details of those donations.

- (i) the procedure for allocating resources to groups or clubs should be fair and should be set down in writing and freely accessible to all students;**

Sports facilities are provided, principally by Student Services of Anglia Ruskin University, and not through Anglia Ruskin Students' Union. Non-sports facilities for students which are organised by clubs or societies do operate under the aegis of Anglia Ruskin Students' Union. The Board monitors the allocation of funds by Anglia Ruskin Students' Union to its constituent clubs and societies as part of its supervision of the finances of Anglia Ruskin Students' Union.

- (j) if the union decides to affiliate to an external organisation, it should publish notice of its decision stating –**
- (i) the name of the organisation, and**
 - (ii) details of any subscription or similar fee paid or proposed to be paid, and of any donation made or proposed to be made, to the organisation;**

The Board has communicated to Anglia Ruskin Students' Union that it requires to be given the information specified above in the event that Anglia Ruskin Students' Union decides to affiliate to an external organisation.

- (k) where the union is affiliated to any external organisations, a report should be published annually or more frequently containing –**
- (i) a list of the external organisations to which the union is currently affiliated, and**
 - (ii) details of subscriptions or similar fees paid, or donations made, to such organisations in the past year (or since the last report),**
- and such reports should be made available to the governing body and to all students.**

A list of the external organisations to which Anglia Ruskin Students' Union is affiliated and details of subscriptions, fees and donations paid to such organisations is included in the annual report and accounts of Anglia Ruskin Students' Union.

- (l) there should be procedures for the review of affiliations to external organisations under which –**

- (i) the current list of affiliations is submitted for approval by members annually or more frequently, and**
- (ii) at such intervals of not more than a year as the governing body may determine, a requisition may be made by such proportion of members (not exceeding 5 per cent) as the governing body may determine, that the question of continued affiliation to any particular organisation be decided upon by a secret ballot in which all members are entitled to vote;**

Anglia Ruskin Students' Union provides a current list of affiliations for approval by members at its Annual General Meeting.

If a proportion of 5% or more of the membership of Anglia Ruskin Students' Union sought to have determined by secret ballot the question whether Anglia Ruskin Students' Union should continue to be affiliated to any particular organisation and was not able to achieve that result through operation of the Articles of Association and Bye-Laws of Anglia Ruskin Students' Union, the Board would seek to persuade Anglia Ruskin Students' Union, so far as was consistent with the provisions of Companies Act 2006, to have the matter raised at a general meeting.

- (m) there should be a complaints procedure available to all students or groups of students who -**
 - (i) are dissatisfied in their dealings with the union, or**
 - (ii) claim to be unfairly disadvantaged by reason of their having exercised the right referred to in paragraph (c)(i) or (ii) above,****which should include provision for an independent person appointed by the governing body to investigate and report on complaints;**

The Board has approved a written complaints procedure, a copy of which is available upon request.

- (n) complaints should be dealt with promptly and fairly and where a complaint is upheld there should be an effective remedy.**

The complaints procedure agreed by the Board provides for complaints to be dealt with promptly, fairly and with an effective remedy where appropriate.

