

University Regulations 2025-26

UNIVERSITY FEES AND GENERAL INFORMATION FOR STUDENTS

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SUBORDINATION TO LAW

The University's authority to regulate its degrees and other awards is subject to the law of Scotland and of the United Kingdom. Thus, for example, while provision may be made in degree regulations for retaking examinations, or for other assessment later than the normally first occurring opportunity for assessment, the availability of such provision may be constrained by law governing the candidate's attendance at the University.

REGISTRATION

Regulation 1

1.1 In this context, 'registration' is exactly synonymous with the term 'matriculation' which is to be found in previous editions of the *University Regulations* and other authoritative sources. Similarly, 'register' and 'registered' equate to 'matriculate' and 'matriculated'.

1.2 Every student of the University, without exception, must complete registration at the beginning of each academic year and pay the fees appropriate to their programme of study or research in order to maintain their status as a student in the University, or in an Institution recognised by the University Court on the recommendation of the Senate, or in a College associated with the University.

1.3 Any student who fails to complete the registration process at the start of the academic year of study will not be a registered student of the University of Glasgow and may have their studies terminated by the University. The University may also discontinue a student's registration on the recommendation of a suitably constituted panel under these Regulations (such as a Support to Study Panel, a Fitness to Practise Panel, a Graduate School Board or the proceedings of the Code of Student Conduct), or where a student is in material breach of visa processes, or where a student has not responded to communications from the University for more than one academic year.

1.4 A registered student shall be entitled to the use of the Library and to the exercise of a vote in the election of a Rector.

1.5 In completing the registration process the student undertakes to observe the *Sponsio Academica* and the Copyright and Personal Data regulations (see Regulations 2, 40 and 3 respectively).

1.6 Every student registered for an undergraduate or taught postgraduate award will be automatically enrolled onto the [University's Academic Writing Skills Programme \(AWSP\)](#) and should complete this programme as instructed. Completion or Non-completion of the AWSP will be recorded on student transcripts. Any student who was enrolled for the AWSP while previously registered for an undergraduate or postgraduate award will not be enrolled for the AWSP on a second occasion.

1.7 A person elected to any student office in respect of which the Senate agrees that the incumbent may interrupt their course of study or research is deemed to be a registered student.

Students in Continuing Education and Preparatory Courses

1.8 Students enrolled on non-credit bearing courses and those on preparatory courses are not normally eligible for registration as students of the University. The Senate does, however, recognise for the purpose of registration, credit-bearing courses which, though not of a qualifying standard for any degree or equivalent award of the University, are offered for students preparing for subsequent admission to qualifying courses of the University.

Timetables of Teaching and Assessment

1.9 Teaching will normally be conducted between the hours of 8.30 a.m. and 6.00 p.m. Mondays to Fridays. Exceptionally certain class meetings may be timetabled outside these hours, including but not restricted to evening class and weekend courses offered by Short Courses and other School field trips and study abroad.

1.10 Formal timed assessment examinations¹ held on campus and online will, as far as possible, and with the exception of courses offered by Short Courses, be conducted between the hours of 8.30 a.m. and 6.30 p.m. Mondays to Fridays. However, examinations may be timetabled to end later than 6.30 p.m. Mondays to Fridays or to take place on Saturdays. Some online examinations operate in different formats involving longer time periods such as open 24 hour examinations.

Limitation of Admission to Qualifying Courses

1.11 The Senate reserves the right to refuse admission to any particular qualifying course because of restricted facilities either of accommodation or of teaching, or lack of demand.

Application of Regulations

1.12 Students are subject to the regulations for degrees and other academic awards that are in place at the time when they commence the programme of studies or research relating to that award. (On undergraduate programmes that require formal entry to honours following completion of the second year of study, the honours programme of studies commences at the beginning of the third year of study.) In cases where regulations are amended after the commencement of the programme of studies, the revised regulations may be applied to a cohort of students only if the changes benefit all students. Before applying such changes, the students must be notified.

¹ Formal assessment examinations include class tests and practical tests.

SPONSIO ACADEMICA – UNIVERSITY OATH

Regulation 2

2.1 Ego, in Universitate Glasguensi studens, sancte polliceor me Senatus mandata secundum leges Universitatis exsequi et auctoritati eius obtemperare. Repromitto etiam praestaboque operam et diligentiam meam et in discendo et in aliis proficiendi occasionibus utendo non defuturam.

Translation:

I, a student in the University of Glasgow, solemnly promise that I will fulfil the requirements of the Senate in accordance with the regulations of the University and I will conform to its discipline. Furthermore, I accept that I am responsible for commitment to, and engagement in, my learning and in other opportunities for my personal development.

PERSONAL DATA

Regulation 3

3.1 Processing of Personal Data

The University holds, collects and processes information about its students (current and former), applicants and potential applicants. This information (which includes personal and special category data) may include images and personal, academic, financial and disability information. This information is used for various academic, administrative, management, statutory, pastoral, and health and safety reasons.

Students, applicants and potential applicants (together “Data Subjects”) will be asked to provide and confirm their personal data and academic details with the University for the purpose of provision or potential provision of education and student experience. For further information on how the University will process your data, please see the [Student Privacy Notice](#), the [Prospective Student Privacy Notice](#) and the [Privacy Notice for Alumni](#).

3.2 IT Facilities

All registered students will be allocated an email address and this email address, with other identifying information about students, will be displayed in the “address book” searchable by other University of Glasgow email users. Students may request that this information is not displayed in this way by contacting the IT Helpdesk.

All registered students will also be issued with a student ID card that will be used by students to gain access to appropriate University facilities.

A student is able to check that the information recorded about them in the University’s central student records system is correct and where appropriate update this, using the University’s online registration system, *MyCampus*. Further details about *MyCampus* can be found at www.gla.ac.uk/myglasgow/students/sset/guides/.

The University’s IT regulations expressly prohibit the use of the University’s IT equipment and infrastructure to access, to attempt to access, or to distribute material of a criminal, offensive or pornographic nature. Breaches will be subject to investigation and may result in disciplinary action and, in the event of contravention of law, referral to the police.

3.3 Plagiarism Detection

The University reserves the right to use systems such as similarity checking to aid plagiarism detection in the interests of improving academic standards when assessing student work. These systems, which may be externally based, involve the processing of basic personal data when work is uploaded. This includes an individual’s name, e-mail address, and course details. Further information on the use of such systems please see the [University’s Policy for the Use of Plagiarism Prevention Software \(PPS\)](#).

COPYRIGHT REGULATIONS

Regulation 40

40.1 Regulations under the *Copyright, Designs and Patents Act*, 1988, permit limited copying of in-copyright material by individuals in connection with their research or private study. This exception is reduced to fair dealing only for research for a non-commercial purpose, or for private study. This exception extends to all copyright works, including, for example, video recordings, broadcasts or online resources. There is also an obligation that sufficient acknowledgement (e.g. the author’s name plus a bibliographic citation) is required unless it is impractical.

40.2 Copying beyond these limits can only be permitted if the material is not in copyright (i.e. in most cases if the author has been dead for more than 70 years and typographical copyright that lasts 25 years has lapsed) or if the owner of the copyright gives specific permission in each case. More information on copyright for research and private study is available at www.copyrightuser.org/understand/exceptions/research-private-study/.

40.3 The University has signed a licence with the Copyright Licensing Agency which covers photocopying and scanning for course use. Please see the [library’s web pages](#) for more information. Library staff can answer queries regarding this licence at library-readinglists@glasgow.ac.uk.

40.4 There are many further issues surrounding copyright and intellectual property rights which staff and students need to be aware of during their everyday work in the University. Guidelines are available throughout the University web pages. The [Academic & Digital Development](#) website gives guidance for using material in Moodle and Media production. The

following webpage offers copyright support to staff and students: www.gla.ac.uk/myglasgow/library/copyright/. The page contains resources for the use of media in teaching, learning and studying along with advice on the use of UK Copyright Exceptions.

Staff, students and researchers can request copyright support/advice via the institution's [IT Helpdesk service](#).

University of Glasgow staff and students should make use of [Box of Broadcasts \(BoB\)](#) subscription based service, which enables subscribing institutions to legally record and view TV programmes and films both on and off campus..

ANNUAL FEES

Regulation 5

5.1 The fees payable for the current session can be found on the [University website](#). The fee is for registration, for tuition, for the use of laboratories (except that additional bench fees may be payable on some postgraduate programmes) and for one entry to the assessments appropriate to the course.

Payment

5.2 **All fees are payable on Registration.** As of 1st March 2025, the University no longer accepts direct bank transfer payments from students. Payments must only be made by one of the University approved payment methods, details of which can be found on the [University website](#). Students who do not meet their obligation to pay tuition fees by due dates may incur financial and non-financial penalties.

5.3 Students who have not completed **both academic and financial registration**, and arranged payment of fees, prior to starting their programme or course each academic year shall not be permitted to attend their programmes of study and will be withdrawn.

Definition of an International Student for Fee Purposes

5.4 In accordance with The Education (Fees) (Scotland) Regulations 2022, higher (international) levels of fee are payable by students who do not have a 'relevant connection' with Scotland.

5.5 Students who have a 'relevant connection' will be charged the home levels of fee. In order to establish this 'relevant connection', certain elements are required, as follows:

a) the student has been ordinarily resident in the UK throughout the preceding three year period from the 'relevant date' before the start of their course. If the course starts in the period:

1 August to 31 December, the relevant date is 1 August in that year;

1 January to 31 March, the relevant date is 1 January in that year;

1 April to 30 June, the relevant date is 1 April in that year;

1 July to 31 July, the relevant date is 1 July in that year.

and

b) the student has not been resident therein, during any part of that three-year period, for the primary purpose of receiving full-time education; **and**

c) **any international applicant who satisfies the ordinarily resident criteria in (a) and (b) must also have settled status in the United Kingdom (i.e., there must be no restriction on the length of stay in the UK).**

Conditions (a), (b) and (c) must be satisfied in order that the student may establish the 'relevant connection', and be liable for the home level of fee.

5.6 Excepted Students. There are certain categories of 'excepted students' who, although they do not have a 'relevant connection' with Scotland are liable to pay only the home rates of fee. These categories are outlined in our [Fee Status Policy](#).

5.7 The fee paying status of a student determined at the time of admission to a degree programme will not change during the duration of that programme, apart from changes in legislation or changes in circumstances where current legislation requires that the status be changed, such as the award of refugee status.

GRADUATION AND GENERAL COUNCIL MEMBERSHIP

Regulation 12

12.1 All candidates for degree level awards proceeding to graduation after examination who are not already members of the General Council are required to enrol as members of the Council.

12.2 Graduands are required to enrol for Graduation within the enrolment period. Details may be obtained from the Registry or at www.gla.ac.uk/events/graduations/.

12.3 Once a student has graduated from the University they are deemed to have accepted the award made by the Board of Examiners and hence an appeal from that student in connection with the award will not be entertained.

12.4 Graduation ceremonies are held annually at Gilmorehill Campus, Dumfries Campus, the University of Glasgow, Singapore, Nankai University and UESTC. Students graduate at the ceremony held at their campus of study.

12.5 The presentation of awards below degree level may take place at separate award ceremonies at the discretion of individual academic schools.

PAYMENT OF MONIES DUE TO THE UNIVERSITY

Regulation 13

13.1 In accepting an offer of a place of study and completing academic and financial registration, a student accepts responsibility to pay all fees when due to the University. These fees include annual tuition fees, academic-related charges and accommodation fees in respect of University owned/leased student accommodation. Tuition fees are usually due by the start of teaching.

13.2 As of 1st March 2025 the University no longer accepts direct bank transfer payments from students. Payments must only be made by one of the University approved payment methods, which can be found on the [University website](#).

13.3 The student is responsible for completing Financial Registration in order to advise how their fees will be paid before the start of teaching or as otherwise communicated. In the event that this has not been actioned and where fees remain outstanding at the time of registration, the University will endeavour, acting reasonably and considering the student's reasonable representations, to make an arrangement with the student to repay the outstanding fees due within an agreed period.

13.4 Where the University is unable to make such an arrangement with the student or where, despite such an arrangement being made, the terms of the arrangement are materially or persistently breached, the University will employ other methods with a view to collecting the debt. These may include penalty charges, outsourcing the debt to external debt collectors and, in the case of accommodation debt, the termination of the student's lease.

13.5 In relation to tuition fee debt, the University reserves the right ultimately to apply an academic sanction. An academic sanction will involve refusing to allow the student: to register as a student of the University; access to services; to progress to the next level of study; to enrol for graduation, and/or to receive any degree, diploma or other qualification conferred by the University.

13.6 Academic sanctions will be applied only where alternative methods of seeking payment have been reasonably exhausted and where the University considers an academic sanction proportionate and reasonable following consideration of a student's representations.

13.7 Where students experience difficulty in making payment they can seek practical support and advice from the Students' Representative Council's Advice Centre. Students should also contact the Receivables Student Collections team to make them aware of any delay in payment. The Receivables Student Collections team can be contacted by raising an IT Helpdesk request for the attention of the Receivables Service Team (previously known as Finance Collections) or by calling 0141 330 6509. The link to raise an IT Helpdesk request can be found on the [University website](#).

CODE OF ASSESSMENT FOR UNDERGRADUATE AND TAUGHT POSTGRADUATE PROGRAMMES²

Regulation 16

The Code of Assessment is governed by Resolution No. 564 of the University Court, the provisions of which are incorporated in the Regulations below.

These Regulations are reproduced in the online [Guide to the Code of Assessment](#) where they are accompanied by commentary and examples.

General

16.1 Each approved course³ contributing to an award of the University shall have a credit rating based upon the notional learning hours required for its completion, and determined in accordance with the Scottish Credit & Qualifications Framework (SCQF).⁴ Regulations governing awards of the University may express the criteria for making such awards directly or indirectly in terms of accumulated credit points. The minimum requirement for the award of credits is addressed in §16.40 - §16.44.

16.2 a) Each such course will incorporate a scheme of assessment which:

- i) assesses candidates' performance against the intended learning outcomes of the course;
- ii) includes an appropriate combination of formative and summative elements;

² Credit-bearing taught courses that are taken on an individual basis (that is, that are not taken as part of an undergraduate or taught postgraduate programme) will also be governed by the relevant provisions of the Code of Assessment.

³ The term 'course' refers to a self-contained unit of study on a particular topic with defined level, credit value, aims, intended learning outcomes, mode(s) of delivery, scheme of assessment and possibly also pre- and co-requisites.

⁴ Information about the SCQF may be obtained at <https://scqf.org.uk/>

- iii) deploys forms of assessment appropriate to the intended learning outcomes of the course, taking due account of its credit rating;
 - iv) where re-assessment is provided for in the degree regulations, makes provision for the re-assessment of candidates in accordance with the regulations;
 - v) may be changed only through procedures approved by Senate;
 - vi) may be varied exceptionally in a given session in response to specific circumstances subject to the approval of the Clerk of Senate;
 - vii) is as far as practicable anonymous.
- b) Each scheme of assessment will set out the individual components of assessment and their respective weighting in the calculation of the final grade for the course.
- i) 'Component of assessment' means each of the weighted assessments set out in the course specification document.
 - ii) Each component of assessment may include sub-components except that individual questions in an examination or other piece of assessment shall not be regarded as sub-components.

16.3 The scheme will be implemented in accordance with the following requirements:

- a) the scheme shall be fully described in the School Instructions issued in written or electronic form to all students enrolled in the course (at the beginning of the course, or as soon as practicable thereafter), with particular regard to dates, deadlines and formats of required work, weights of components of the assessment scheme, the method of marking (e.g. single marking, blind double marking, second marking), procedures for moderation of summative assessments, procedures for informing students of results and the returning of work, requirements for progression in the relevant programme and provisions for appeal;
- b) due notice shall be given of dates, times and places of written and oral examinations and other assessment events;
- c) appropriate provision shall be made for candidates with a formally recognised permanent or temporary disability. Please see Examination and other Assessment Arrangements for Disabled Students (Regulation 24);
- d) candidates shall be supplied with relevant information on assessment criteria and on schemes for grading, classification and aggregation.

16.4 The scheme shall describe how candidates will receive feedback to guide their subsequent learning. That feedback may include the results of summative assessment. Where these are provided they will be provisional until they are confirmed or amended by the appropriate Board of Examiners.

16.5 Where an Honours programme involves two or more subjects, the way in which the results of assessment are to be aggregated, averaged or profiled to produce an overall classification of the degree should be agreed when the degree is approved.

Provision for Reassessment

16.6 In §16.7 - §16.8, the 'threshold grade' shall, unless otherwise specified in the regulations for a particular programme, be:

- a) for undergraduate programmes, grade D;
- b) for taught masters degree programmes and for postgraduate certificate and diploma programmes, grade C.

16.7 A candidate who, by the end of the course, has failed to attain the threshold grade in that course shall normally be afforded the opportunity described in §16.8 to improve that assessment result. There shall be no such opportunity in respect of courses which contribute to the candidate's honours classification except where permitted under the regulations governing a particular award; in such cases the original grade only shall contribute to the honours classification.

16.8 A candidate who has failed to attain the threshold grade shall, subject to the provision of §16.9, be permitted one further opportunity to attempt each component of the assessment.⁵ This opportunity will be afforded within the same session as the first attempt at the component. In respect of each component, the assessment offered at this opportunity must be in essentially the same form as the assessment attempted by the candidate at their first attempt and must carry the same weighting within the scheme of assessment for the course as that first attempt. A second further opportunity to attempt the component of assessment shall not be available as a matter of right but may be permitted at the discretion of the College responsible for the programme in accordance with its policies and procedures which shall be published in the relevant course documentation.

16.9 Exceptionally, the opportunity to attempt assessment provided for in §16.8 may not be available to a candidate. This will only be the case in relation to any component or sub-component where it is not possible to replicate the assessment; reassessment must be offered in all other components and sub-components.⁶ The impossibility of reassessment may arise

⁵ This includes offering reassessment in sub-components.

⁶ For example, where a course involves groupwork which itself cannot be replicated, a reassessment opportunity must be offered in relation to a candidate's individual submission arising from that groupwork.

from the nature of the assessment, the context in which it may be generated, and the integrity of the assessment as a whole. The decision that it is not possible to replicate assessment must be approved by the Head of School or their nominee (hereinafter referred to as Head of School) and can be applied in relation to no more than 25% by weight of a course's summative assessment, except where permitted by the Clerk of Senate. Details of assessment for which it is impossible to generate a reassessment must be clearly set out in the relevant course documentation.

16.10 Where, under §16.45 - §16.53, a Board of Examiners is satisfied that a candidate has been prevented by Extenuating Circumstances from completing an assessment, that assessment shall not be counted as an attempt made by, or available to, the candidate.

16.11 Exceptionally, where a second or permitted subsequent attempt at an assessment is not available to the candidate until a subsequent academic session, the candidate shall not be entitled to assume that the content of the course will be unchanged, and it shall be the responsibility of the candidate, in conjunction with the School responsible for the course, to make appropriate preparation for that assessment.

16.12 a) Unless otherwise specified in the regulations for a particular programme, the final grade awarded for a course following reassessment shall be calculated as follows:

- i) the best grades for each component of assessment will be used, and
- ii) where any assessment cannot be replicated the original grade for that component shall be used in the calculation.

b) The grade so calculated will be published by Registry subject to the following provisions:

- i) for undergraduate programmes, the number of grade points derived from the final result for a course following reassessment shall be not more than 9;⁷
- ii) for taught masters degree programmes, for postgraduate certificate and diploma programmes, and where a taught Masters level course is taken as part of a doctoral programme, the number of grade points derived from the final result for a course following reassessment shall be not more than 12;⁸ there shall be no capping in relation to reassessment of a Masters dissertation or other substantial independent work.

16.13 a) Further to §16.7, a candidate who, by the end of the course, requires an improved assessment result in order to complete a minimum graduating undergraduate non-honours curriculum in that academic session, shall normally be afforded the opportunity described in §16.8 irrespective of the result obtained on completion of the course. This entitlement to reassessment in courses where the threshold grade has been achieved at the first attempt shall be limited to courses totalling no more than 60 credits.

b) Notwithstanding §16.12, such a candidate shall be awarded the number of grade points corresponding to the final course result following reassessment for a total of no more than 60 credits. This entitlement applies regardless of the basis on which the candidate was permitted reassessment.

Timing and Duration of Examinations⁹

16.14 Where all or part of a course's scheme of assessment consists of an 'end of course' examination,⁹ that examination shall normally be held within the academic session in which the course has been taught. The available durations for individual examinations are 60, 90, 120, or (only in the spring examination period) 180 minutes, all of these durations being inclusive of reading time.

16.15 The duration of an examination which occurs within the main examination diets, and which forms all or part of a course's summative assessment, is subject to a limit determined by the level at which the course is taught, its credit rating, and the extent to which the examination contributes to the summative assessment of the course as a whole.

16.16 Where more than one such examination for the same course occurs within the main examination diets, the maximum duration prescribed in §16.17 - §16.18, and the references in the same clauses to 'examination', shall apply to these examinations in combination.

16.17 The duration of an examination as defined in §16.15 where it contributes 100% of the course's summative assessment, may not, subject to §16.19, exceed the number of minutes prescribed in Schedule D.

16.18 Where such an examination accounts for less than 100% of the course's summative assessment, the maximum duration of such an examination shall be determined by the product of that percentage (expressed as a decimal fraction) and the number of minutes appropriate to the credits and level indicated in Schedule D. Where the result of this calculation is less than 60 minutes, the maximum duration shall be rounded up to 60 minutes and, otherwise, subject to §16.19, the result shall be rounded to the nearest multiple of 30 minutes.

⁷ Where a Schedule B course result is returned, the grade points derived from the final result shall be not more than 11.

⁸ Where a Schedule B course result is returned, the grade points derived from the final result shall be not more than 14.

⁹ §16.14-§16.21 relate to timed examinations taking place in exam halls on-campus or at other approved venues. While the provisions do not directly apply to online examinations, in determining the duration of the latter note should be taken of the principles set out in these provisions.

16.19 Where the calculated maximum duration is 60 minutes or 90 minutes, the College in which responsibility for the examination lies may approve an extension of 30 minutes where such an extension is justified by the nature and content of the examination.

16.20 The examination duration determined by these regulations may be allocated to two or more individual examinations which may be 60, 90, 120, or (only in the spring examination period) 180 minutes in length, all of these durations being inclusive of reading time.

16.21 The maximum durations prescribed in §16.17 - §16.19 shall not limit the provision available in §24.9- §24.10 to allow extra time to disabled candidates.

SCHEDULE D

Credits	Levels 1 & 2	Levels 3, H and M
10	90 minutes	120 minutes
15	120 minutes	150 minutes
20	150 minutes	180 minutes
30	240 minutes	240 minutes
40	330 minutes	330 minutes
60	480 minutes	480 minutes

Standards

General

16.22 The standard achieved by a candidate in all summative assessments required by a course shall be judged by the relevant Board of Examiners in terms of the candidate's attainment of the stated intended learning outcomes for that course.

16.23 Judgement shall be expressed in terms of the primary grades and secondary bands set out in [Schedule A](#) or in terms of the grades set out in [Schedule B](#). Documentation relating to courses and programmes shall indicate where Schedule A and Schedule B verbal descriptors shall apply.

16.24 Judgement shall be made through direct reference to the primary verbal descriptors for intended learning outcomes and the primary verbal descriptors for professional, practical or clinical competence set out in Schedules A and B. Reference shall also be made to such subsidiary information as Schools may prepare to amplify the primary verbal descriptors in terms specific to a particular field of study. Where the outcome of the chosen mode of assessment is a proper percentage score it shall, before being reported to students, be converted into a primary grade and secondary band by reference to a conversion scheme determined by the Board of Examiners as appropriate for the assessment in question and subordinate to the relevant grade descriptors.

Submission of Summative Assessment

Assessment (other than examinations): Penalties for late submission

16.25 Deadlines for the submission of work which is to be formally assessed will be published in course documentation, and work which is submitted later than the deadline will be subject to penalty as set out below.

Where the work in question is a piece of independent work for which, in order to qualify for an honours degree, a minimum grade is prescribed, any late penalty will be discounted for the purpose of determining whether that prescription has been met.

16.26 Except as modified by §16.27, the primary grade and secondary band awarded for work which is submitted after the published deadline will be calculated as follows:

- a) In respect of work submitted not more than five working days¹⁰ after the deadline:
 - i) the work will be assessed in the usual way, and the primary grade and secondary band so determined will then be reduced by two secondary bands for each working day (or part of a working day) the work was submitted late;
 - ii) where work is submitted after feedback on that work (which may include grades) has already been provided to the student class, grade H will be awarded. Feedback may be provided to the student class within five working days of the submission deadline in relation to no more than 25% by weight of a course's summative assessment.
- b) In respect of work submitted more than five working days after the deadline:
 - i) where feedback on the work has not yet been provided to the student class, Grade H will be awarded;
 - ii) where feedback has already been provided to the student class, the work will be counted as a non-submission.

¹⁰ For the purposes of this Code, Monday to Friday are counted as working days except when the University is closed for a [public or other Holiday](#). Saturdays and Sundays are not counted as working days.

Course teams may elect to vary §16.26 (b) (ii) for specific assessments by awarding Grade H to work submitted after feedback has been provided to the student class. Details of any such arrangements must be stated in course documentation.

Assessment (other than examinations): Deferral of deadlines

16.27 A candidate who is unable to submit the assessment by the published deadline, or who anticipates being unable to submit, may apply for a deferral of the deadline or exemption from the penalties set out in §16.26 by making a claim in accordance with the procedures set out in §16.45 - §16.53 Incomplete Assessment resulting from Extenuating Circumstances.

Online examinations and late submission

- 16.28 a) Information regarding the format and submission timings of online examinations will be provided to candidates in advance of the relevant examination diet.
- b) It is the candidate's responsibility to ensure that the correct version of their online examination is submitted.
- c) In the event that a candidate does not submit by the end of the scheduled examination time¹¹ the following will apply:
- i) where a late submission window is available for the examination and the candidate submits within that window a late penalty will be applied: the submission will be graded H;
 - ii) where a late submission window is available and the candidate does not submit by the end of that window, the examination will be treated as a non-submission;
 - iii) where no late submission window is available the examination will be treated as a non-submission.
- d) Where different parts of an online examination require separate submission the following will apply:
- i) a late penalty will be applied only to any part that is submitted late;
 - ii) if any part of the examination is submitted by the end of the scheduled examination time or by the end of any available late submission window the examination as a whole will be regarded as having been submitted.
- e) A candidate who is unable to submit an online examination by the end of the scheduled examination time due to Extenuating Circumstances, as defined in §16.45(a) Incomplete Assessment resulting from Extenuating Circumstances, may make an application under the procedures set out in §16.45 - §16.53:
- i) for waiver of the late penalty as described in §16.28 (c) (i) or §16.28 (d) (i); or
 - ii) where in accordance with §16.28 (c) (ii) or (iii) the examination is treated as a non-submission, for the outcome described in §16.50 to be applied.

Aggregation

16.29 Where the assessment scheme of a specific course or programme requires aggregation across two or more components to obtain an overall outcome, the grade points set out in [Schedule A](#) and [Schedule B](#) shall be employed.

Aggregation of Assessments across a Course

16.30 Aggregation to establish a result for a course shall require the computation of the mean of the relevant grade points achieved in the component assessments. In computing the mean, 0 [zero] grade points shall be applied to non-submissions. All assessment components which are summative must be included and where appropriate the computation shall employ weights as specified in the course documentation.

16.31 In order to determine the overall grade to be reported for a course the following shall apply:

- a) For a course where [Schedule A](#) is employed in relation to 50% or more by weight of the course's assessment, the mean of the relevant grade points calculated in accordance with §16.30 shall be rounded to an integer value.¹² The result for the course shall be reported as the primary grade and secondary band equivalent to that integer shown in Schedule A.
- b) For a course where [Schedule B](#) is employed in relation to more than 50% by weight of the course's assessment, the mean of the relevant grade points calculated in accordance with §16.30 shall not be rounded and the result for the course shall be reported as the grade shown in Schedule B that has the range in which the mean of grade points lies.

16.32 The grade points associated with the reported course grade shall be carried forward to subsequent aggregation required to determine the programme award (see §16.34 - §16.39).

¹¹ Illustrations of the different formats of online examinations and their submission windows are given in the [Guide to the Code of Assessment](#).

¹² A grade point mean should be rounded in accordance with the following example: 15.5 and all higher values less than 16.5 should become 16.

Aggregation of Results of Courses across a Programme

16.33 A Board of Examiners shall determine and report the results for each individual course on a programme following the diet at which that course is assessed (or, where a course is assessed at more than one diet, following the diet at which the course assessment is completed), and shall determine and report the overall programme award after the final assessment diet.

16.34 A candidate's grade point average over a set of courses is the weighted sum of the grade points achieved by the candidate in these courses. The grade point average shall be calculated by taking the product of each course's weight and the candidate's grade points, and dividing the sum of these products by the sum of the courses' weights. The weights shall correspond to the courses' credit ratings unless specified otherwise in the relevant programme documentation. The grade point average shall be expressed to one decimal place.

Undergraduate Non-Honours Programmes

16.35 The regulations of each award shall state:

- a) the minimum grade point average required for:
 - i) the award,
 - ii) identified categories of the award such as with Merit or Distinction or such sub-degree awards as may be made.
- b) limitations on the permitted extent of compensation of performance below the stated minimum for the award in individual components of the programme.

Honours Degree and Integrated Masters Programmes

16.36 There shall be four classes of honours: first, upper second, lower second and third. A candidate who is not placed in one of the four classes shall have failed the honours programme. (This shall not prevent the award of an unclassified honours degree within the terms of regulation §16.52(e)(iii).)

- 16.37 a) The weighting of courses for the calculation of an honours classification for an undergraduate honours degree should normally follow the credit weighting of those courses in the third and fourth years of the honours programme. Any departure from these weightings must be set out in the programme specification.
- b) The weighting of assessments for the calculation of an honours classification for an integrated Masters degree should normally give weight to the third, fourth, and fifth years of the programme, with the assessment in the fifth year counting for at least 50% of the calculation. These weightings must be set out in the programme specification, and should normally fall within the range of 10:20:70 to 20:30:50.
- c) Where the grade point average (as determined in §16.34 and §16.37 (a) and (b)) falls within one of the following ranges, and all other requirements for the degree have been satisfied, the Board of Examiners shall recommend award of the degree with the classification stated:

17.5 to 22.0	First class honours
14.5 to 17.0	Upper second class honours
11.5 to 14.0	Lower second class honours
8.5 to 11.0	Third class honours
0.0 to 8.0	Fail

- d) Where the grade point average falls between two of the ranges defined in §16.37(c) and all other requirements for the degree have been satisfied, the award classification to be recommended by the Board of Examiners will be determined by the weighted profile of the course grades contributing to the honours classification. The course grade profile must be weighted to reflect the relative credit weightings of the courses and the relative weightings given to the different years of the programme (as referred to in §16.37 (a) and (b)).¹³ The classifications awarded in the following grade point average ranges will be:

17.1 to 17.4	First class honours: where at least 50% of the weighted course grade profile comprises A grades
	Upper second class honours: where less than 50% of the weighted course grade profile comprises A grades
14.1 to 14.4	Upper second class honours: where at least 50% of the weighted course grade profile comprises grades of B or above
	Lower second class honours: where less than 50% of the weighted course grade profile comprises grades of B or above
11.1 to 11.4	Lower second class honours: where at least 50% of the weighted course grade profile comprises grades of C or above

¹³ Illustrations of weighted course grade profiles are given in the [Guide to the Code of Assessment](#).

	Third class honours: where less than 50% of the weighted course grade profile comprises grades of C or above
8.1 to 8.4	Third class honours: where at least 50% of the weighted course grade profile comprises grades of D or above
	Fail: where less than 50% of the weighted course grade profile comprises grades of D or above.

BDS, BVMS and MB ChB Programmes

- 16.38 a) There shall be three categories of award: honours, commendation and pass. A candidate who is not placed in one of the three categories shall have failed the programme.
- b) The regulations of each award shall state the requirements for the award and for the individual categories of award.

Taught Postgraduate Programmes

16.39 The regulations of each award shall state:

- a) the minimum grade point average required for the award;
- b) the minimum grade required in any component or components of the programme, and such limitations on the permitted extent of compensation of performance below such minimum;
- c) the minimum grade point average and any other criteria, required for identified categories of the award such as with Merit or Distinction.

Minimum Requirement for the Award of Credits

- 16.40 a) References are made throughout §16.41 - §16.44 of these regulations to a candidate's failure to meet fully the submission requirements for their assessment in the absence of Extenuating Circumstances. The means by which Extenuating Circumstances may be determined and the provisions made in circumstances where Extenuating Circumstances are established are addressed in §16.45 - §16.53.
- b) Absence from up to 25% of any specified monitored attendance of classes shall not be deemed to be a breach of the minimum requirements for credit as set out in §16.41 where such absence is deemed to be due to illness or other adverse personal circumstances, except where otherwise specified in course or programme documentation.

16.41 Except as modified by §16.44, the minimum requirement for the award of credits for a course is the submission of at least 75%¹⁴ by weight of the course's summative assessment. Schools may specify further requirements such as monitored attendance at classes and examinations. All such requirements shall be specified by the School concerned, and given to candidates in writing at the beginning of the course. Where the scheme of assessment for a course permits resits or reassessment, requirements involving submission of assessments or attendance at examinations must be fulfilled by the end of the academic year in which the course is taken subject to an exception in cases where a candidate misses an assessment with Extenuating Circumstances.

Undergraduate Non-Honours Courses and Postgraduate Taught Courses

16.42 For undergraduate non-honours courses and postgraduate taught courses, the following procedure shall be adopted. If, in the absence of Extenuating Circumstances, a candidate fails to submit at least 75%¹⁴ by weight of the course's summative assessment by the end of the first assessment diet or fails to comply with other requirements specified in writing by the School, and an opportunity exists to redress this situation by the end of the academic year in which the course is taken, the initial outcome shall be Credit Withheld¹⁵ and no grade shall be calculated. Thereafter:

- a) Where a candidate has submitted at least 75%¹⁴ by weight of the course's summative assessment and/or has complied with the outstanding requirements for the award of credit by the end of the academic year in which the course is taken, the outcome following reassessment will be calculated in accordance with the scheme of assessment described in the School instructions.
- b) Where a candidate has not submitted at least 75%¹⁴ by weight of the course's summative assessment and/or has failed to comply with the outstanding requirements for the award of credit by the end of the academic year in which the course is taken, no grade shall be calculated and the outcome shall be Credit Refused for that course.

16.43 Where, in the absence of Extenuating Circumstances, a candidate has failed to comply with any mandatory requirement for the award of credit and this cannot be remedied by the end of the academic year in which the course is taken, no grade shall be calculated and the outcome shall be Credit Refused for that course.

¹⁴ The College Board of Studies may authorise the setting of a higher percentage of submission in which event that higher percentage must be clearly set out in the School Instructions issued to all candidates enrolled in the course.

¹⁵ Where, in addition, a claim of Extenuating Circumstances is accepted for one or more components of assessment on that course at the same diet the outcome shall be Extenuating Circumstances/Credit Withheld ['ECW']. Illustrations are given in the [Guide to the Code of Assessment](#).

Honours Assessment

16.44 Where the outcome of a course contributes to a final honours classification the following procedure shall be adopted. In all cases the references to non-submission are to non-submission in the absence of Extenuating Circumstances which is defined in §16.45(a).

- a) The extent of submission of honours assessment shall be determined as a percentage of the totality of summatively assessed work, based on the published assessment weightings required by the honours assessment scheme approved by Senate. The calculation of this percentage shall take into account all components of assessment over all courses contributing to the honours assessment, rather than being carried out on a course by course basis.
- b) If by the end of an honours programme a candidate has:
 - i) submitted 75% or more of the honours assessment, and
 - ii) complied with other requirements set out in School Instructions,the grade for any course in which they have submitted less than 75% of the assessment shall be calculated by awarding a grade H for any missed assessment and the grade for the course calculated in accordance with the scheme of assessment described in the School Instructions. This grade will be used for the purposes of honours aggregation.
- c) If by the end of an honours programme a candidate has submitted less than 75% of the honours assessment they shall be refused credit for any course in which they have submitted less than 75% of the assessment.
- d) Where a candidate has not completed all of the assessment for a course assessed before the final year of the honours programme the grade for that course shall be returned as Credit Withheld.¹⁵ On completion of the honours assessment the grade for any such course shall be calculated as above.

Incomplete Assessment resulting from Extenuating Circumstances

Scope and definitions

- 16.45 a) For the purposes of §16.46 - §16.53 of these regulations, 'Extenuating Circumstances' shall mean circumstances affecting a student which would reasonably result in components of a student's programme of assessment not being completed. Extenuating Circumstances include situations where the student is unable, through no fault of their own, to fulfil the requirements of the scheme of assessment appropriate to their programme of studies, or situations which clearly result in the student's performance in summative assessment being adversely affected, except where that assessment is the independent work required for the award of a classified honours degree or postgraduate taught Masters degree.¹⁶ Students with chronic or persistent illness or long-term adverse personal circumstances should also refer to the University's Policy on Reasonable Adjustments & Supportive Arrangements for Students.¹⁷
- b) The Senate shall appoint a cohort of Senate Assessors for Extenuating Circumstances ('the Senate Assessors'), one of whom will act as Senior Senate Assessor, and whose responsibilities will be to:
 - i) determine Extenuating Circumstances policies, including requirements with regard to evidence and supporting statements;
 - ii) consider particularly complex or precedent-setting cases referred to them by Student & Academic Services;
 - iii) ensure clear process documentation is available for students and staff; and
 - iv) present an Annual Report to Senate.

The term of office of the Senate Assessors shall normally be three years. In the event that all Senate Assessors are temporarily unavailable, the Clerk of Senate shall nominate another member of the Senate to act as a Senate Assessor in the interim.

Process

16.46 Students will make available to the University information about any Extenuating Circumstances by submitting an Extenuating Circumstances claim using the system(s) identified by the University on the student MyGlasgow page. The decision(s) about any claim of Extenuating Circumstances shall be notified to the candidate as soon as reasonably practicable.

16.47 Where incomplete assessment may be the result of Extenuating Circumstances affecting a component of assessment, a student must report this by submitting an Extenuating Circumstances claim no later than five working days¹⁰

¹⁶ The 'independent work' includes: (a) for a classified honours degree, the piece of independent work worth at least 20 credits referred to at §16.1 and §17.1 of the Generic Undergraduate Regulations (GUR), and the equivalent in degree regulations not subject to the GUR, and (b) for a postgraduate taught masters degree, the 60 credit (or more) substantial independent work referred to in the degree regulations, taking the form of a dissertation or project.

Where a candidate believes that their performance in this assessment is being or has been affected by adverse circumstances, before submitting the work they should seek advice on requesting a deferred deadline within their period of study.

¹⁷ A candidate experiencing chronic or persistent illness or long-term adverse personal circumstances is encouraged at as early a stage as possible to contact appropriate sources of support such as their Adviser of Study/Advising Team and the Disability Service. The [Support to Study Procedure](#) may be used to consider how best to support any such candidate in their studies.

after the affected examination, or after the date at which submission of the work for assessment was due. Late Extenuating Circumstances claims shall not be considered unless circumstances have prevented the candidate from submitting a claim within this time. A candidate can only retract a claim of Extenuating Circumstances up to five working days after either the affected examination or after the date at which submission of work for assessment was due. In particular, a candidate cannot retract a claim after the date of publication of the results (including provisional results) of the assessment if this date was earlier.

16.48 a) The policy and responsibilities for the processing of Extenuating Circumstances claims, including any relevant definitions and evidence requirements, shall be clearly identified in advance of the start of each academic session and made available to staff and students by the Senate Assessors. Unless determined otherwise by the Senate Assessors, consideration of claims shall be carried out in accordance with the following:

- i) The responsibility for Stage 1, the initial processing of Extenuating Circumstances claims, shall lie with Student & Academic Services and other identified staff, who will determine the severity and duration of the Extenuating Circumstances and make any necessary referrals to support services required.
- ii) After Stage 1 is complete, the responsibility for Stage 2, determining the appropriate outcome(s) with regards to components of assessment, shall lie with the relevant School.
- iii) Requests for reconsideration of Stage 1 decisions will be dealt with under the relevant policies published by Student & Academic Services. Appeals against Stage 2 decisions regarding Extenuating Circumstances will be held under the Code of Procedure for Appeals by Students Against Academic Decisions ([Regulation 26](#)).

b) In considering claims of Extenuating Circumstances:

- i) the information provided by the candidate claiming Extenuating Circumstances and any relevant and available material submitted by them for assessment shall be scrutinised;
- ii) fairness to the individual candidate claiming Extenuating Circumstances must be balanced with fairness to other candidates and the integrity of the assessment as a whole;
- iii) it shall be determined whether the failure to attend an examination or to submit work for assessment has been justified by Extenuating Circumstances;
- iv) where the candidate has submitted work for assessment by examination or otherwise, and where the claim is accepted as constituting Extenuating Circumstances, it shall be determined by the relevant School whether such work has been clearly adversely affected by Extenuating Circumstances. If a clear adverse effect is established the work affected shall be deemed not to have been submitted, and the procedure in §16.50 followed.

Outcomes

16.49 a) Where it is determined at Stage 1 that the evidence presented does **not** support the candidate's claim that they were prevented by Extenuating Circumstances from attending an examination or submitting work for assessment, the assessment or assessments in question shall be treated as non-submissions.

b) Where at Stage 1 the candidate's claim of Extenuating Circumstances is supported, **but** it is determined at Stage 2 that the evidence presented does **not** indicate that the candidate's performance in an assessment was clearly adversely affected by Extenuating Circumstances, their work shall be assessed as though no claim of Extenuating Circumstances had been received and the candidate's grade for the course as a whole shall be calculated accordingly.

16.50 Where at Stage 1 the candidate's claim of Extenuating Circumstances is supported, **and either** the work was not submitted **or** it is determined at Stage 2 that the candidate's performance in the assessment was clearly adversely affected by the Extenuating Circumstances, the following shall apply: the candidate shall, subject to §16.52, normally be expected to complete their assessment by attending the examination at a subsequent diet, or submitting outstanding work for assessment, if an opportunity to do so occurs within their period of study. In considering whether this requirement should apply, the desirability of the candidate's assessment being conducted in full should be balanced with the practical considerations and financial costs to the candidate and the University of providing a later completion date. Consideration should also be given to the candidate's other assessment commitments to ensure that they are not unreasonably burdened. In order to permit such completion:

- a) a special sitting of an examination may be arranged, or the candidate may be required to attend for examination at a scheduled diet; and/or,
- b) a date for completion of non-examination assessment may be set;

as appropriate in the circumstances. In any such event, that sitting or submission shall be regarded as the candidate's first attempt if the examination or assessment missed would itself have been their first attempt.

16.51 If the outstanding work in respect of which Extenuating Circumstances is established is identified in regulations as a requirement for the award of a degree, this work must be submitted for the candidate to qualify for the award of that degree.

16.52 In respect of work for assessment not excluded by §16.51, where it is determined that the evidence presented supports the candidate's claim that they were prevented by Extenuating Circumstances from completing that work on or

by the due time, and where no means of substituting an alternative assessment may be found, the following regulations shall apply:

- a) The extent to which the candidate's assessment has been completed shall be determined as a percentage, taking into account the relative weights attributed to the components of a complete assessment as published in the relevant assessment scheme approved by the Senate. The extent of such completion at sub-honours levels and on taught postgraduate programmes shall be determined on a course by course basis; at honours, the extent of completion of assessment shall be determined across the whole honours assessment.
- b) The Board of Examiners shall make an overall judgement of the candidate's work submitted for assessment, using as far as possible the standards and criteria applied in respect of the work of other candidates.
- c) Where the candidate has completed 75% or more of the work required for assessment, the Board of Examiners shall determine the outcome on the basis of the work completed and make the relevant award.¹⁸

Sub-honours and Taught Postgraduate Programmes

- d) In respect of sub-honours and taught postgraduate assessment, where the candidate has completed less than 75% of the work required for assessment they will be regarded as not having taken the course.

Honours Programmes

- e) At the end of the academic session of the Junior Honours year, or at the end of year 3 or 4 of an integrated Masters programme:
 - i) where the candidate has completed less than 75%¹⁹ of that year's assessment they will normally²⁰ be regarded as not having been assessed in that year and will be required to complete all assessment for that year in the next academic session;
 - ii) where the candidate has completed 75%¹⁹ or more of that year's assessment but due to Extenuating Circumstances has incomplete assessment for a course or courses totalling more than 20 credits, the candidate will normally²⁰ be required to remedy the incomplete assessment before being permitted to progress to the next year of the programme;
 - iii) where the candidate has completed 75%¹⁹ or more of that year's assessment and due to Extenuating Circumstances has incomplete assessment for a course or courses totalling 20 credits or less, the candidate will be permitted to progress to the next year of the programme and will be expected to remedy the incomplete assessment during that year in accordance with §16.50.
- f) At the end of the academic session of the final year of the honours programme (that is, Senior Honours or year 5 of an integrated Masters programme):
 - i) where, due to Extenuating Circumstances, the candidate has completed less than 75% of the work required for assessment, the candidate will be required to remedy all incomplete assessment on the programme in the next academic session;
 - ii) where, due to Extenuating Circumstances, the candidate has not submitted the piece of independent work worth at least 20 credits, the candidate will be required to submit the work by the end of semester 1 of the next academic session.

Alternatively,

- iii) where, due to Extenuating Circumstances, the candidate has completed less than 75% of the work required for assessment, the Board of Examiners may recommend the award of an unclassified honours degree if the completed portion is of honours standard; for the purposes of the award of an unclassified honours degree a candidate's failure, due to Extenuating Circumstances, to achieve a grade D3 or above in a piece of independent work worth at least 20 credits shall not prevent award of the degree in terms of §16.51.
- g) Where in accordance with §16.51 (e) or (f) an honours candidate with incomplete assessment due to Extenuating Circumstances is required to complete further assessment in order to progress or to become eligible for an award:
 - i) the School shall determine whether the candidate will be required to take the assessment with attendance or on assessment-only basis;
 - ii) where the School believes that the candidate's learning and/or assessment in the whole academic session or in a complete semester has been substantially and adversely impacted by Extenuating Circumstances, the candidate shall be offered the opportunity to repeat, with attendance or on an assessment-only basis, the full year

¹⁸ An illustration of calculating grade point average where honours assessment is incomplete due to Extenuating Circumstances is given in the [Guide to the Code of Assessment](#). Missing assessment components are removed from the calculation and all other assessment components retain their original weightings.

¹⁹ A higher threshold of completion of assessment may be set out in the relevant programme specification.

²⁰ Alternative arrangements must be approved by the appropriate College Dean.

or single semester in the next academic session.²¹ Assessment previously completed in the relevant session or semester will be disregarded.

- h) Where, following a claim of Extenuating Circumstances, an honours candidate is required to complete assessment, the assessment must be in essentially the same format as that offered at the first attempt with the following exception: an alternative format may be used for an honours candidate taking an assessment-only year or an assessment-only semester where completing the assessment in its original format is not possible for that candidate and where the Head of School or their nominee is satisfied that the alternative format allows demonstration of the same intended learning outcomes as the original format and will neither advantage nor disadvantage the candidate.
- i) In respect of courses where Extenuating Circumstances are established in relation to no more than 25% of the assessment, a course grade shall be returned on the basis of the completed assessment; in respect of courses where Extenuating Circumstances are established in relation to more than 25% of the assessment, the course grade shall be returned as EC; notwithstanding the return of an EC course grade, all components of assessment unaffected by Extenuating Circumstances shall be included in the determination of the candidate's award in accordance with §16.52(c).¹⁸

16.53 Where the Board of Examiners decides to recommend an unclassified honours degree under §16.52(f)(iii) this outcome shall be communicated to the Clerk of Senate together with a reasoned case for the decision. If the candidate has been recommended for the award of an unclassified honours degree, and has not previously refused such an offer, the Clerk of Senate shall invite them to accept that award. In the event of the award being declined, the other outcomes stated in §16.52 (f) and (g) shall be considered.

Management of the Assessment Scheme

16.54 Overall responsibility for management of the assessment scheme shall rest with the relevant Head of School.²²

16.55 The Examiners for the scheme shall comprise Internal Examiners and External Examiners.

- a) The Internal Examiners shall be:
 - i) all members of academic staff who teach on the programmes;
 - ii) other members of academic staff appointed by the Head of School;
 - iii) other individuals whose services are to be employed in the assessment process (e.g. Honorary Lecturers, Research Fellows Category A, Graduate Teaching Assistants, staff from Associated Institutions); such individuals must be nominated by the Head of School and approved by the College (or by the Education Policy & Strategy Committee in the case of Associated Institutions).
- b) At least one External Examiner shall be appointed by Court on the recommendation of the Head of School and in accordance with the criteria and procedures agreed by the Senate (see §16.64(a) and (b)).

16.56 The Examiners, and the appropriate Assessment Officer(s) under the convenership of the Head of School, shall constitute a Board of Examiners for the purpose of determining the results of the assessment procedure.

16.57 The Head of School shall ensure that:

- a) all Internal Examiners, and especially those who are not members of academic staff of the University, receive appropriate training and other preparation relevant to their role in the assessment procedure, including on-going training to refresh their skills and updates on any changes to policy and practice;
- b) each External Examiner has access to the necessary information and assessment material required to assist them in reaching a reasonable conclusion on assessment performance, and has the opportunity to attend oral examinations and presentations where practicable.

16.58 The Head of School shall, for each course, appoint a member of academic, or senior administrative, staff as Assessment Officer with the following delegated responsibilities:

- a) to collate the provisional results of the assessment procedure and take all steps necessary to ensure their accurate reporting to the Board of Examiners;
- b) to report to the Board of Examiners on the conduct of the assessment procedure, in particular drawing to its attention relevant information pertaining to the circumstances and conduct of individual candidates and any alleged deficiencies in respect of the operation of the procedure;
- c) to ensure that all Examiners are conversant with the learning outcomes of the course, the intentions of the forms of assessment and the appropriate grading or classification scheme in use, the agreed marking and moderation procedures to be followed, and are supplied with marking schemes or other guides where these are employed;
- d) to convey provisional results and other information pertaining to the course, the assessment and the candidates to the External Examiner(s);

²¹ A repeat of a single semester will only be permitted where practicable given the structure and academic requirements of the programme.

²² Head of School means the Head or Heads of School or Schools responsible for the course, or other equivalent officers.

- e) to convey the results authenticated by the Board of Examiners to the Registry;
- f) to supervise the arrangements for the assessment procedure including: the preparation of lists of candidates entitled to be assessed; procedures for recording the receipt of an assessment at the time of its submission, and for safe keeping of such records; the anonymity of submitted work, where practicable, throughout its assessment; and any arrangements for candidates with a Study Support Plan in place;
- g) to oversee the maintenance of appropriate records of assessment outcomes for the purposes of subsequent monitoring of courses;
- h) to ensure, in conjunction with the Conveners responsible for each course's documentation, that such documentation accurately describes the assessment scheme and corresponding procedures;
- i) to oversee the preparation of the relevant forms of assessment under secure conditions and ensure compliance with Senate's requirements in respect of printing of examination papers;
- j) to maintain throughout the assessment period the security of examination papers, other materials to be assessed and records, including examination attendance slips, relating to the procedure;
- k) to confirm arrangements for the secure collection and delivery of the completed scripts where appropriate.

An individual Assessment Officer may be responsible for more than one course. Similarly, some or all of the duties detailed above may be undertaken by one or more individuals at School level for some or all courses.

16.59 The Head of College shall ensure that appeals against the outcomes of assessment are considered in accordance with the relevant provisions of the prevailing Appeals Code.

16.60 Any questions of principle or procedure regarding the operation of the regulations governing incomplete assessment and Extenuating Circumstances shall be determined by the Academic Standards Committee or, in respect of any individual case, by the Clerk of Senate.

Assurance of Standards

16.61 Examiners shall be responsible for the assurance of standards through the exercise of their academic judgement both directly in the assessment of candidates' work and indirectly in the design of specific forms of assessment involving mechanical grading operations.

16.62 Internal Examiners shall:

- a) have access to the relevant course documentation, possess an appropriate level of knowledge of the subject matter of the course, the course aims and the learning outcomes and the corresponding course materials;
- b) be provided with guidance as to how the grading or classification scheme is to be applied in the context of the particular assessment;
- c) participate in training related to their role as Examiner and seek additional guidance and/or clarification from the Head of School or relevant Assessment Officer where necessary.

16.63 The method of marking (e.g. single marking, blind double marking, second marking) and moderation procedures shall be made clear to candidates by the School.

16.64 External Examiners shall:

- a) hold an academic or professional post of an appropriate level of seniority;
- b) possess substantial prior experience of assessment at equivalent levels on behalf of institutions judged to be delivering and making awards of comparable standards. Exceptionally a professional nominee who lacks the required prior experience may be appointed provided at least one experienced External Examiner is also appointed for the same course;
- c) be appointed in accordance with the University's agreed procedures. Please see Appointment of External Examiners for Taught Courses at Undergraduate and Postgraduate Level ([Regulation 23](#));
- d) have no potential conflict of interest or other impediment to the impartial discharge of the functions of external examining;
- e) discharge the following functions:
 - i) in respect of the design of the assessment scheme:
 - comment on the syllabus, learning outcomes and assessment scheme of the course and its delivery mechanism in the light of experiences of candidates' learning outcomes, comparable courses and awards elsewhere and developments within the discipline or field;
 - be consulted regarding proposals for the introduction or modification of a course.
 - ii) in respect of a given assessment diet:
 - comment on, in advance, all summative assessment instruments (or, in cases involving a high volume of continuous assessment, a sample may be provided for advance comment);

- report on the overall standards achieved by candidates and in particular on the comparability of these standards with those of candidates on similar courses or programmes in other UK Higher Education institutions;
- report on the relationship between these overall standards, programme specifications and published national subject benchmark statements;
- assess the soundness and fairness of the implementation of the assessment process;
- adjudicate where necessary, subject to the authority of Senate, over the grade to be awarded to any particular candidate;
- certify contentment with the assessment outcomes prior to their publication;
- provide an annual written report to the Principal as required by the University.

iii) in respect of meetings of the Board of Examiners:

- attend at least one meeting of the Board per academic session.

16.65 All examiners shall maintain the security of examination scripts and other materials to be assessed. Throughout the assessment process examiners must ensure that the identity of any candidate is not disclosed through any form of communication, including e-mail. Examination scripts and other assessed materials must be retained by Schools for the periods prescribed by Senate.

16.66 a) Meetings of the Board of Examiners in respect of a particular course or programme shall be formally called and constituted, separately from other meetings such as School meetings. Subject to (b), all Examiners shall be members of the Board of Examiners and shall be invited to all meetings of the Board: the quorum shall comprise the Head of School, an Assessment Officer, an Internal Examiner and an External Examiner. If no External Examiner is present then written confirmation of the discharge of the functions of the External Examiner may be considered as equivalent to attendance. No person other than Examiners and others with direct responsibilities for examining and related administrative and clerical matters shall attend or observe meetings of the Board of Examiners. The business of the Board of Examiners shall be minuted and particular records kept of the External Examiner's adjudications, comments and recommendations, as well as particular decisions made by the Board in respect of incomplete assessment, Extenuating Circumstances and disciplinary matters. Returns of results shall be completed, checked by two persons and confirmed at the meeting of the Board of Examiners.

b) In the case of joint or combined honours degrees the decisions on classifications of the honours degrees for the programme shall normally be taken at whichever of the subject Board of Examiners meetings takes place later. At such meetings the Board may be composed as set out in (a) for that subject or may involve a smaller number of members selected by the Board for that subject and representing that Board with power to agree a final classification on its behalf. The other subject will be represented by a number of members of the Board of Examiners for that subject. These representatives will have authority to agree the final classification to be awarded for the joint/combined honours degree and will convey the views of the earlier Board of Examiners, including those of External Examiner(s) present, to the later meeting. At the later meeting each of the subjects will have an equal weighting in decision making in determining the final degree classification. Where practicable the unapproved grades for the subject which has the later Board of Examiners meeting will be made available to the earlier Board of Examiners to enable it to discuss the final classification appropriate in light of these.

Subject to the agreement of the conveners of both subject Boards of Examiners, and subject to the conditions set out in the Guide to the Code of Assessment²³ being met, the decisions on classifications of joint or combined honours degrees for the programme can be taken via correspondence between the Boards of Examiners.

16.67 If a Board of Examiners suspects, on the basis of evidence before it, that a disciplinary offence has been committed by a candidate in respect of the assessment, the Board shall invoke the provisions of the Plagiarism & Academic Integrity Code ([Regulation 32](#)) or Code of Student Conduct ([Regulation 33](#)), as appropriate.

16.68 Academic Policy & Governance shall forward External Examiners' reports to Schools within eight weeks of receipt identifying points to which a response is required. The Head of School shall arrange for External Examiners' reports to be considered by a School meeting and for appropriate responses to be made to specific recommendations made by the External Examiner: such responses to be conveyed within three months of receipt to Academic Policy & Governance.

16.69 The Head of School shall ensure that the assessment scheme and its operation are monitored through the Annual Monitoring Report on the course.

16.70 The Head of School shall encourage staff to take advantage of opportunities provided by the University to develop their knowledge of assessment procedures and practices with a view to ensuring that assessment schemes are effective and appropriate.

²³ The conditions are set out in the Guide to the Code of Assessment, [Chapter 6](#).

Central Administration of Assessment

16.71 Where an examination is a component of a summative assessment scheme the Head of the Registry shall, in conjunction with the Assessment Officer responsible for the course determine a suitable date and time for the examination,²⁴ and for examinations held on campus:

- a) allocate adequate accommodation, scripts and other materials as appropriate for the number of candidates to be examined;
- b) provide for secure delivery of the examination paper(s) to the accommodation.

The Head of Registry may delegate all or part of this to the Assessment Officer responsible for the course.

16.72 Academic Policy & Governance shall determine and administer procedures to be followed in respect of the appointment, reporting, remuneration and payment of expenses of External Examiners. Procedures shall include provision for the instruction of individual External Examiners to ensure that they understand and can fulfil their responsibilities.

16.73 The Head of Registry shall:

- a) provide lists of candidates upon which the official return of the results shall be made by the Assessment Officer;
- b) prescribe the way in which each result shall be recorded and the completed lists returned;
- c) reject any returned list which does not conform to the prescription;
- d) authenticate the accepted lists for releasing the results.

16.74 Responsibility for releasing the results on behalf of Senate shall rest solely with the Head of the Registry who shall determine and administer, subject to the approval of Senate, appropriate procedures for processing the overall assessment results provided by the Assessment Officer(s) for a course to enable:

- a) the publication of results via any internet-enabled computer either on or off-campus;
- b) the recording of results on the candidates' central records maintained by the Registry.

Candidates, nonetheless, are responsible for informing themselves of the results.

16.75 It shall be stated that all released results are subject to correction in the event of detection of an error.

16.76 If an error is detected in the return made to the Registry or in the published result, and the Exam Board determines the correct result, then:

- a) where the erroneous result is less advantageous than the result to which the candidate is entitled, the Clerk of Senate shall be informed and shall authorise the Head of Registry to correct the result;
- b) where the erroneous result is more advantageous than the result to which the candidate is entitled, the School will inform the candidate of the error and also the Head of the Registry, who in turn will immediately alert the Clerk of Senate. The Clerk of Senate shall initiate a reconsideration of the result in conjunction with the relevant Head of College and Head of School and the Head of Registry; they may decide to sustain or correct the result in the light of all the factors known to them and shall communicate their decision forthwith to the Head of Registry.

In either case the Head of Registry shall communicate the outcome to the candidate in writing and shall correct if necessary the candidate's record. Any decisions regarding further progression or award dependent on the incorrect result shall be null and void, and the candidate reconsidered on the basis of the correct result.

16.77 The Registry shall produce and make available a transcript of the results obtained by each candidate which shall conform in scope and layout to principles agreed by Senate.

16.78 Exceptionally when on an occasion some provisions of this Code have not been followed, the assessment results shall remain valid provided that the Head of the Registry, in consultation with the Clerk of Senate, is satisfied that the assessment has been conducted substantially in accordance with the Code.

Assessment of Study Abroad

- 16.79 a) A candidate may undertake a period of study at another institution as part of their degree programme provided that this has been approved according to the process established for that programme.
- b) Grades achieved at, and reported by, that other institution must be converted into grades as set out in [Schedule A](#) or [Schedule B](#) (as appropriate) and taken account of in determining the candidate's final degree.
 - c) Before commencing the period of study at another institution candidates must be informed of the process by which their grades from that other institution will be converted as set out in (b) and should normally be provided with a conversion table showing the equivalences between grades awarded at the other institution and the

²⁴ In scheduling examinations, the Registry shall take reasonable steps to ensure that no candidate is normally required to sit more than three examinations in two days and shall avoid, as far as possible, a candidate sitting a morning examination the day after an evening examination.

grades set out in Schedule A or Schedule B. The process must normally incorporate the possibility of the candidate making representations to the coordinator or committee which is charged with converting grades.

- d) The processes adopted within each programme and the conversion tables must be notified to the appropriate College Dean(s) of Learning & Teaching.
- e) In carrying out the conversion of grades the conversion table may be departed from in light of additional relevant information available to the coordinator or committee which performs the conversion.
- f) The converted grades must be approved by the appropriate Board of Examiners.
- g) Assessed work completed and assessed at another institution must not be reassessed at the University of Glasgow.
- h) Appeals may be made in accordance with the terms of the prevailing Appeals Code.

Assessment of Visiting Students

16.80 A visiting candidate is a candidate undertaking a period of study at the University of Glasgow as part of their degree programme at another institution.

A visiting candidate may be permitted to take any course at the University of Glasgow, including those which normally contribute to an honours programme.

The scheme of assessment for a course shall normally be the same for a visiting candidate as for a University of Glasgow candidate, though this scheme may be varied in the event that the visiting candidate is required to return to their home institution before all course assessment has been completed. In considering variation of the scheme of assessment and the components of a varied scheme of assessment for a visiting candidate:

- a) Requirements of the visiting candidate's home institution shall be taken into account.
- b) A visiting candidate may be required to complete an alternative component or components of assessment before leaving Glasgow or may be required to complete outstanding components of assessment at their home institution.
- c) Where a course's scheme of assessment includes a component taken under examination conditions, the varied scheme shall normally include a component of assessment under examination conditions.

A visiting candidate who attends the University of Glasgow for less than the full duration of a course shall be awarded credit in proportion to the amount of teaching time attended.

Course results for a visiting candidate must be confirmed by a University of Glasgow Board of Examiners. Where a visiting candidate finishes their studies at Glasgow before the scheduled meeting of the Board of Examiners, provisional results must be provided to the visiting candidate as soon as practicable. Where the candidate's home institution requires a confirmed result prior to the scheduled meeting of the University of Glasgow Board of Examiners, an interim Board must be convened.

Posthumous Awards

16.81 A Board of Examiners may recommend to the Clerk of Senate that an award governed by this Code be made posthumously in the following circumstances:

- a) The candidate had completed the programme of study and satisfied the requirements of the award; or
- b) The candidate had not completed the programme of study and/or had not satisfied the requirements of the award but there is strong evidence that they would otherwise have completed the programme and satisfied those requirements. In determining whether to make such a recommendation, the Board of Examiners shall consider the candidate's performance in all submitted assessments.

In the case of a taught Masters degree, the Board of Examiners may recommend the award of the degree where there is strong evidence that they would otherwise have met the requirements for the award in relation to the independent work as well as for the taught courses. In relation to the independent work, this may include evidence other than formal submissions.

A posthumous award will normally be made only where the candidate had completed a substantial amount of the assessment required at the level²⁵ of the award.

²⁵ A posthumous classified honours degree may only be awarded to a student who had been a Senior Honours candidate even where Junior Honours courses are taken at level 4.

SCHEDULE A

Primary Grade	Gloss	Secondary Band*	Grade Point	Primary Verbal Descriptors for Attainment of Intended Learning Outcomes
A	Excellent	A1	22	Exemplary range and depth of attainment of intended learning outcomes, secured by discriminating command of a comprehensive range of relevant materials and analyses, and by deployment of considered judgement relating to key issues, concepts and procedures
		A2	21	
		A3	20	
		A4	19	
		A5	18	
B	Very Good	B1	17	Conclusive attainment of virtually all intended learning outcomes, clearly grounded on a close familiarity with a wide range of supporting evidence, constructively utilised to reveal appreciable depth of understanding
		B2	16	
		B3	15	
C	Good	C1	14	Clear attainment of most of the intended learning outcomes, some more securely grasped than others, resting on a circumscribed range of evidence and displaying a variable depth of understanding
		C2	13	
		C3	12	
D	Satisfactory [†]	D1	11	Acceptable attainment of intended learning outcomes, displaying a qualified familiarity with a minimally sufficient range of relevant materials, and a grasp of the analytical issues and concepts which is generally reasonable, albeit insecure
		D2	10	
		D3	9	
E	Weak	E1	8	Attainment deficient in respect of specific intended learning outcomes, with mixed evidence as to the depth of knowledge and weak deployment of arguments or deficient manipulations
		E2	7	
		E3	6	
F	Poor	F1	5	Attainment of intended learning outcomes appreciably deficient in critical respects, lacking secure basis in relevant factual and analytical dimensions
		F2	4	
		F3	3	
G	Very Poor	G1	2	Attainment of intended learning outcomes markedly deficient in respect of nearly all intended learning outcomes, with irrelevant use of materials and incomplete and flawed explanation
		G2	1	
H			0	No convincing evidence of attainment of intended learning outcomes, such treatment of the subject as is in evidence being directionless and fragmentary
CR	CREDIT REFUSED		Failure to comply, in the absence of Extenuating Circumstances, with the published requirements of the course or programme; and/or a serious breach of regulations	

* The Secondary Band indicates the degree to which the work possesses the quality of the corresponding descriptor.

On a small number of programmes, candidates are required to achieve specific grades for certain components of assessment. Where an overall course result meets programme requirements but any component grades achieved on that course do not, an 'X' is prefixed to the overall course result. The 'X' prefix may be applied to course grades of D3 and above.

[†] This gloss is used because it is the lowest grade normally associated with the attainment of an undergraduate award. Undergraduate students should be aware that progress to most honours programmes require a grade above D in certain courses. Postgraduate students should be aware that on most programmes an average above D in taught courses is required for progress to the dissertation at Masters level. Students should consult the appropriate degree regulations and course documentation for the grades they require to progress to specific awards.

SCHEDULE B

Grade*	Gloss	Range of Mean Grade Points	Grade Points for Aggregation	Verbal Descriptors for Attainment of Intended Learning Outcomes Relating to Professional, Practical or Clinical Competence
A0	Excellent	18 – 22	22	Exemplary and polished demonstration of the required skill(s), displaying underpinning knowledge, sound judgement and appropriate professional values, as evidenced by focussed sensitivity to the context, the needs of any subject, and the wider implications of the candidate's actions
B0	Very Good	15 – <18	17	Efficient and confident demonstration of the required skill(s), displaying underpinning knowledge, sound judgement and appropriate professional values, as evidenced by an evident appreciation of the possible implications of the candidate's actions, demonstrating initiative and flexibility of approach
C0	Good	12 – < 15	14	Clear demonstration of attainment of the required skill(s), displaying underpinning knowledge, good judgement and appropriate professional values, as evidenced by familiarity with how to proceed in a range of contexts
D0	Satisfactory	9 – < 12	11	Adequate independent performance of required skill, displaying underpinning knowledge, adequate judgement and appropriate professional values, suitable to routine contexts
E0	Weak	6 – < 9	8	Adequate independent performance of some but not all required skills. Some knowledge, judgement and professional values that indicate an awareness of personal limitations
F0	Poor	3 – < 6	5	Presently inadequate independent performance of the required skill. Knowledge, judgement and professional values are at least sufficient to indicate an awareness of personal limitations
G0	Very Poor	1 – <3	2	Wholly inadequate performance of the required skill, lacking in secure base of relevant knowledge and poor use of such knowledge, showing fundamental misunderstanding and misinterpretation. Evidence of poor judgement and professional values
H		0 – <1	0	Not presently capable of independent performance of the required skill, lacking self-awareness of limitations, and prone to errors of judgement and faulty practice
CR	CREDIT REFUSED		Failure to comply, in the absence of Extenuating Circumstances, with the published requirements of the course or programme; and/or a serious breach of regulations	

* On a small number of programmes, candidates are required to achieve specific grades for certain components of assessment. Where an overall course result meets programme requirements but any component grades achieved on that course do not, an 'X' is prefixed to the overall course result. The 'X' prefix may be applied to course grades of D0 and above.

APPOINTMENT OF EXTERNAL EXAMINERS FOR TAUGHT COURSES AT UNDERGRADUATE AND POSTGRADUATE LEVEL

Regulation 23

23.1 External Examiners are usually appointed for four years, normally commencing on 1 October and completing their term of office on 30 September four years later. Once an External Examiner's four-year term of office has expired, they may not be re-appointed as an External Examiner for the University until five years have elapsed.

Occasionally, an External Examiner may have been appointed for a term of office of less than four years. In such cases, the examiner's term of office may be extended, on application to Academic Policy & Governance.

Academic Policy & Governance advises Heads of School or their nominee (hereinafter referred to as Head(s) of School) when an External Examiner's appointment is due to expire and requests that steps be taken to appoint a replacement, except by agreement of the Senate.

Appointment Process

1. Head(s) of School completes a [nomination form](#) and signs it. The form must be signed and endorsed by all the Head(s) of School, contributing to the course/programme. The following documents must be included with the nomination form:
 - A copy of the nominee's passport
 - A copy of the nominee's CV

In the case of intercalated degrees, due to the number of Schools involved, it is acceptable for the nominating School to obtain agreement via email from the other participating Schools and for the head of the nominating School only to sign the form. Evidence of these agreements should be included with the original nomination form.

2. The form is then passed to Academic Policy & Governance for approval.
3. After consideration and approval, an appointment letter is sent to the examiner. Copies of this appointment letter are also sent to the Head of School Administration.

Appointment

On appointment External Examiners receive the following information:

- Note of Guidance for External Examiners for Undergraduate and Postgraduate Courses
- Guide to the Code of Assessment – Grading Student Performance
- Code of Assessment
- Registration Form

DEGREE EXAMINATION ENROLMENT – UNDERGRADUATE, DIPLOMA AND OTHER COURSES

Regulation 10

10.1 Students who have registered and enrolled in courses of the University are deemed to be entered once for the degree examinations appropriate to those courses. Students who have to resit an examination are required to enrol for this. No resit enrolment fee is charged, except in the case of International Resit Examination Arrangements. Please see Code of Practice for Exceptional International Examination Arrangements (Regulation 25).

10.2 Students who are eligible by virtue of previous attendances to sit degree examinations must register for the examinations with an 'Exams Only' status at the normal registration period at the beginning of the session and pay a fee in lieu of full registration.

INVIGILATION²⁶

Regulation 21

21.1 For each examination²⁷ the Registry shall name invigilators as prescribed by Senate and shall be responsible for informing invigilators of their period and conditions of duty, including the obligation to be present a minimum of 15 minutes before the examination begins. The Registry shall ensure that each invigilator has a copy of the Rules for Invigilation.

21.2 Arrangements for examinations for students with examination adjustments should be made in accordance with the rules relating to Examination and other Assessment Arrangements for Students with Disabilities (§24.1 - §24.19). This includes the requirement on Heads of School or their nominee to make any special invigilation arrangements which have been approved.

21.3 The Rules of Invigilation (Regulation 22) shall be available to all invigilators at the Examination Halls and must be followed by all invigilators. Notes of Guidance give invigilators further guidance on the application of the Rules.

²⁶ Regulations 17, 21 and 22 apply to on campus examinations.

²⁷ For Regulations 21 and 22, 'examination' means in-person examinations held on University campuses or other agreed venues.

Appointment of Invigilators

22.1 The Registry shall appoint invigilators and provide them with timetables giving the days, hours and places of the various examinations.²⁷ A minimum of one invigilator is required for every 75 candidates. The Registry shall ensure that each invigilator has a copy of the Rules of Invigilation, including the Instructions to Candidates, and carries out their duties in accordance with the rules. Invigilators should also be aware of the rules relating to Examination and other Assessment Arrangements for Students with Disabilities (§24.1 - §24.19).

Attendance and Distribution of Papers

22.2 Each invigilator must be present in the examination room at least 15 minutes before the examination begins and during the whole examination. Before the examination commences, invigilators must check that all the examination papers are in order and any supplementary material required is in place.

Instructions to Candidates

22.3 The Instructions to Candidates on their Conduct in Written Examinations (Regulation 17) form part of the Rules of Invigilation and invigilators must ensure that they are followed.

Admission of Candidates and Start of Examination

22.4 All invigilators present should agree when candidates should be admitted to the Hall and should ensure that students granted extra time and already in the Hall suffer as little disruption as possible.

22.5 Before announcing the start of the examination, one of the invigilators should:

- 1) instruct candidates to complete a Candidate's Attendance Form;²⁸
- 2) read out the fire safety notice;
- 3) issue any other instructions which the invigilators deem appropriate.

Duties During the Examination

22.6 Invigilators, while on duty, must give their whole attention to watching the candidates, and must on no account read or engage in any occupation which would distract their attention from their proper duty. Invigilators are not to answer inquiries by candidates regarding the meaning of examination questions: the candidate is simply to be told to take a reasonable view of the meaning of the question, and in cases where there is any doubt, to note in their answer what view of the meaning they take; but an invigilator or a member of the School may remedy defects in the form of the printed examination papers, such as a defective rubric or a serious misprint, by announcement.

22.7 Once the examination has started, invigilators should collect the attendance slips and check Student ID cards; where a candidate has no card, the candidate's Attendance Form should be annotated by an invigilator and lodged with the Head of School or their nominee (hereinafter referred to as Head of School) who shall satisfy himself of the bona fides of the student before releasing the scripts for marking.

Improper Behaviour of Candidates

22.8 If an invigilator has reason to suspect a candidate of behaving in any way that breaches examination rules, the candidate's name and table number should be noted and the circumstances reported to the Student Conduct Team.²⁹

First Aid Cover and Fire Safety

22.9 A copy of the First Aid notice and Fire Safety notice on display in every Examination Hall will be provided to invigilators. It is the invigilator's responsibility to evacuate, manage and return candidates to the exam hall in the event of a fire alarm.

Conclusion of Examination

22.10 The end of the examination period must be announced. All scripts must be collected from each candidate individually and retained by the invigilators on behalf of the School. The School envelope should be taken or sent back to the School. Before leaving the room, an invigilator must complete a report to the Registry on the form provided showing the number of candidates at the examination and the number of scripts collected: this report should be hand delivered to the Registry.

22.11 Invigilators must check the scripts received against the Candidate's Attendance Form in the event of any discrepancy. To preserve the anonymity of scripts all Candidate Lists and Attendance Forms must be lodged with the Head of School or other designated co-ordinator before the scripts are distributed for marking.

²⁸ Candidates may also complete the front cover of script books prior to the start of the examination.

²⁹ Invigilators retain the right to remove candidates who are found to be causing a disturbance to other candidates.

Illegible Examination Scripts

22.12 If examiners find a substantial part of an examination script to be illegible, the candidate in question will be required to come to the University to dictate their script to a third party in the presence of an invigilator. The invigilator will be in possession of a copy of the script in question in order to follow the candidate's dictation of their script. A charge will normally be levied for this procedure.

INSTRUCTIONS TO CANDIDATES ON THEIR CONDUCT IN WRITTEN EXAMINATIONS²⁶ Regulation 17

17.1 Instructions to candidates on the Conduct of all Examinations held in-person in the University.

1. Candidates are required to follow the instructions of the invigilator. It is the role of the invigilator to prevent any behaviour likely to cause disturbance to other candidates or to compromise the integrity of the examination. Candidates needing to leave the room for any purpose must first ask permission of the invigilator, who may accompany the candidate.
2. Every candidate shall display for the invigilator's inspection a valid Student ID card or other form of photographic identification.
3. Candidates are permitted to have the following items ONLY in their possession, including in pockets, during examinations (see also 4 below):
 - adequate stationery (pens, pencils, eraser, ruler, correction fluid (but not tape));
 - student ID card;
 - calculator of an approved type, if permitted for the examination, without cover or case;
 - water in a plain bottle, with any label removed;
 - a basic watch, which should be placed on the candidate's desk, that can tell the time and the date. The watch may possess additional basic functions (such as a stopwatch or lap timer), but it must not be any form of smartwatch or fitness tracker. It must not have the ability (whether set up to do so or not) to store, send or receive data of any kind, or to connect to a phone;
 - additional materials which have been identified in the Disability Service's assessment of a student's exam support arrangements and noted on their student record.

All other items are prohibited and must be removed prior to the start of the examination. They must be placed with other personal possessions in a closed bag or container which will be kept under the seat or in a designated location in the exam room for the duration of the examination. This includes ALL electrical devices, such as phones and tablets (which must be SWITCHED OFF – not muted or in flight mode) and headphones as well as smartwatches and fitness trackers. No item which may cause a nuisance to other candidates is permitted in the examination hall.³⁰

4. Other than examination materials provided by the University, candidates shall not have access to any paper or book for the duration of the examination unless with the express written permission of the appropriate Head of School or their nominee (hereinafter referred to as Head of School).³¹ Candidates must not write on any paper other than their answer book, including on any material permitted in an open-book examination unless otherwise instructed.
5. Unless with the express written permission of the appropriate Head of School,³² candidates shall not give or receive any assistance, or communicate by any means with one another or with any person other than an invigilator at any time during the examination period.³³
6. No calculator, nor any other portable electronic device, may be used by a candidate in an examination unless this is expressly authorised by the Head of School responsible for the examination. The authorisation will specify the type of calculator or other device authorised. Candidates shall normally be notified of the terms of this authorisation by the School via Moodle, and by other means as appropriate, confirmed by a statement in the instructions to candidates in the examination concerned. Candidates should note that calculators that are programmable, or have text storage or graphical functionality, are not permitted in any examination.³⁰
7. Candidates must write legibly. If examination scripts are found to be illegible to a substantial degree, candidates will be required to come to the University to dictate their script(s) in the presence of an invigilator and a charge will normally be levied.
8. Candidates may not begin reading their question paper or writing in script books or on answer sheets before the invigilator announces the start of the examination period and must stop writing immediately when the invigilator announces the end of the period. Candidates may fill in the candidate attendance sheet and front cover of script books, where applicable, prior to the announced start of the examination, but must not do so after the examination has ended.

³⁰ Any change in this regulation requires the prior agreement of the Senate.

³¹ This permission will normally be in the form of a set of arrangements for an open-book or other non-traditional style of examination and will form part of the information provided to students at the beginning of the course that is being examined. Details should also be included in the rubric of the exam paper, for the attention of the invigilator(s).

³² The extent to which collaboration may be allowed will form part of the information provided to students at the beginning of the course.

³³ Note – Exam conditions are in place from the moment the candidate enters the exam room.

9. No part of any answer book shall be torn out or removed from the examination room.
10. In examinations of two hours or longer, no candidate shall ordinarily be allowed to enter the examination room after the first hour has expired, or to leave it within the first hour or the last half-hour. Invigilators will record the details of any instances where candidates enter or leave the examination room outwith the permitted times.
11. In examinations lasting up to one hour, candidates shall ordinarily be allowed to enter the examination room at any point during the time allowed for the examination. No candidate will be permitted to exit during the examination. Invigilators will record the details of any instances where candidates enter or leave the examination room outwith the permitted times.
12. In examinations lasting more than one hour but less than two hours, no candidate shall ordinarily be allowed to enter the examination room after the first hour has expired or be permitted to exit during the examination. Invigilators will record the details of any instances where candidates enter or leave the examination room outwith the permitted times.
13. In no case shall a candidate leave until an invigilator has collected their scripts or other examinable material.
14. These arrangements shall apply to all examinations, including those for the purpose of continuous assessment, held in the University.

Any candidate who contravenes any of these instructions will be liable to penalties under the Code of Student Conduct (Regulation 33), which may include expulsion from the University.

USE OF A COMPUTER IN AN EXAMINATION

Regulation 18

18.1 Where the Clerk of Senate has given permission for a student to use a computer in an examination, the Head of School or their nominee shall ensure that the current guidelines are followed (see §24.19).

USE OF DICTIONARIES BY STUDENTS IN EXAMINATIONS

Regulation 19

19.1 Dictionaries of any type are not permitted to be used in examinations except where the specific instructions for the examination permit it (for example, in some 'open-book' format examinations where students may access any material or book). In the event of any doubt, a candidate should check with their School in advance of such an examination as to what is permitted.

USE OF ELECTRONIC CALCULATORS BY STUDENTS IN EXAMINATIONS

Regulation 20

20.1 No calculator, nor any other portable electronic device, may be used by a candidate in an examination unless this is expressly authorised by the Head of the School or their nominee (hereinafter referred to as Head of School) responsible for the examination. This authorisation will specify the type of calculator or other device authorised. Candidates shall normally be notified of the terms of this authorisation by the School via Moodle, and by other means as appropriate, confirmed by a statement on the relevant examination paper.

20.2 In determining whether to authorise the use of calculators or other devices and the specification and/or make(s) and model(s) to be authorised, the Head of School shall take account of the object and design of the examination in question, and of an overarching requirement to safeguard the integrity of the examination and ensure that no candidate derives unfair advantage, nor is unfairly disadvantaged, as a consequence. Candidates should note that calculators that are programmable, or have text storage or graphical functionality, are not permitted in any examination.³⁴

CODE OF PRACTICE FOR EXCEPTIONAL INTERNATIONAL EXAMINATION ARRANGEMENTS

Regulation 25

25.1 Arrangements to sit examinations away from the University may be made for students in exceptional cases. Such arrangements will normally only be authorised for examinations which take place outside semesters 1 and 2. Such students will normally have their place of ordinary residence outside the UK and have difficulty returning to the University to sit examinations. In exceptional circumstances students whose place of ordinary residence is in the UK may also have international examination arrangements made in terms of clause 5. Requests to sit examinations elsewhere in the UK will only be considered in exceptional circumstances, such as serious medical grounds or bereavement.

25.2 Procedure

1. Any international student requesting special arrangements to be made should submit the request to the Registry at the earliest opportunity to allow time for the arrangements to be made. (Requests must, in any case, be submitted prior to the relevant enrolment period for the examinations.) Requests for special arrangements may be rejected where the Registry considers that there is insufficient time from the receipt of the request to the date of the examination to

³⁴ Any change in this regulation requires the prior agreement of the Senate.

reasonably allow for satisfactory arrangements to be made or where the Head of School, in consultation with the Clerk of Senate, judges that such arrangements are not practicable for the examination format in question. In these circumstances the student will be expected to return to the University of Glasgow to undertake the examination.

2. The Registry will check that the student's recorded place of ordinary residence is outside the UK and that a suitable location for the examination can be found. This will normally be a British Council Centre in the country of residence. Where one does not exist an arrangement may be made by the Registry with a partner institution of the University of Glasgow in the country of residence. Failing this the student must travel to the nearest British Council or return to the University of Glasgow to undertake the examination.

The agreement of the relevant Head of School or their nominee (hereinafter referred to as Head of School) will be sought regarding the appropriateness of the arrangements proposed.

3. All necessary arrangements will be made by the Registry.
4. The international examination must take place at the same time as the examination held in Glasgow.
5. Any requests for special arrangements away from Glasgow outwith the terms of these rules, including requests to sit exams elsewhere in the UK, will require the approval of the Clerk of Senate as well as the appropriate Head of School.
6. Students will be required to pay an administrative charge and to cover any other costs of the special arrangements made that may be charged by the venue. Details of current charges are available from the Registry.

CODE OF PROCEDURE FOR APPEALS BY STUDENTS AGAINST ACADEMIC DECISIONS

Regulation 26

The Code of Procedure for Appeals by Students against Academic Decisions is governed by Resolution No. 570 of the University Court.

26.1 Introduction

The University has a duty to maintain and enhance the quality of provision for students and to provide an effective system for handling appeals and complaints. This section states the procedure for regulating appeals against academic decisions affecting students other than decisions taken in respect of proceedings under the Code of Student Conduct (Regulation 33) or the Complaints Handling Procedure (Regulation 29).

26.2 Principles

26.2.1 A student should have a full opportunity to raise an appeal against an academic decision without fear of disadvantage and in the knowledge that confidentiality shall be respected.

26.2.2 Students should be directed to the website containing the Code of Procedure for Appeals by Students against Academic Decisions and should be provided with advice concerning sources of support and advice including the Students' Representative Council.

26.2.3 Clear guidance should be provided on the University website to direct a student to sources of advice with regard to the University's compliance with the Data Protection legislation and the Freedom of Information Act.

26.2.4 Members of College Appeals Committees and the Senate Appeals Committee should be appointed annually and should receive an annual briefing. A member should normally serve for a period of three years and may be appointed for consecutive terms.

26.2.5 A representative of the student body who is present at an appeal as an observer should be given appropriate guidance.

26.2.6 The Senate Appeals Committee and each College Appeals Committee should provide an annual report to Senate containing a review of its activities in relation to academic appeals.

26.2.7 Where an appeal is upheld, the University should defray reasonable and proportionate incidental expenses necessarily incurred by the student in the process of pursuing the appeal. Incidental expenses do not include the cost of obtaining legal advice. This expense is not considered to be necessary as the processes of the University are provided as an alternative to the process of judicial review.³⁵

26.2.8 The University reserves the right to suspend procedures for an appeal if the student behaves inappropriately. In such cases the Clerk of Senate or their nominee shall suspend procedures and advise the student accordingly. Misconduct may be deemed to be in breach of the Code of Student Conduct and disciplinary proceedings invoked.

26.2.9 In session 2025-26, the University is transitioning from a system where Extenuating Circumstances are handled by the relevant School only (in accordance with the process described as Incomplete Assessment resulting from Good Cause in the University's Code of Assessment 2024-25, §16.48), to a two-stage system where responsibility is shared between Student & Academic Services and the relevant School(s) (as described in the University's Code of Assessment 2025-26, §16.48). For students whose Extenuating Circumstances claims are processed under the former system (where

³⁵ www.gla.ac.uk/myglasgow/apg/studentcodes/academicappealsstaff/expenses/.

the relevant School has responsibility for the entire process), the academic appeal process applies to the entire claim, in accordance with the Codes of Procedure for Appeals to a College Appeals Committee (§27) and to a Senate Appeals Committee (§28) as published in these Regulations. For students who have been informed that their claims will be processed under the two-stage system, in accordance with the Code of Assessment 2025-26 §16.48, academic appeals may be raised only in relation to Stage 2 of the Extenuating Circumstances process. For these students, information will be provided about the process for requesting reconsideration of Stage 1 of such claims.

26.3 Definition of an Appeal

26.3.1 An appeal is defined as a request for a review of a decision of an academic body charged with making judgements concerning student progression, assessment or awards.

26.3.2 A student may appeal (request a review of an academic decision) on the grounds of defective or unfair procedure by the academic body or a failure of the academic body to take account of medical or adverse personal circumstances submitted in accordance with the Code of Assessment (Regulation 16).

26.3.3 A student may appeal on the grounds of medical or adverse personal circumstances that were not previously presented to the relevant academic body, if good reason is provided for the failure to present these circumstances in accordance with the standard procedure.

26.3.4 The provision for medical evidence or evidence of adverse personal circumstances is not designed to compensate for underperformance due to these circumstances nor are Examiners expected to infer how a candidate might have performed if unaffected. Provision of such evidence shall not result in the candidate receiving a higher grade or classification.

26.3.5 The provision for taking account of adverse medical or personal circumstances in the Code of Assessment concerns the sudden onset of illness or adverse personal circumstances affecting the student. It is not intended to apply to chronic or persistent illness or to long-term adverse personal circumstances affecting a student's preparation for examinations and/or attendance at examinations or the submission of written work by the due date. **Examiners will mark and classify the performance as it stands and will not judge undemonstrated capability.** Where there is chronic illness, extenuating circumstances shall only be established where the candidate's performance has been compromised by a sudden severe episode of the illness.

26.3.6 **A student may not appeal to a College or to the Senate Appeals Committee against an academic decision in respect of marks awarded for academic work (other than the imposition of a penalty)³⁶, decisions of examiners or other matters of academic judgement unless the grounds of the appeal are contained in §26.3.2 and §26.3.3.**

26.3.7 **A former student may not appeal once they have graduated from the University. By graduating, the former student is deemed to have accepted the award made by the Board of Examiners and the decision of the appropriate College. Exceptionally, if evidence emerges that the conduct of the Board of Examiners was defective or that the Board was deprived of essential information, an appeal may be allowed.**

26.4 The Appeal Process

26.4.1 The Senate is charged by the *Universities (Scotland) Acts* with a duty to superintend the teaching of the University. This is understood to include examining. The Senate has authorised the establishment of College Committees to hear appeals in the first instance, as specified in the Code of Procedure for Appeals to a College Appeals Committee (Regulation 27).

26.4.2 A student may further appeal against the decision of the relevant College Appeals Committee to the Senate Appeals Committee. The Code of Procedure for Appeals to the Senate Appeals Committee (Regulation 28) is set out, after the College Appeals Code.

26.4.3 Where the appeal is made to the Senate Appeals Committee on the grounds that the disposal at College level was manifestly unreasonable, the appeal must clearly and fully specify in what respects the student believes the College Appeals Committee was mistaken in its decision.

26.4.4 Section 6(2) of the *Universities (Scotland) Act, 1889*, gives the University Court power to review any decision of the Senate Appeals Committee. The University Court has devolved its responsibilities in this respect to an external adjudicator.³⁷ Although the decision of the external adjudicator is not legally binding on the University Court, the expectation is that the University Court shall accept the decision and any accompanying recommendations.

³⁶ For example, an appeal may be made against a reduction in grade or secondary band imposed under *Submission of Assessment* §16.25 - §16.29 of the Code of Assessment (Regulation 16).

³⁷ External adjudication will be provided by the [Scottish Public Services Ombudsman](#).

(For Undergraduate, Taught Postgraduate and Research Postgraduate Students)

The Code of Procedure for Appeals to a College Appeals Committee is governed by Resolution No. 570 of the University Court.

27.1 Informal Resolution

Prior to submitting a formal appeal to College, students are advised to discuss the matter with an Adviser of Studies or equivalent, Supervisor or Course Co-ordinator in an attempt to resolve the matter informally. The Students' Representative Council Advice Centre³⁸ can provide advice and assistance to a student in seeking an informal resolution.

27.2 College Appeals Committee - Jurisdiction

27.2.1 The jurisdiction of the College Appeals Committee shall comprise all academic decisions concerning progress, assessment or award other than decisions taken in respect of proceedings under the Code of Student Conduct (Regulation 33), the Complaints Handling Procedure (Regulation 29) or the Procedure for Determining Fitness to Practise (Regulation 36).

27.2.2 The Committee shall not have authority to alter an academic decision. If relevant factors are raised by the appeal which should have been made known to the Board of Examiners or which the Board failed to take into account, the Committee shall instruct the Board to reconvene to reconsider the assessment.

27.2.3 The Committee shall not have authority to permit the resubmission of a thesis for a degree by research where a Committee of Examiners following due process, has recommended rejection of the thesis or resubmission for a lower degree. If the appeal reveals failure on the part of a College to meet the standards set by the Code of Practice for Postgraduate Research Degrees, the student may raise a complaint under the Complaints Handling Procedure (Regulation 29).

27.3 Lodging an Appeal

Time within which an appeal is to be lodged and late appeals

27.3.1 Where an appeal lies against an academic decision in terms of §26.3; *Definition of an Appeal*, the appeal or an intention to appeal shall be submitted in writing to the relevant contact in the College Academic & Student Administration Team³⁹ within 10 working days⁴⁰ of the student being informed of the decision against which they are appealing. Where an intention to appeal is submitted, the full appeal, including the grounds, remedy and all supporting evidence shall be submitted within 20 working days of the student's intention to appeal submission.

27.3.2 The timescale of 10 working days to intimate an intention to appeal combined with 20 working days to submit an appeal is designed to provide sufficient time for preparation of the appeal. Students are responsible for ensuring that arrangements such as consultations with representatives, and data requests made under Data Protection or Freedom of Information legislation, are initiated at the beginning of the process. In considering any request from a student for an extension to the normal timescale for submission of an appeal, the timeliness of the student's own actions will be taken into account.

27.3.3 An application for an extension of time for submitting (i) an intention to appeal beyond 10 working days, or (ii) an appeal and complete paperwork beyond 20 working days after submitting an intention to appeal, shall be made in writing to the relevant contact in the College Academic & Student Administration Team for the attention of the Convener of the College Appeals Committee and shall state the grounds on which an extension of time is sought and be accompanied by such evidence of medical or other adverse personal circumstances as are relevant to the application for additional time. The application should include sufficient information about the appeal itself to identify the assessment in question and give an indication of the nature of the appeal.

27.3.4 An application for an extension of time for submitting an appeal, or an intention to appeal, shall not be granted unless the Convener or Deputy Convener⁴¹ of the College Appeals Committee is satisfied that the student was precluded from submitting within the timescales set out in §27.3.1 as a result of serious illness or other circumstances which are both exceptional and relevant to the appeal.

³⁸ The Students' Representative Council Advice Centre can be contacted at advice@src.gla.ac.uk and can provide advice on all stages of the appeals process.

³⁹ A list of the contacts in College Academic & Student Administration is provided at www.gla.ac.uk/myglasgow/app/studentcodes/collegeappealscontacts/.

⁴⁰ For the purposes of this Code, Monday to Friday are counted as working days except when the University is closed for a [public or other Holiday](#). Saturdays and Sundays are not counted as working days.

⁴¹ In the event that neither the Convener nor the Deputy Convener is available or where a conflict of interests precludes both from involvement in a case or in a particular stage of a case, the Head of College shall nominate another member of the College Appeals Committee to act as Convener. From this point onward in the Code, the term 'Convener' refers to the Convener of the College Appeals Committee, the Deputy Convener, or a member of the College Appeals Committee nominated by the Head of College.

27.3.5 Documents required for the consideration of an appeal shall be treated as having been given or sent on the day that they are received by the College Academic & Student Administration Team; and any letter or document sent to any person including the student in connection with the appeal shall, if sent to the person's last notified address, be treated as having been given or sent on the day that it was posted or emailed.

Grounds for Appeal

27.3.6 A College Appeals Committee shall entertain an appeal against a decision of an academic body only on the following grounds:

- i) unfair or defective procedure;
- ii) a failure to take account of medical or other adverse personal circumstances;
- iii) there are relevant medical or other adverse personal circumstances which for good reason have not previously been presented.

27.3.7 In the case of a claim of unfair or defective procedure, evidence in the form of written statements or formal documents such as the Minute of the Board of Examiners must be provided. Advice on a subject data access request can be obtained from the [Data Protection Office](#).

27.3.8 In the case of a claim of a failure to take account of medical or other adverse personal circumstances, the student shall be referred to §26.3; *Definition of an appeal*.

Submission of Appeal Form

27.3.9 In order to appeal, students must complete an [Appeal Form](#).⁴² It is the student's responsibility to ensure that all information required to consider the appeal is submitted by the relevant deadline. Additional submissions will not normally be accepted.⁴³

27.3.10 An appeal will not be considered by the College Appeals Committee unless an Appeal Form has been completed.

27.3.11 To complete an Appeal Form, students will need to state:

- i) the name and address of the student, the student ID number and the email address to be used for correspondence (the student email address will be used unless otherwise instructed by the student);
- ii) the decision appealed against;
- iii) all the grounds for the appeal: additional grounds may be admitted subsequently only at the discretion of the Convener; additional grounds presented at a hearing may lead to adjournment of the hearing;
- iv) the remedy or remedies which the student seeks.

27.3.12 Students must submit all relevant evidence with their Appeal Form. Guidance on appropriate evidence is set out in the Form.

Evidence of medical or other adverse personal circumstances

27.3.13 A student who wishes to appeal on grounds of medical circumstances shall provide a medical report⁴⁴ from their General Practitioner, or Hospital Consultant. The medical report shall detail the severity, duration and possible impact of the medical condition on the student's academic performance.

27.3.14 Where the student wishes to appeal on the grounds of other adverse personal circumstances, a written statement by an independent witness must be provided. The report shall detail the severity, duration and possible impact of the circumstances.

27.3.15 Where the student has failed to notify the Head of School or their nominee of medical or other adverse personal circumstances in compliance with §16.46 of the Code Assessment, the Appeal Form shall contain a statement explaining the exceptional circumstances which prevented notification at the relevant time.

27.3.16 Evidence should consist of complete documents that are clearly dated. Non-textual images will not normally be considered. Evidence put forward to support the appeal which is suspected of being dishonest or to have been dishonestly acquired may be referred for investigation under the Code of Student Conduct.

27.4 College Appeals Committee - Constitution

27.4.1 Each College shall establish a College Appeals Committee (hereinafter referred to as 'the Committee') which shall have full powers to decide appeals.

27.4.2 The Committee shall be constituted as follows:

⁴² Students may be required to complete an online Appeal Form in some Colleges. Students should contact their [College Academic & Student Administration Team](#) if they are unsure about how to complete their Form.

⁴³ The Students' Representative Council Advice Centre (advice@src.gla.ac.uk) can assist students with completion of the Appeal Form and identifying the relevant ground(s) for appeal.

⁴⁴ Students who require financial assistance with the cost of obtaining evidence may be able to access [Financial Aid](#) from the University. The Students' Representative Council (SRC) Advice Centre (advice@src.gla.ac.uk) can advise on other sources of financial assistance.

- i) The Committee shall be convened by the Convener of the College Appeals Committee. In addition, the Head of College shall nominate from the membership of the College Appeals Committee a Deputy Convener.
- ii) Up to 14 members will be drawn from the membership of the College, with representation from each of the Schools within the College. The membership will be individuals with experience of assessment, teaching and supervision at undergraduate and postgraduate (including research) levels.
- iii) Members of other College Appeals Committees of the University may also be co-opted onto the College Appeals Committee to hear specific appeals with the proviso that they must not have had any involvement with the academic decision being appealed against.

27.4.3 The membership of the Committee shall be reported to Senate annually. Members shall normally serve for a period of three years and may be appointed for consecutive terms.

27.4.4 No member of the Senate Appeals Committee shall be entitled to serve on the Committee. Where a member of the Committee has participated directly in the decision appealed against, that member shall not sit for that individual appeal.

27.4.5 The quorum of the Committee to consider a specific student appeal shall be three; this shall comprise the Convener, plus at least two members who can each be drawn from either section (ii) or (iii) in §27.4.2.

27.4.6 The Committee may have the assistance of legal advisers.

27.4.7 A member of the College Academic & Student Administration Team shall act as Clerk to the Committee.

27.5 Consideration of Appeals

Power to give directions

27.5.1 The Convener of the College Appeals Committee may direct the student (or their representative) or any party to the proceedings to furnish additional evidence, information or explanation as may be thought to be appropriate.

27.5.2 A direction to the student (or their representative) shall state the period of time by which the student shall respond in writing following which the appeal may be dismissed by the Convener of the College Appeals Committee.

Preliminary Review

27.5.3 Prior to consideration of an appeal by the College Appeals Committee, the Convener of the College Appeals Committee will review the student's appeal to determine whether it raises one or more competent grounds for appeal. In cases where a student has appealed on the ground of relevant medical or other adverse personal circumstances which for good reason have not previously been presented, the Convener will make a judgement as to whether the student has submitted competent reasons for those circumstances not having been previously presented.

27.5.4 The College Appeals Committee will only consider an appeal in relation to the ground or grounds found by the Convener to be competent.

27.5.5 In the event that any of the grounds are found not to be competent, the Convener's decision and the reasons for the decision shall be communicated to the student.

27.5.6 In relation to any grounds found by the Convener not to be competent, the student shall have the right to request a review of that decision by making a referral in accordance with §28.7.3 of the Code of Procedure for Appeals to the Senate Appeals Committee by completing an [Appeal Review Form](#), and this must be resolved before the College Appeals Committee considers any of the student's competent grounds for appeal.

Consideration by the Committee

27.5.7 The Convener of the College Appeals Committee, in consultation with two members of the College Appeals Committee, may make a decision without a hearing where the paperwork is comprehensive and informative and no further information is required from the student or where the student is no longer available for a hearing.⁴⁵ The Committee may:

- i) dismiss the appeal because the subject-matter does not fall within the scope of §27.3.6;
- ii) dismiss the appeal because no competent grounds have been stated or because the appeal is frivolous or vexatious or because the appeal is out of time or because the student failed to comply with a direction made;
- iii) dismiss the appeal because it does not establish a case that the decision appealed against involved defective or unfair procedure, or a failure to take relevant evidence of adverse personal circumstances into account;
- iv) dismiss the appeal because the evidence submitted could reasonably have been presented to the Board of Examiners or other academic body;
- v) refer the appeal directly to the appropriate academic body responsible for the application of the progress regulations or to the Board of Examiners with whatever guidance or direction they consider appropriate;

⁴⁵ The timing for the consideration and notification of the appeal outcome should not exceed that set for cases considered by a full hearing as specified in §27.6.1 and §27.10.4 of this Code. Therefore the decision should be issued within 30 working days of receipt of the Appeal Form. Where this is not possible the student should be informed as soon as possible of the reason for the delay.

- vi) refer the appeal to a full hearing before the College Appeals Committee. Provision of a hearing does not imply that a case has been established.

27.5.8 The Convener of the Committee may also take such other interim action by way of direction as they deem appropriate.

27.5.9 The Clerk to the Committee shall state in the outcome letter to the student (or their representative) the reasons for the decision and shall provide the papers which were considered by the Committee.

27.5.10 In cases where the student considers there to be new evidence relevant to the appeal, or that the disposal of the appeal by College was manifestly unreasonable or involved defective procedure, the student should follow the procedure for appealing to the Senate Appeals Committee.

27.6 Arrangements for a Hearing Before the College Appeals Committee

Timing of the hearing

27.6.1 When a hearing is required, the Committee shall meet within 20 working days of receipt of the appeal. Where this is not possible the student should be informed as soon as possible within the 20 day period and be given the reason(s) for the delay.

Preparation of papers

27.6.2 The Clerk of the Committee shall:

- i) request reports and information including information relating to the manner in which the decision appealed against was reached;
- ii) request the attendance of any person or persons whose presence is necessary for the hearing of the appeal;
- iii) provide the student (or their representative), normally 10 working days in advance of the hearing, with a copy of all papers which will be before the Committee and the names of those persons who will be in attendance. The papers will normally be sent by email unless other means are requested by the student;
- iv) notify the student (or their representative) no less than five working days prior to the hearing of the date, time and location of the hearing and the names of the members of the Committee who will consider the case.

27.7 Attendance at Hearing

27.7.1 Where the student is prevented from attending by ill health, the hearing shall normally be deferred on submission of medical evidence. If the student does not attend on the date appointed and no notification of the absence has been received, if the Convener is satisfied that the student has received due notice of the hearing, the Committee may proceed to deal with the case and to reach a decision in the student's absence.

27.7.2 The student shall have the right to be accompanied, assisted or represented at the hearing by one of the following: a parent or guardian; a fellow student or other friend; an Adviser from the Students' Representative Council Advice Centre; a member of University staff, or any other person. Where the student seeks to have two individuals in attendance, one shall attend as an observer only. The student shall provide the name of any person or persons they wish to attend in this capacity to the Clerk of the Committee no later than 10 working days before the date of the hearing.

27.7.3 The student may name any person or persons they wish to be present to provide evidence on their behalf. The name of any person or persons called by the student to provide evidence, along with a brief explanation of how the evidence of each of these individuals is relevant to the case, shall be provided to the Clerk of the Committee no later than 10 working days before the date of the hearing. The student shall be responsible for arranging the attendance of such persons at the hearing with the exception of members of staff of the University who shall be notified of the date, time and location of the hearing by the Clerk to the Committee.

27.7.4 The Convener of the Committee shall review the list of individuals requested by the student to provide evidence, and the student's explanation of how their evidence is relevant to their case. If the Convener concludes that the evidence of any person or persons listed by the student is not relevant to the consideration of their Appeal, the Convener may decline the request for that person or those persons to attend the hearing. Any decisions about permitted attendees will be communicated to the student within five working days of the date of the hearing.

27.7.5 If any person or persons are unable or unwilling to attend the hearing, the Convener of the Committee shall be responsible for deciding if the hearing should proceed on the date arranged or be deferred. A written statement may be presented by any person who has been invited to attend the hearing but is not available at the date specified.

27.7.6 The hearing shall be held in private. Strict confidentiality shall be observed.

27.8 Expert Advice

27.8.1 Where the Committee requires the advice of an expert to deal with a question of fact or special difficulty, such an expert shall provide a written report and where appropriate shall be invited to attend the hearing to provide evidence.

27.9 Procedure for the Conduct of a Hearing

27.9.1 The Committee shall rely only on evidence presented at the hearing. Unauthorised electronic recordings of previous meetings or events will not be admissible as evidence at the hearing.

27.9.2 The hearing shall be conducted in the presence of all persons invited to attend to provide evidence.

27.9.3 Any unauthorised electronic recording of the hearing is expressly forbidden by the University and may constitute an offence in terms of the Code of Student Conduct.

Statements

27.9.4 At the hearing:

- i) The Convener shall invite the student and their representative to make a statement. If the student declines the invitation to make a statement, the Committee shall reserve the right to question the student directly.
- ii) The Committee shall then address any questions to the relevant parties including those appearing to advise the Committee and shall afford the student and their representative an opportunity to question the persons involved. All questions will be directed through the Convener.
- iii) The Committee shall consider any request from any person present at the hearing to make a statement or to put questions through the Convener to anyone whom the Committee has examined.
- iv) The Committee shall afford the student an opportunity to make a final statement or to have one made on their behalf.
- v) The Convener shall seek confirmation from all parties that all necessary and relevant information has been conveyed to the Committee, and that the questioning is complete.

Deliberation of the Committee

27.9.5 Thereafter all persons except the Committee, its Clerk and any legal adviser appointed to advise the Committee shall retire while the Committee considers its decision. The Committee shall reach its decision or defer the decision pending further investigations.

Rules of evidence

27.9.6 In reaching its decision, the College Appeals Committee shall not be bound by the rules of evidence. The Committee shall attempt to ascertain all relevant facts with a view to coming to a reasonable disposal.

Adjournment

27.9.7 At any stage the Convener may adjourn the hearing if they consider this to be necessary.

27.10 Disposal

27.10.1 The Committee shall decide the matter at the conclusion of its consideration of the appeal or as soon as possible thereafter.

27.10.2 The Committee may decide by a majority.

27.10.3 The Committee may:

- i) dismiss the appeal because the subject matter of the appeal does not fall within the scope of §26.3.
- ii) dismiss the appeal because the decision appealed against did not involve defective or unfair procedure, or a failure to take relevant medical or adverse personal circumstances into account.
- iii) dismiss the appeal because the new circumstances submitted by the student could reasonably have been previously presented;
- iv) dismiss the appeal because the new circumstances submitted by the student are not relevant or make no material difference to the consideration of the case;
- v) refer the appeal to the appropriate committee or to a Board of Examiners with whatever guidance or direction it considers appropriate;
- vi) uphold the appeal and grant whatever remedy it considers fair in the circumstances which does not involve overturning an academic judgement.

27.10.4 The decision and the reasons for the decision, with reference to any findings of fact, will be provided in writing to the student and their representative by email normally within 10 working days of the decision being determined. If it is not possible to provide the decision and the reasons for the decision within this timescale, the student will be informed of the reason for the delay and a new timescale will be provided.

27.10.5 Where an appeal is upheld, the University shall defray reasonable and proportionate incidental expenses necessarily incurred by the student in the process of pursuing the appeal.

27.10.6 Incidental expenses are those which arose out of the pursuit of an appeal. They might include travelling expenses or photocopying expenses. Expenses should be reasonable and proportionate. The claim should be supported by evidence

in the form of receipts. Where the claim relates to travel expenses, these should be at the lowest rate that could be obtained taking account of the circumstances of the claim.

27.10.7 A claim for expenses should be made on a Complaints Expenses form and submitted to senate-appeals@glasgow.ac.uk within 20 working days of the date of the letter of outcome of the appeal.

27.11 Annual Review

The College Appeals Committee shall review its proceedings annually.

CODE OF PROCEDURE FOR APPEALS TO THE SENATE APPEALS COMMITTEE

Regulation 28

The Code of Procedure for Appeals to the Senate Appeals Committee is governed by Resolution No. 570 of the University Court.

28.1 Senate Assessors for Appeals

28.1.1 The University Senate shall appoint from its members five Senate Assessors for Academic Appeals, one of whom shall be the Senior Senate Assessor for Academic Appeals and the other four shall be their deputies. Any of the duties of the Senior Senate Assessor may be performed by the Deputy Senior Senate Assessors. In the event that neither the Senior Senate Assessor nor their deputies are available or where a conflict of interest precludes all from involvement in a case or in a particular stage of the case, the Clerk of Senate shall nominate another member of the Senate Appeals Committee to act as the Senior Senate Assessor.

The term of office shall normally be three years and may be appointed for consecutive terms.

28.1.2 The duties of the Senior Senate Assessor for Academic Appeals⁴⁶ shall include consideration of the admissibility of late appeals, directing the student with respect to further information, consideration of appeals, convening a hearing before the Senate Appeals Committee, notifying the outcome to the student and reporting outcomes and any recommendations to Senate annually.

28.2 Jurisdiction of the Senate Appeals Committee

28.2.1 The Senate Appeals Committee shall consider appeals by Undergraduate Students, Taught Postgraduate Students and Research Postgraduate Students against a decision of a College Appeals Committee which falls within the scope of grounds for an appeal to Senate.

28.2.2 The Committee shall not have authority to alter the decision of a Board of Examiners. If relevant factors are raised by the appeal which should have been made known to the Board of Examiners or which the Board failed to take into account, the Committee shall instruct the Board to reconvene to reconsider the assessment.

28.2.3 The Committee shall not have authority to permit the resubmission of a thesis for a degree by research where a Committee of Examiners following due process, has recommended rejection of the thesis or resubmission for a lower degree. If the appeal reveals failure on the part of a School or a College to meet the standards set by the Code of Practice for Postgraduate Research Degrees, the student may raise a complaint under the Complaints Handling Procedure ([Regulation 29](#)).

28.3 Lodging an Appeal

Time within which an appeal is to be lodged and late appeals

28.3.1 Where an appeal lies against a decision of the College Appeals Committee in terms of §28.4.1, the appeal or an intention to appeal shall be submitted in writing to senate-appeals@glasgow.ac.uk for the attention of the Senior Senate Assessor for Academic Appeals, within 10 working days⁴⁷ of the intimation to the student of the decision against which the student is appealing. Where an intention to appeal is submitted, the full appeal, including the grounds, remedy and all supporting evidence shall be submitted within 20 working days of the student's intention to appeal submission.

28.3.2 The timescale of 10 working days to intimate an intention to appeal combined with 20 working days to submit an appeal is designed to provide sufficient time for preparation of the appeal. Students are responsible for ensuring that arrangements such as: consultations with representatives, and data requests made under Data Protection or Freedom of Information legislation, are initiated at the beginning of the process. In considering any request from a student for an extension to the normal timescale for submission of an appeal, the timeliness of the student's own actions will be taken into account.

28.3.3 An application for an extension of time for submitting (i) an intention to appeal beyond 10 working days, or (ii) an appeal and complete paperwork beyond 20 working days after intimating an intention to appeal, shall be made in writing to senate-appeals@glasgow.ac.uk for the attention of the Senior Senate Assessor for Academic Appeals and shall state the grounds on which an extension of time is sought and be accompanied by such evidence of medical or other adverse

⁴⁶ From this point onward, the term 'Senior Senate Assessor' refers to the Senior Senate Assessor, their deputy or a nominated member of the Senate Appeals Committee.

⁴⁷ For the purposes of this Code, Monday to Friday are counted as working days except when the University is closed for a [public or other Holiday](#). Saturdays and Sundays are not counted as working days.

personal circumstances as are relevant to the application for additional time. The application should include sufficient information about the appeal itself to identify the assessment in question and give an indication of the nature of the appeal.

28.3.4 An application for extension of time for submitting an appeal, or an intention to appeal, shall not be granted unless the Senior Senate Assessor for Academic Appeals is satisfied that the student was precluded from submitting within the timescales set out above, as a result of serious illness or other circumstances which are both exceptional and relevant to the appeal.

28.3.5 Documents required for the consideration of an appeal shall be treated as having been given or sent on the day that it is received by senate-appeals@glasgow.ac.uk; and any letter or document sent to any person including the student in connection with the appeal shall, if sent to the person's last notified address, be treated as having been given or sent on the day that it was posted or emailed.

28.4 Grounds for Appeal

28.4.1 An appeal may be made to the Senate Appeals Committee against a decision of a College Appeals Committee only on the grounds that:

- i) relevant new evidence has emerged which could not reasonably have been produced to the College Appeals Committee; and/or
- ii) there has been defective procedure by the College in its disposal of the appeal; and/or
- iii) the disposal at College level was manifestly unreasonable.⁴⁸

28.4.2 Evidence of medical or other adverse personal circumstances must be provided in accordance with the Code of Assessment (§16.45 - §16.46).

28.4.3 In the case of a claim of unfair or defective procedure, evidence in the form of written statements or formal documents such as the Minute of the Board of Examiners must be provided. Advice on a subject data access request can be obtained from the [Data Protection Office](#).

28.4.4 Where the student claims that the disposal at College level was unreasonable, the student must state in writing the respects in which they believe that the College Appeals Committee was mistaken in its decision.

28.5 Submission of Appeal Form

28.5.1 In order to appeal, students must complete an [Appeal Form](#). It is the student's responsibility to ensure that all information required to consider the appeal is submitted by the relevant deadline. Additional submissions will not normally be accepted.

28.5.2 An appeal will not be considered by the Senate Appeals Committee unless an Appeal Form has been completed.

28.5.3 Students must submit any relevant evidence with their Appeal Form. Guidance on appropriate evidence is set out on the Form.

28.5.4 To complete an Appeal Form, students will need to state:

- i) the name, address and student ID number of the student and the email address to be used for correspondence (the student email address will be used unless otherwise instructed by the student);
- ii) the decision appealed against;
- iii) all the grounds for the appeal: additional grounds may be admitted subsequently only at the discretion of the Senior Senate Assessor ; additional grounds presented at the hearing may lead to adjournment of the hearing;
- iv) the remedy or remedies which the student seeks.

28.5.5 The Appeal Form must also clearly identify any new evidence, describe how the procedure was defective, and/or explain why the outcome was unreasonable. If new evidence is submitted, the Appeal Form must explain why this could not have reasonably been produced at an earlier stage.

28.5.6 Evidence should consist of complete documents that are clearly dated. Non-textual images will not normally be considered. Evidence put forward to support the appeal which is suspected of being dishonest or to have been dishonestly acquired may be referred for investigation under the Code of Student Conduct.

28.6 Senate Appeals Committee - Constitution

28.6.1 The Committee shall be constituted as follows:

- i) The Senior Senate Assessor for Academic Appeals or one of their deputies shall convene the Committee. In the event that neither the Senior Senate Assessor nor their deputies are available or where a conflict of interests precludes both

⁴⁸ Unreasonable in this context means that the decision has been irrational or logically flawed. The inclusion of "manifestly" means that the unreasonableness of the decision is obvious or clear.

from involvement in a case or in a particular stage of a case, the Clerk of Senate shall nominate another member of the Senate Appeals Committee to act as Convener.⁴⁹

- ii) Eight members nominated by each College to serve for a period of three years. The nominees will be individuals with experience of assessment, teaching and supervision at undergraduate and postgraduate (including research) levels. The nominees will not be members of any College Appeals Committee.

28.6.2 The membership of the Committee shall be reported to Senate annually. Members shall normally serve for three years and may be reappointed for consecutive terms.

28.6.3 A representative of the student body may attend the hearing in the role of observer unless the student has expressed the wish that no such representative shall be present.

28.6.4 Where a member of the Committee has participated directly in the decision appealed against or has an affiliation to the School(s) in which the student has been studying, that member shall not sit for that appeal.

28.6.5 The quorum of the Committee to consider a specific student appeal shall be three. Exceptionally the Committee shall have powers to co-opt up to two members of academic staff in order to obtain a quorum.

28.6.6 The Committee may have the assistance of legal advisers.

28.6.7 A member of Academic Policy & Governance or nominee shall act as Clerk to the Committee.

28.7 Consideration of Appeals

Power to give directions

28.7.1 Upon receipt of an Appeal Form, the Senior Senate Assessor for Academic Appeals may direct the student (or their representative) or any party to the proceedings, to furnish additional evidence, information or explanation as may be thought to be appropriate.

28.7.2 A direction to the student (or their representative) shall state the period of time by which the student shall respond in writing following which the appeal may be dismissed by the Senior Senate Assessor.

Referral of College Appeal Preliminary Review

28.7.3 If a student wishes to refer for review the decision of the Convener of the College Appeals Committee made in accordance with §27.5.3, the student must submit an [Appeal Review Form](#), along with any relevant evidence, within 10 working days of being notified of the College Appeals Committee's decision, stating their reasons why they believe that the College's judgement was unreasonable. It is the student's responsibility to ensure that all information required to review the decision of the Convener of the College Appeals Committee is submitted by the relevant deadline. Additional submissions will not normally be accepted. The Senior Senate Assessor will review the student's form and the College's decision not to accept as competent their ground or grounds for appeal. If the Senior Senate Assessor agrees that the ground or grounds in question were not competent, the student's referral for review will be dismissed.

28.7.4 If the Senior Senate Assessor disagrees with the College's decision made under §27.5.3, the appeal will be referred back to the College Appeals Committee with whatever guidance or direction they consider appropriate.

Preliminary Review of Senate Appeals

28.7.5 Prior to consideration of an appeal to the Senate Appeals Committee, the Senior Senate Assessor will review the student's appeal to determine whether it raises one or more competent grounds for appeal.⁵⁰ In cases where a student has appealed on the ground of relevant new evidence which could not reasonably have been produced to the College Appeals Committee, the Senior Senate Assessor will make a judgement about whether the student has submitted competent reasons for not having presented their circumstances to that Committee.

28.7.6 The Senate Appeals Committee will only consider an appeal in relation to the grounds that have been accepted by the Senior Senate Assessor to be competent.

28.7.7 If an appeal is deemed by the Senior Senate Assessor not to have satisfied any of the grounds for appeal, the appeal will be dismissed.

Consideration by the Committee

28.7.8 The Senior Senate Assessor for Academic Appeals, in consultation with two members of the Senate Appeals Committee, may make a decision without a hearing where the paperwork is comprehensive and informative and no further information is required from the student or where the student is no longer available for a hearing.⁵¹ The Committee may:

- i) dismiss the appeal because the subject-matter of the appeal does not fall within the scope of §28.4;

⁴⁹ From this point onward, the term 'Convener' refers to the Senior Senate Assessor, their deputy, or a member of the Senate Appeals Committee nominated by the Clerk of Senate.

⁵⁰ This section refers to appeals that have been considered by the College Appeals Committee after being accepted at the Preliminary Review stage.

⁵¹ The timing for the consideration and notification of the appeal outcome should not exceed that set for cases considered by a full hearing as specified in §28.8.1 and §28.12.4 of this Code. Therefore the decision should be issued within 30 working days of receipt of the Appeal Form. Where this is not possible the student should be informed as soon as possible of the reason for the delay.

- ii) dismiss the appeal because no competent grounds have been stated or because the appeal is frivolous or vexatious or because the appeal is out of time or because the student failed to comply with a direction made in terms of §28.7.1 and §28.7.2;
- iii) dismiss the appeal because it does not establish a case that disposal at College level involved defective or unfair procedure, or a failure to take relevant medical evidence or adverse personal circumstances into account or was manifestly unreasonable;
- iv) dismiss the appeal because the new evidence submitted by the student could reasonably have been presented to the College Appeals Committee;
- v) dismiss the appeal because the new evidence submitted by the student is not relevant or makes no material difference to the consideration of the case;
- vi) set aside the decision of the College Appeals Committee and refer the appeal to the appropriate academic body responsible for the application of the progress regulations or to the Board of Examiners with whatever guidance or direction it considers appropriate;
- vii) refer the appeal to the College Appeals Committee with whatever guidance or direction it considers appropriate, which may include a direction that the appeal is heard again by a Committee which is not constituted by any member who was involved in the first decision;
- viii) refer the appeal to the Senate Appeals Committee for a full hearing. Provision of a hearing does not imply that a case has been established.

28.7.9 The Senior Senate Assessor may also take such other interim action by way of direction as they deem appropriate.

28.7.10 The Clerk to the Committee shall state in the outcome letter to the student (or their representative) the reasons for the decision and shall provide the papers which were considered by the Committee.

28.7.11 If a student believes that a factual error or omission has been made regarding the consideration of their appeal by the Senate Appeals Committee, they (or their representative) must contact senate-appeals@glasgow.ac.uk within 10 working days of the date that the outcome letter was sent to them. The Senior Senate Assessor will consider the claim and determine the appropriate action to be taken.

28.7.12 If the student is dissatisfied with the University's consideration of their appeal, they shall have the right to a review by an external adjudicator (§28.15), details of which shall be provided at the conclusion of the appeal, and are available from senate-appeals@glasgow.ac.uk.

28.8 Arrangements and Procedure for a Hearing

Timing of the hearing

28.8.1 When a hearing is required, the Committee shall meet within 20 working days of receipt of the full appeal. Where this is not possible the student should be informed as soon as possible within the 20 day period and be given the reason(s) for the delay.

Preparation of papers

28.8.2 The Clerk of the Committee shall:

- i) request a copy of the papers which were before the College Appeals Committee and a report of the hearing including information relating to the manner in which the decision appealed against was reached;
- ii) request any other reports or information relevant to the appeal;
- iii) request the Convener of the College Appeals Committee to provide a written response to the statements made in the Appeal Form and to name any person or persons the College wishes to appear to provide evidence;
- iv) provide the student (or their representative), normally 10 working days in advance of the hearing, with a copy of all papers which will be before the Committee and the names of those persons who will be in attendance. The papers will normally be sent to the student by email unless other means are requested by the student;
- v) notify the student (or their representative) no less than five working days prior to the hearing of the date, time and location of the hearing and the names of the members of the Committee who will consider the case.

28.9 Attendance at Hearing

28.9.1 Where the student is prevented from attending by ill health, the hearing shall normally be deferred on submission of medical evidence. If the student does not attend on the date appointed and no notification of the absence has been received, if the Senior Senate Assessor is satisfied that the student has received due notice of the hearing, the Committee may proceed to deal with the case and to reach a decision in the student's absence.

28.9.2 The student shall have the right to be accompanied, assisted or represented at the hearing by one of the following: a parent or guardian; a fellow student or other friend; an Adviser from the Students' Representative Council Advice Centre; a member of University staff, or any other person. Where the student seeks to have two individuals in attendance, one shall attend as an observer only. The student shall provide the name of any person or persons they wish to attend to the Clerk of the Committee no later than 10 working days before the date of the hearing.

28.9.3 The student may name any person or persons they wish to be present to provide evidence on their behalf. The name of any person or persons called by the student to provide evidence, along with a brief explanation of how the evidence of each of these individuals is relevant to the case, shall be provided to the Clerk of the Committee no later than 10 working days before the date of the hearing. The student shall be responsible for arranging the attendance of such persons at the hearing with the exception of members of staff of the University who shall be notified of the date, time and location of the hearing by the Clerk to the Committee.

28.9.4 The Convener of the Committee shall review the list of individuals requested by the student to provide evidence, and the student's explanation of how their evidence is relevant to their case. If the Convener concludes that the evidence of any person or persons listed by the student is not relevant to the consideration of their Appeal, the Convener may decline the request for that person or those persons to attend the hearing. Any decisions about permitted attendees will be communicated to the student within five working days of the date of the hearing.

28.9.5 If any person or persons are unable or unwilling to attend the hearing, the Senior Senate Assessor for Academic Appeals shall be responsible for deciding if the hearing shall proceed on the date arranged or be deferred. A written statement may be presented by any person who has been invited to attend the hearing but who is not available at the date specified.

28.9.6 The hearing shall be held in private. Strict confidentiality shall be observed.

28.10 Expert Advice

Where the Committee requires the advice of an expert to deal with a question of fact or special difficulty, such an expert shall provide a written report and where appropriate shall be invited to attend the hearing to provide evidence.

28.11 Procedure for the Conduct of a Hearing

28.11.1 The Committee shall rely only on evidence presented at the hearing. Unauthorised electronic recordings of previous meetings or events will not be admissible as evidence at the hearing.

28.11.2 The hearing shall be conducted in the presence of all persons invited to attend to provide evidence.

28.11.3 Any unauthorised electronic recording of the hearing is expressly forbidden by the University, and may constitute a student conduct offence in terms of the Code of Student Conduct.

Statements

28.11.4 At the hearing:

- i) The Convener shall invite the student and their representative to make a statement. If the student declines the invitation to make a statement, the Committee shall reserve the right to question the student directly.
- ii) The Committee shall then address any questions to the relevant parties including those appearing to advise the Committee and shall afford the student and their representative an opportunity to question the persons involved through the Convener.
- iii) The Committee shall consider any request from any person present at the hearing to make a statement or to put questions through the Committee to anyone whom the Committee has examined.
- iv) The Committee shall afford the student an opportunity to make a final statement or to have one made on their behalf.
- v) The Convener shall seek confirmation from all parties that all necessary and relevant information has been conveyed to the Committee, and that the questioning is complete.

Deliberation of the Committee

28.11.5 Thereafter all persons except the Committee, its Clerk and any legal adviser appointed to advise the Committee shall retire while the Committee considers its decision. The Committee shall reach its decision or defer the decision pending further investigations.

Rules of evidence

28.11.6 In reaching its decision, the Senate Appeals Committee shall not be bound by the rules of evidence. The Committee shall attempt to ascertain all relevant facts with a view to coming to a reasonable disposal.

Adjournment

28.11.7 At any stage the Convener may adjourn the hearing if they consider this to be necessary.

28.12 Disposal

28.12.1 The Committee shall decide the matter at the conclusion of its consideration of the appeal or as soon as possible thereafter.

28.12.2 The Committee may decide by a majority.

28.12.3 The Committee may:

- i) dismiss the appeal because the subject matter of the appeal does not fall within the scope of §26.3;

- ii) dismiss the appeal because the disposal at College level did not involve defective or unfair procedure, or a failure to take relevant medical or adverse personal circumstances into account or was not manifestly unreasonable;
- iii) dismiss the appeal because the new evidence submitted by the student could reasonably have been produced to the College Appeals Committee;
- iv) dismiss the appeal because the new evidence submitted by the student is not relevant or makes no material difference to the consideration of the case;
- v) dismiss the appeal because the appeal is frivolous or vexatious; or if it is considered that the student suffered no material prejudice;
- vi) refer the appeal to the appropriate College Committee or to a Board of Examiners with whatever guidance or direction it considers appropriate;
- vii) uphold the appeal and grant whatever remedy it considers fair in the circumstances which does not involve overturning an academic judgement.

28.12.4 The decision and the reasons for the decision, with reference to any findings of fact, will be provided in writing to the student and their representative by email normally within 10 working days of the decision being determined. If it is not possible to provide the decision and the reasons for the decision within this timescale, the student will be informed of the reason for the delay and a new timescale will be provided.

28.12.5 Where an appeal is upheld, the University shall defray reasonable and proportionate incidental expenses necessarily incurred by the student in the process of pursuing an appeal.

28.12.6 Incidental expenses are those which arose out of the pursuit of an appeal. They might include travelling expenses or expenses incurred in providing documents. Expenses should be reasonable and proportionate. The claim should be supported by evidence in the form of receipts. Where the claim relates to travel expenses, these should be at the lowest rate that could be obtained taking account of the circumstances of the claim.

28.12.7 A claim for expenses should be made on a Complaints Expenses form and submitted to senate-appeals@glasgow.ac.uk within 20 working days of the date of the letter of outcome of the appeal.⁵²

28.13 Reference Back to a College

28.13.1 The Senate Appeals Committee may decide to refer the matter to the College Appeals Committee where it considers:

- i) that evidence made available to the Senate Appeals Committee had not been presented to the College Appeals Committee; or
- ii) that there had been defective procedure at the College level; or
- iii) that the decision of the College Appeals Committee had been manifestly unreasonable.

28.13.2 In the first case, the Senate Appeals Committee may decide to refer the matter to the College Appeals Committee as originally constituted to hear the appeal in order to permit that Committee to consider the case again.

28.13.3 In the second and third cases, the matter shall be considered by a newly constituted College Appeals Committee.

28.13.4 Where an appeal is made to the Senate Appeals Committee against the decision of the College Appeals Committee following a reference back, the Senior Senate Assessor for Academic Appeals, in consultation with any two members of the Senate Appeals Committee, will reconvene to consider the case.

28.14 Annual Review

28.14.1 The Senate Appeals Committee shall review its proceedings annually including a review of actions taken in respect of recommendations to Senate.

28.15 Independent External Review

28.15.1 Outcomes reached under the terms of §28.7.3, §28.7.7, §28.7.8 (i)-(v), §28.12.3 (i)-(v) and (vii) and §28.13.4 shall conclude the internal processes of the University.

28.15.2 If the student is dissatisfied with the University's consideration of an appeal to Senate, they shall have the right to a review by an external adjudicator,⁵³ details of which shall be provided at the conclusion of the appeal, and are available from senate-appeals@glasgow.ac.uk.

⁵² www.gla.ac.uk/myglasgow/apg/studentcodes/expenses/.

⁵³ External adjudication will be provided by the [Scottish Public Services Ombudsman](http://www.scot.nhs.uk/scotnhs/ScottishPublicServicesOmbudsman/).

Guide for Disabled Students

4.1 Guidelines for disabled students (including but not limited to dyslexic or autistic students, students with ADHD, students with ongoing medical or mental health conditions, and students with sensory or mobility impairments) can be found on the [University website](#). Details of examination and other assessment arrangements for disabled students can be found in Examination and Other Assessment Arrangements for Disabled Students (Regulation 24). The Disability Service Reception is in the Fraser Building G12 8QF. The remit of the Disability Service does not include students with short- or medium-term illness or injury from which they are expected to recover.

4.2 Disabled students may disclose at any point during their degree programme and are strongly advised to contact the Disability Service early for advice on study support and reasonable adjustments to teaching and assessment. Students are advised that the positive effect of study support is cumulative and thus support options diminish the closer a student comes to completing their programme of study. If a student requires reasonable adjustments in exams, it is their responsibility to [contact the Disability Service](#) well in advance of the [Registry's published deadlines](#). The Disability Service advises on study support for disabled students. Disabled students are advised to contact the Disability Service as early as possible so that their study support needs can be assessed and implemented quickly. With their agreement, the Disability Service will create a Study Support Plan to share information about students' disability-related study support requirements across the University. This means it will not be necessary for colleagues outwith the Disability Service to ask students for evidence that they are disabled; rather, any clarification regarding how disability may affect students in their studies should be sought from the Disability Service. Disabled students without external supporting documentation should still contact the Disability Service for advice and support, as evidence of disability is not a necessary prerequisite for receiving support.

4.3 The reasonable adjustments documented in the student's Study Support Plan are passed on to the Disability Coordinators in the student's subject area(s) for dissemination to relevant staff. It is the responsibility of the subject area, School or College to contact the Disability Service (email: support@disability.gla.ac.uk) if further information is required about a student's support needs, and this must be done in preference to asking students to provide further evidence of disability. The Disability Service will respond promptly to any enquiry from academic staff seeking information. Further information can be found at www.gla.ac.uk/myglasgow/disability/staff/coordinators/.

4.4 Changes to reasonable adjustments initially implemented may be required due to a worsening or flare-up in a student's condition, or in response to changing circumstances. Amended or new adjustments can be agreed between the student and their Disability Adviser. Additionally, Academic or School staff should make an immediate, supportive response to any observable need. University staff do not need prior approval from the Disability Service to make an initial, supportive response, and while all disabled students should be signposted to the Disability Service for specialist advice and guidance, they do not need to be using the Disability Service before the University begins to provide support. A supportive response may include: advising the student about assessment extensions and supporting the student with extension-related processes, facilitating a meeting between the student and their Adviser of Studies or other Academic Adviser, and signposting the student to the Disability Service or the [wider student support services](#). Academic or School staff who believe a student may require an immediate reasonable adjustment (such as a greater amount of extra time in a near-date exam, or an alternative to a near-date oral presentation) should contact the Disability Service for advice from a Disability Adviser. University staff are encouraged in all cases to contact the Disability Service for guidance and do not need permission from the student to do this.

4.5 When the University is the funder for a student's one-to-one study support, the University reserves the right to recruit staff who fulfil the University's quality audit requirements regarding the qualifications, experience, and academic background of such staff, as deemed appropriate by the Disability Service.

4.6 Subject to availability, equipment from the Disability Service's loan pool will be provided of the same or similar specification to that provided by DSA funding bodies. The Disability Service reserves the right to prioritise the allocation of loan items to students according to disability-related need. Failure to return equipment loaned to students from the Disability Service may lead to the application of sanction on the MyCampus student record and prevention of further registration, enrolment, or graduation. Loan equipment is not intended to meet students' ongoing equipment needs but rather to provide access to equipment while the student is supported to receive funding for equipment they will own.

EXAMINATION AND OTHER ASSESSMENT ARRANGEMENTS FOR DISABLED STUDENTS**Regulation 24**

The University's Disability Service specifies reasonable adjustments for disabled students who have additional support and/or access needs on course. For further information see www.gla.ac.uk/myglasgow/disability/support/.

Procedure

24.1 Disabled students include (but are not limited to) those with an ongoing medical or mental health condition, autism, sensory or mobility impairment, or learning difference (such as dyslexia or ADHD). Disabled students may disclose at any point during their degree programme but are strongly advised to contact the University's Disability Service early to allow adequate time for a needs assessment, and for Schools to be informed of reasonable adjustments to a student's teaching and assessment. Support will be provided from the point of disclosure, but it is noted that a student disclosing near the end of their programme of study is unlikely to benefit to the extent they may have had they disclosed earlier. Disabled students

without external supporting documentation should still contact the Disability Service to discuss exam adjustments, as evidence of disability is not a necessary prerequisite for receiving support.

24.2 The reasonable adjustments that have been agreed with the student will be entered into the MyCampus student record system. This will trigger an email alert to the Exams section of Registry as well as the [Disability Coordinators](#) within their Schools.

24.3 It is the responsibility of Schools and Registry to ensure that the recommended examination or assessment arrangements are made at subject level, including any accommodation or equipment requirements. Disability Coordinators must ensure that all relevant colleagues receive the information they need to implement a student's adjustments. The Disability Service and Registry can be consulted with any enquiries about information sharing.

24.4 Before each examination diet, Registry will extract from the student record system a list of all disabled students for whom examination arrangements have been agreed and this list will be sent to Schools.

Disability Coordinators will also be sent a list of disabled students taking courses in their Schools for whom exam arrangements are required. This list will normally accompany the final version of the timetable for each diet of examinations.

24.5 Registry publishes [examination arrangement deadlines](#) for each examination diet. Disabled students are strongly advised to make early contact with the Disability Service to discuss reasonable adjustments in exams. The University will, in all cases, work to provide disabled students with the reasonable adjustments to assessment to which they are entitled, but cannot guarantee that adjustments agreed after the University's administrative deadline can be implemented. Furthermore, where a student has not disclosed a disability prior to assessment, reasonable adjustments cannot be applied retrospectively, after an assessment has been completed.

24.6 The University is required to make a case-by-case assessment of students' disability-related support needs in relation to programme requirements. For this reason, there can be no fixed inventory of standard/allowable adjustments, as all adjustments which do not compromise genuine competence standards, and which the University may reasonably be capable within its institutional resource of providing, must be available. Where Disability Advisers anticipate that implementing the adjustments a disabled student requires may present significant resource, practical or pedagogical difficulty, they will contact the School to discuss the adjustments **before** finalising them in the student's MyCampus Disability Report. Where the proposed adjustments raise issues in relation to regulatory requirements and/or academic standards, there will also be consultation with the Clerk of Senate. In rare cases where the School and the Disability Service do not agree a plan to implement the adjustments, or where such regulatory requirements and/or academic standards require fuller consideration, the matter will be referred to a Case Conference. The Case Conference will be convened by the Clerk of Senate (or nominee) and will include representatives from the Disability Service, Academic Policy & Governance, and the School(s) or subject area(s) responsible for running the student's assessments. Other parties may also be present, including the Head of Equality, Diversity & Inclusion, and representatives from relevant University support services. Where a Case Conference is organised, the student will be advised of a delay in agreeing their adjustments, and the outcome of the Case Conference will be advised to the student within 10 working days.

Illness and Injury not Amounting to a Disability

24.7 Where a student has a short- or medium-term illness or injury from which they are expected to recover, the Clerk of Senate should be notified by the Head of School or their nominee (hereinafter referred to as Head of School) if examination arrangements are required. All arrangements for students who are ill or injured must be approved by the Clerk of Senate. The remit of the Disability Service does not include students who are not disabled, such as those with broken limbs or fractures which cause handwriting difficulty. However, if guidance is required in relation to specific adjustments and/or if there is uncertainty as to whether a student is disabled, or is ill/injured, please contact the Disability Service for advice.

Range of Provisions

24.8 Examples of examination arrangements include:

- extra time;
- separate accommodation on own or in a smaller room apart from main exam hall with small group of other students;
- use of a scribe;
- use of a reader;
- use of a computer or large monitor screen;
- enlarged print exam paper, digital exam paper or exam paper in Braille.

Extra time to sit an examination

24.9 Depending on their support needs, disabled students may receive extra time as a reasonable adjustment in examinations. Some disabled students may require rest breaks at intervals during the examination. Rest breaks will be taken at the student's own discretion, as required, and will not be taken in addition to any extra time.

24.10 Heads of School and invigilators should ensure that students with extra time experience as little disruption as possible as a result of the arrival or departure of other candidates.

Separate accommodation to sit an examination

24.11 An arrangement to provide separate accommodation to sit an examination may be required to meet the needs of some disabled students, for example, when the use of a scribe or a reader is recommended. The presence of a separate invigilator is always required in these circumstances.

Use of a scribe

24.12 A scribe may be employed when recommended in a needs assessment by the Disability Service.

24.13 Organising a scribe. The student is not involved in the selection of the scribe for their examinations.

School staff are responsible for the sourcing of a scribe who:

- is familiar with the subject(s) concerned;
- has no personal interest in the success of the candidate;
- is not a relative of the candidate;
- is not a teacher who is involved in the candidate's study of the subject;
- is not a student taking the same course as the candidate;
- can hear the candidate without difficulty;
- has legible handwriting;
- should be selected in good time prior to any examination.

The Disability Service can be consulted if there are difficulties with the recruitment of a suitable scribe.

24.14 Duties of a scribe

The scribe's duty is to transcribe only what is dictated or written by the candidate.

The scribe may exercise discretion regarding spelling, punctuation, etc.

The scribe may read back the candidate's responses to the candidate, as requested.

The scribe should converse with the candidate only insofar as this is necessary to clarify their instructions.

If it is deemed necessary, the scribe may be instructed by the candidate to draw maps, diagrams, graphs, etc., but in such instances, the scribe should do no more than follow the student's instructions.

The scribe's purpose is to ensure that the candidate is not disadvantaged in relation to any impairment, while conferring no unfair advantage.

www.gla.ac.uk/myglasgow/disability/staff/exams/

24.15 Practice with the candidate

It is advisable for the scribe and the candidate to have the opportunity to practise answering a question paper under examination conditions.

Scribes should be selected sufficiently far in advance of the examination to allow this.

24.16 Payment of a scribe

The Disability Service is responsible for the payment of scribes for disabled students. The School is responsible for the recruitment of the scribes, and for paying scribes where the student is injured (rather than disabled).

The School can employ and pay their own Graduate Teaching Assistants (who are already registered on their payroll) as scribes, or they can use an agency recommended by the Disability Service to recruit an exam scribe/reader for their student.

The Disability Service will confirm the hourly rate of pay for all scribes on request.

24.17 Change in intention to use a scribe

If use of a scribe is included in the student's Study Support Plan, but the student does not use the scribe, the student should be referred to the Disability Service for a review of exam arrangements before the next exam diet.

Use of a reader

24.18 In some circumstances, a reader may be employed in place of a scribe or as well as a scribe. The scribe and reader can be the same person. In such circumstances, similar arrangements to those above will apply.

Use of a computer in an examination

24.19 A computer cluster is arranged by IT Services for use in examination diets. Computers are non-networked standalone machines. Printing facilities are also provided via pen drives supplied by the cluster manager. Invigilation for the computer cluster is provided and arranged by Registry. Schools may also make local arrangements to facilitate a student's use of a computer, particularly when a student requires separate accommodation on their own for an examination or class test. Students are not permitted to use their own computer equipment in an examination except where authorised by the Head of School.

Anonymous Marking of Scripts

24.20 The overriding principle is fairness to *all* candidates. This requires that, as far as possible, a uniform and consistent approach be adopted in the marking of anonymous scripts in credit-bearing examinations.

24.21 The script books used by disabled students for whom examination arrangements have been approved should not be identifiable in any way. Sometimes, though, as when the use of a computer has been approved, breaking of anonymity may be unavoidable. Coloured paper will not be approved for use in script books; coloured overlays or precision tinted lenses can be used instead, if required.

24.22 The fact that a candidate is disabled will be shared with the Board of Examiners only where necessary (e.g., where, due to disability, an alternative form of assessment has been used).

24.23 If, for any reason, a candidate is not provided with their reasonable adjustments (e.g., extra time), the invigilator should report the circumstances to the Head of School, who will inform the relevant Board of Examiners and the Disability Service. The Board of Examiners will determine the appropriate action.

Scope of Provision

24.24 Reasonable adjustments to assessment should be provided across the full range of assessment – to include any assessment outwith the formal exam diet, such as class tests, or assessment regimes unique to specific programmes. It may be necessary, for example, to implement reasonable adjustments for students required to give assessed presentations, or who will be assessed in a viva. Students and staff may contact the Disability Service for further advice and guidance about reasonable adjustments to assessments outwith the formal exam diet.

SUPPORT TO STUDY PROCEDURE

Regulation 34

The Support to Study Procedure is governed by Resolution No. 717 of the University Court.

34.1 Introduction

34.1.1 The Support to Study Procedure aims to help all registered students to participate fully in their higher education experience. It is recognised that at times students may face health or wellbeing challenges which affect their studies and their wider participation in University life.

34.1.2 Where there are concerns from staff members that a student is not able to fully engage in study and to participate in University life more widely due to a health or wellbeing issue, the Support to Study Procedure aims to identify the issues involved and the support available, which can help the student ensure their fitness to study.

34.1.3 There may also be times when a student's health or wellbeing condition means that they pose a risk to themselves, to other students or to the activities of the University. This procedure is designed to support such students while ensuring that the wider student and staff University community is also able to carry on with its normal activities.

34.1.4 The University has other policies and procedures that set out expectations of behaviour and the provision of support⁵⁴ which can operate separately or in conjunction with this procedure (see Appendices 1 and 2).

34.2 Circumstances in which the Support to Study Procedure may apply

34.2.1 The University is committed to supporting the health and wellbeing of all students and recognises that a positive approach to the management of health and wellbeing issues is critical to the student experience and academic outcomes. There may be some instances where additional support is required. For example:

- Lack of engagement with study⁵⁵ (poor attendance, periods of absence, poor participation in coursework, lack of communication with staff, non-submission of multiple assessments).
- Behaviour or disposition which leads to concerns of underlying health problems or ability to meet any inherent requirements, competences or expectations set out in the Student Contract.
- Disruption to the teaching and learning activities of other students, including placements.
- Self-referral where the student advises a member of the University of challenges with their health or wellbeing they are experiencing which are affecting their studies.
- Concerns about a student's health or wellbeing emerging through a third party.

34.2.2 Early intervention and support can help to avoid crisis situations. Any concerns should be addressed as soon as they become known. In many cases an informal, supportive discussion with the student at Stage 1 of this procedure will be sufficient to address concerns and ensure availability of support.

⁵⁴ The University is mindful of its obligations under the Equality Act 2010 including the need to make reasonable adjustments for disabled students who may be substantially disadvantaged in their studies compared to students who are not disabled.

⁵⁵ This may apply in cases where a student has submitted an Extenuating Circumstances claim in relation to missed learning or non-completion or underperformance in academic assessments.

34.2.3 There may be times when efforts to improve a student's situation through informal discussion and planning have not been successful, or where the risks are too high to be managed informally. In such cases, consideration of action under Stage 2 of this procedure may be required. Staff members can get advice and guidance on how best to support a student in such a situation by emailing supporttostudy@glasgow.ac.uk.

34.2.4 If concerns arise when a student is on authorised study away from the University e.g., an exchange programme, University teams will engage and co-operate with the partner institution to identify the most suitable arrangements that can be made to support the student and address concerns.

34.3 Stage 1 – Support to Study: Informal Discussion

34.3.1 Where there are concerns about a student's physical or mental health or wellbeing, initial discussion(s) should take place with the student to understand their circumstances. The approach and discussion may be made by any staff member and should be done in a supportive and understanding manner. The discussion should outline the concerns and encourage the student to share any concerns they may hold or outline any support they may need in their studies. This approach is appropriate in cases where the student's academic position is vulnerable but recoverable and their behaviour does not have a significantly disruptive impact on the individual or others.

34.3.2 The Stage 1 discussion should include consideration of the following:

- discussion of the issues affecting attendance, engagement or performance;
- referral to specialist support, e.g. Student Wellbeing or the Disability Service (see Appendix 2);
- agreed actions for improving attendance, engagement or performance affecting study, e.g. resubmission deadlines, attendance plans, specific help-seeking initiatives;
- a follow-up date to review progress.

34.3.3 The purpose of the Stage 1 discussion is to agree an approach that will help the student engage effectively with study and ensure they receive the correct support to assist them with the management of any underlying difficulties. If guidance is required at Stage 1, staff members may contact supporttostudy@glasgow.ac.uk.

34.3.4 In some cases, the student may acknowledge themselves that they require time to address more complex issues and at any point during a Stage 1 discussion may self-select to take an interruption to their studies, as follows:

- a) Where an informal support discussion has highlighted the need for an undergraduate or postgraduate taught student to take time away from study to support their treatment or recovery, the student may request an Interruption of Studies with the School or College and agree an action plan, with a provisional return to study date. The process for implementing an Interruption of Studies of this type can be found within the Reasonable Adjustments & Supportive Arrangements Policy.
- b) Interruptions of Studies for postgraduate research students may be implemented through the procedures outlined in Section 9 of the [PGR Code of Practice](#). Approval will be sought from the relevant Graduate School in line with this Code. The terms of any approved leave or suspension of study for a period should include identification of a provisional return date, or a review date for the suspension of study, along with notification of any requirements for return to study, such as medical evidence or the requirement to engage with university support. In cases where an Interruption of Studies is not approved, or where there are concerns about a student's request to return to study following an agreed suspension, the matter should be referred to the University Fitness to Study panel as outlined at Stage 2. Guidance can be sought by emailing supporttostudy@glasgow.ac.uk.

34.4 Stage 2 – Fitness to Study

34.4.1 Where the University has concerns that a student's health and wellbeing issues require a more formal supportive intervention than provided by Stage 1, or where an Interruption of Study is either thought unlikely to allow resolution of the issues or has not successfully addressed the issues, or where there are continued concerns about a student's health and wellbeing following an Interruption of Studies or other Stage 1 outcomes, the matter will be referred to the Fitness to Study Panel ('the Panel').

34.4.2 The student will be invited to attend a meeting with the Panel⁵⁶ and will have the right to be accompanied (see §34.4.6). The purpose of the meeting will be to:

- explore the difficulties reported by the School or College and allow the student to provide information about the situation from their perspective;
- ensure that the student is fully aware of the support available to them from the university and/or external services;
- agree on an action plan with the student to find a way forward;
- ensure that the student understands the possible outcomes if difficulties remain or the action plan is not followed.

⁵⁶ With the agreement of the student, the meeting may not include full attendance of the assigned Panel, but the Panel Convener will always be present alongside no fewer than one other member of the Panel.

34.4.3 The student will have the opportunity to submit documents, including any medical evidence or other professional assessment documentation. Documents for consideration by the Panel should be submitted at least 10 working days⁵⁷ in advance of the meeting. All documents to be considered should be shared with the student at least five working days in advance of the meeting. The timeframes may be compressed to expedite the process if there is agreement with the student.

34.4.4 The student will be invited to the Panel meeting and will usually be expected to attend. If the student does not attend, the Panel may still meet and make a determination of the outcome in the student's absence. Where attendance at the meeting may be detrimental to the student's health, the student may ask for a representative (outlined in §34.4.6) to attend on their behalf.

34.4.5 The Panel will be convened by a senior member of Student & Academic Services (such as the Director of Student Life or Head of Student Wellbeing & Inclusion) and notes will be taken by a member of Student & Academic Services. The Panel will include as a minimum:

- an academic member of the Advising team from the student's subject area, e.g. Adviser of Studies or Supervisor;
- a representative from the Students' Representative Council (SRC) Executive or SRC Council;
- a representative from the Student Wellbeing & Inclusion Team.

In addition, the following may be invited as required:

- a medical adviser from the School of Medicine;
- a School or College representative, e.g. Course Convener;
- a representative from Disability Services;
- a representative from the Student Visas team if the student holds a student visa;
- a representative from the Global Opportunities team if the student is a Study Abroad student.

34.4.6 The student may choose to be accompanied, at the meeting by one of the following: a family member; a friend; a mental health advocate/supporter; an Officer of the SRC Advice Centre, or a member of university staff. It should be noted that legal representation is not appropriate and therefore not permitted in the Fitness to Study meeting. Students are expected to confirm the details at least five working days in advance of anyone attending the Panel meeting with them.

Outcome

34.4.7 Following consideration of the case, the Panel will decide on an appropriate outcome. Exceptionally, the Panel may ask for additional information before making a decision, such as further medical evidence. Possible outcomes of the meeting include, but are not limited to:

- Approval to continue or return to study, which may be granted subject to conditions or recommendations.
- An Interruption of Studies to allow the student to engage with treatment or to aid their recovery, accessing support and medical services as needed.
- Discontinued registration – if the Panel concludes, taking into account the individual circumstances of the case and any supporting medical evidence, that there is no reasonable prospect of the student re-engaging with their programme, they may recommend to the Executive Director of Student & Academic Services that the student's registration be terminated and the student withdrawn from their programme of study. This outcome will only be considered in exceptional circumstances.

34.4.8 The Convener will be responsible for the final decision if the Panel is unable to make a clear majority decision. The outcome and any associated action plan will be detailed in a letter which will normally be sent to the student within 10 working days⁵⁷ of the Panel Meeting. The Panel can use its discretion in how best to inform the student of the outcome and the contents of the letter, with consideration of the student's individual circumstances.

Fitness to Study Interruption of Studies

34.4.9 Where an Interruption of Studies is directed by the Panel, it shall be known as a 'Fitness to Study Interruption of Studies'. In this situation, the proposed period of time away from study will be outlined in the student's outcome letter. This letter will identify the earliest possible date to resume studies. Any further conditions for return to study will also be outlined. Where a Fitness to Study Interruption of Studies is agreed, the School or College will notify Registry, and a Service Indicator⁵⁸ will be added (Fitness to Study - Interruption of Studies) to the student's MyCampus record.

34.4.10 In advance of the provisional return to study date, the Convener of the Panel will arrange a Fitness to Study review meeting, which the student will be invited to attend. To ensure that the Panel can consider how best to support a return to study, the student may be asked to provide evidence to support their return. This could include guidance from a medical professional involved in their care that may confirm their readiness to study and could outline any ongoing requirements to support the student's success in study. The meeting will cover the following:

- a review of ongoing/future support needs and engagement with specialist support, e.g. the Disability Service;
- expectations in relation to attendance, any deadlines, resubmission arrangements or assessments;

⁵⁷ For the purposes of this Procedure, Monday to Friday are counted as working days except when the University is closed for a [Public Holiday](#). Saturdays and Sundays are not counted as working days.

⁵⁸ The Service Indicator allows the student to be identified as having a permitted absence, but does not alter the student's registration status, thus allowing flexibility in re-commencement of studies, continued access to University services such as the library, Moodle and support services, and continued administration of assessment results and progression arrangements.

- points of contact at School level and, where appropriate within Student Wellbeing, who will follow up and review progress.

Appeals

34.4.11 If a student wishes to appeal against a decision within the Stage 2 process, they must do so in writing to the Convener of the Panel at supporttostudy@glasgow.ac.uk within 10 working days⁵⁷ of the date of the letter advising of the original decision.

34.4.12 An appeal will be considered only on the following grounds:

- The student has new medical evidence that they were unable, for valid reasons, to provide earlier in the process and which evidence is likely to have had a material bearing on the decision of the Panel.
- The procedures set out in the Support to Study process have not been followed, to the material detriment of the student.

34.4.13 An Appeal Committee will be convened by the Clerk of Senate and will be comprised of at least two other members of university staff who have not previously been involved in the case and a student representative (the President of the Students' Representative Council or another SRC sabbatical officer). Other staff members may be co-opted where appropriate. If the Clerk of Senate has had prior involvement with the case, an alternative convener of equivalent seniority (i.e. a Vice Principal) will be appointed. The Committee has full powers to decide the appeal and will report its decision to Senate.

34.4.14 If the appeal does not meet the grounds detailed at §34.4.12 or the appeal is out of time, the Clerk of Senate, in consultation with another member of the Appeal Committee, may dismiss the appeal.

34.4.15 The decision of the Appeal Committee will be issued in writing within 10 working days of the appeal meeting.

34.4.16 The decision of the Appeal Committee is final and there is no further opportunity for appeal against that decision within the University.

34.4.17 In accordance with the Further and Higher Education (Scotland) Act, the Scottish Public Services Ombudsman (SPSO) has responsibility for investigating complaints relating to universities. This can include complaints about decisions taken by a university with relation to a student's fitness to study.

34.5 Referral to the Student Conduct Team

34.5.1 Where there are concerns that cannot be addressed under the Support to Study procedure and/or a student's behaviour appears to be in breach of the Code of Student Conduct, it may be necessary to refer the matter to the Student Conduct Team for investigation.

34.5.2 The Student Conduct Team (student-conduct@glasgow.ac.uk) will decide on any appropriate action under the Code of Student Conduct. In cases where the student has been considered under this procedure, the Head of Student Conduct, or their nominee, will consult with the referring School and/or Convener of the Fitness to Study Panel to obtain details of the case before taking any action under the Code of Student Conduct.

34.5.3 The Student Conduct Team will advise the student in writing of any referral under the Code of Student Conduct. Thereafter the procedures of that Code will be followed. It is recognised under the Code of Student Conduct that behaviour may be affected by some health conditions, and where health or disability may be a contributing factor in the concerns raised, the Committee will take into account any reports or evidence of the student's condition.

34.5.4 The University may suspend a student from studies pending investigation as outlined in the Code of Student Conduct.

34.5.5 The student has a right of appeal against a decision made under the Code of Student Conduct, as detailed in the procedure.

34.6 Confidentiality and Data Protection

At all stages of the procedure due consideration will be given to issues of confidentiality and data protection. In cases where a student's health and safety is considered to be at risk the University may share information with external parties such as next of kin, medical professionals or the Police. See the University's [Student Privacy Notice](#) for more information.

34.7 Appendix 1

Relevant Policies and Procedures

There are a number of policies, procedures and regulations which may also apply or be of relevance to students being considered under this Fitness to Study Procedure.

- [Equality & Diversity Policy](#)
- [Dignity at Work & Study Policy & Procedure](#)
- [Student Safety, Health and Wellbeing](#)
- Student [Absence Policy](#) – *sets out absence reporting requirements for students*
- Code of Student Conduct ([Regulation 33](#))

- Fitness to Practise Procedure ([Regulation 36](#)) – *applies to certain professional degrees and awards. Referrals under Fitness to Practise relating to concerns over student behaviour will take precedence over any review under Fitness to Study.*
- Code of Expected Behaviour ([Regulation 37](#))
- Reasonable Adjustments & Supportive Arrangements Policy [link tbc]

Assessment

- Regulations on Incomplete Assessment and Extenuating Circumstances (see [Regulation 16](#) - Code of Assessment §16.45-§16.53)
- Examination and Other Assessment Arrangements for Students with Disabilities ([Regulation 24](#))

34.9 Appendix 2

A 24-hour counselling and advice line is provided by the University on 0800 028 3766 to ensure round-the-clock access to support. Further information and emergency contacts can be found at www.gla.ac.uk/myglasgow/students/safetyhealth/.

1. The University of Glasgow [Counselling & Wellbeing Service](#) is here to support students to manage their mental health and to build strategies that will help them successfully complete their course of study. Register online to meet with a member of the team to discuss your needs. The Service offers:
 - Wellbeing consultations.
 - Psychoeducation & guided self help.
 - Short term blocks of therapy, subject to assessment.
 - NHS liaison and referral.
2. The [Disability Service](#) coordinates support for students with a wide range of needs including physical or sensory disabilities, mental health difficulties, long-standing medical conditions, Autism Spectrum Conditions and Specific Learning Differences. Register online to speak with a specialist adviser.
3. The [Financial Aid Team](#) can provide advice and information about fees and funding. The team also distributes funds which aim to benefit students experiencing financial hardship enabling them to complete their studies at the University.
4. [International Student Support](#) is a dedicated team of advisors who are here to guide all our international students through their student journey at the University. From visas and immigration to welcome and orientation, the team is here to support.
5. [Student Learning Development](#) provides academic support and guidance to students across all areas of the University.
6. The [SRC Advice Centre](#) is a free and independent confidential advice, information and representation service provided by the SRC for all students of the University.

PROCEDURE FOR DETERMINING FITNESS TO PRACTISE

Regulation 36

The Procedure for Consideration of Fitness to Practise is governed by Resolution No. 672 of the University Court.

Introduction

36.0.1 Where a programme of study requires the student to act in the course of practical training in a quasi-professional role in relation to patients, children, clients or service-users or where the qualification provides a direct licence to practise, the University has a duty to ensure that the student is fit to practise. Students registered for these programmes of study are subject to separate fitness to practise procedures. The aims of the procedures are:

- a) to protect present or future patients, children, clients or service users;
- b) to comply with the requirements of professional bodies;
- c) to protect the health and wellbeing of students and to ensure that they are appropriately prepared for entry to the profession and clearly understand and demonstrate professional behaviour;
- d) to protect the institution against legal action brought by an individual, or the representative of an individual, claiming to have suffered loss as a result of a student proving during training or after qualification to be unfit to practise.

To these ends, fitness to practise is assessed not only in terms of academic attainment but is assessed in accordance with relevant professional concerns and expectations.⁵⁹

⁵⁹ The University's responsibilities under the Equality Act 2010 shall be taken into account in considering fitness to practise.

Principles

36.1 School Code of Professional Conduct and Fitness to Practise

Schools providing programmes of study leading to the degrees listed below shall prepare a School⁶⁰ Code of Professional Conduct and Fitness to Practise⁶¹ derived from any related code developed by the relevant professional or accrediting body for students, trainees or other members of the profession.

School of Biodiversity, One Health & Veterinary Medicine

BVMS

Intercalating BVMS students

MVM

School of Culture & Creative Arts

MPhil Book & Paper Conservation

MPhil Textile Conservation

School of Education

BA in Childhood Practice

BA Community Development

MA with Teaching Qualification

MDTechEd

MEd/PgDip Adult Learning, Community Development & Youth Work Practice (CLD Standards Council Accredited)

MEd/PgDip Childhood Practice

MEduc

MSc Museum Education

Postgraduate Diploma in Education

School of Health & Wellbeing

Doctorate in Clinical Psychology

MSc (Med Sci) Applied Neuropsychology

MSc (Med Sci) Clinical Neuropsychology

MSc (MedSci) Clinical Neuropsychology Knowledge & Practice

MSc Global Mental Health

MSc Global Mental Health (Health Promotion)

MSc Global Mental Health (Health Technology Assessment)

MSc Global Mental Health (Research Methods)

School of Medicine, Dentistry & Nursing

BDS

BN

Intercalating BDS students

Intercalating MBChB students

MBChB

MBChB graduates in the period between graduation and GMC registration (the term 'student' in this document also refers to graduates in this group)

MBChB graduates who are Foundation Year 1 doctors holding provisional registration with the GMC (the term 'student' in this document also refers to these doctors)

MSc Clinical Trials

MSc Critical Care

MSc (Dent Sci) (Endodontics; Oral & Maxillofacial Surgery)

MSc (Med Sci) in Human Nutrition with Specialisation

School of Social & Environmental Sustainability

MA Primary Education with Teaching Qualification

Postgraduate Diploma in Education

⁶⁰ In the case of the College of Arts & Humanities, the Fitness to Practise Code is developed at College level, rather than School level and references thereafter to the School Code should be read to include the College Code.

⁶¹ From hereon referred to as the 'School Code of Professional Conduct and Fitness to Practise'.

Students will be made aware of the published guidance from professional/regulatory bodies which accredit the above degrees, and these should be read in conjunction with this procedure.

36.2 Students and the Code

- i) A student registered for one of the programmes of study which are subject to fitness to practise procedures may be treated differently from other students of the University if there is any question as to whether they are a fit and proper person to practise their intended profession.
- ii) All new entrants to programmes of study which are subject to fitness to practise procedures shall undergo training before the end of the first semester of the first year of study, designed to explain the nature and effect of the School Code of Professional Conduct and Fitness to Practise. The training shall address the relevance of compliance and non-compliance with the Code in respect of their progress on the programme.
- iii) Continuing students on programmes of study which are subject to fitness to practise procedures shall be provided with a copy of the current School Code of Professional Conduct and Fitness to Practise within the first five weeks of each session and their attention drawn to any changes.
- iv) Where a student has failed to comply with a School Code of Professional Conduct and Fitness to Practise the student may be required to leave the programme of study.
- v) All communication between the University and the student regarding Fitness to Practise cases will generally be conducted by email, to the student's University email address, unless the student advises that they prefer written communication. Committee documentation and the Committee outcome letter will both also be available in hard copy on request.
- vi) At all stages of the process the student will have access to pastoral support.

36.3 Fitness to Practise and the Criminal Law

- i) Where the University believes that a criminal offence may have been committed, either on campus or off campus, it may report the matter to the police.
- ii) Where criminal proceedings against a student are on-going, the University may:
 - a) suspend action under this Procedure until the outcome of those proceedings is known;
 - b) postpone making a decision about whether to take action under this Procedure until the outcome of those proceedings is known; or
 - c) decide to continue with or commence action under this Procedure.
- iii) The University may still take action under this Procedure for an incident that has been considered by a criminal court, whether or not the student has been found guilty of any criminal offence by the court.
- iv) Where a student is convicted of an offence, the University may use this information as evidence in Fitness to Practise proceedings if it is directly relevant to the matter being considered.

36.4 Applicants and Publicity

- i) Where Fitness to Practise procedures apply to a programme of study this shall be noted in the publicity material for the programme (including the University Prospectus) and a copy of the School Code of Professional Conduct and Fitness to Practise shall be made available on request.
- ii) Applicants shall be made aware when Fitness to Practise procedures apply to the programme of study for which they have applied and the implications of this. A copy of the School Code of Professional Conduct and Fitness to Practise shall be provided with the final confirmation of admission.

36.5 Breaches of the Code - Overview

Informal resolution

- i) Where a concern is reported about a potential breach of the Code or where there is a pattern of behaviour or an issue of persistent ill health, which may have a bearing on fitness to practise, the School shall document the issue and agree with the student appropriate action and a deadline by which any action must take place. Where possible the matter shall be dealt with informally. The School shall ensure that the student is made aware of the support services which are available: such as Adviser of Studies or equivalent, the Barclay Medical Centre, Counselling & Psychological Services, Student Disability Service and the Students' Representative Council.

Formal procedure

- ii) If the agreed action is not carried out or there has been a repetition of the behaviour causing concern or the alleged behaviour is considered to be unprofessional and of sufficient seriousness that the informal process is inappropriate, the matter will be referred for formal consideration by the School Fitness to Practise Committee and the School Head of Professional Services, or nominee, shall write to the student informing them of the referral and of the reason(s) for the referral.
- iii) Any such referral shall follow the procedure set out below.

Appeal process

- iv) A student who wishes to appeal against any decision of the School Fitness to Practise Committee may appeal to the Senate Fitness to Practise Appeals Committee in accordance with the procedure set out below.

36.6 Members of Committee

- i) Schools providing a programme of study leading to any of the degrees listed in §36.1 shall establish a School Fitness to Practise Committee⁶² the members of which are appointed annually. Members shall normally serve for three years and may be re-appointed after this term.
- ii) The Senate shall establish a Senate Fitness to Practise Appeals Committee, the members of which shall be appointed annually. Members shall normally serve for three years and may be re-appointed after this term.
- iii) Members of School Fitness to Practise Committees and the Senate Fitness to Practise Appeal Committee, including external members, shall be given appropriate guidance.
- iv) The membership of School Fitness to Practise Committees and the Senate Fitness to Practise Appeals Committee shall be reported to the Senate annually.

Procedure for Consideration of Fitness to Practise

36.7.1 Roles within the Procedure

- i) The Head of School⁶³ or their nominee (hereinafter referred to as Head of School) shall appoint members of senior University staff with an appropriate clinical/professional background (which may include themselves) to the following roles within the procedure:

Fitness to Practise Officer;⁶⁴ considers cases in the first instance and determines which aspect of the procedure should be applied (for example informal route, or referral to School Fitness to Practise Committee); may also appoint an appropriate Fitness to Practise Investigating Officer or may undertake this role themselves (in terms of §36.7.6), and may take interim action such as temporary suspension from studies or professional placement.

Convener of School Fitness to Practise Committee.

- ii) The roles of Fitness to Practise Officer and Convener of School Fitness to Practise Committee shall be undertaken by separate individuals at all times.

36.7.2 Initial (informal) Procedure

- i) Any person(s) having a concern about the conduct or health of a student which they believe may constitute or result in unprofessional behaviour and/or a breach of a School Code of Professional Conduct and Fitness to Practise should report their concern in writing to the Fitness to Practise Officer of the School in which the student is studying. The report must be signed and dated by the person or persons responsible for making the report. In exceptional circumstances, the Fitness to Practise Officer may permit the identity of the person making the report to remain confidential where it is considered necessary to protect the interests of the person making the allegation.
- ii) On receipt of the written report referred to above, the Fitness to Practise Officer may refer the matter to the appropriate Programme Director, or Head of Subject, who shall investigate the matter, interview the student and consult such persons as it is deemed necessary to determine the facts of the case. Where possible the matter shall be resolved informally with the agreement of the student and any one affected.
- iii) At this informal stage, a student may be accompanied by a supporter such as a family member, friend, member of staff, or member of the SRC, but shall not normally be permitted to be represented by a formally appointed individual at any interview relating to fitness to practise.
- iv) A record shall be kept of any written reports received by the Fitness to Practise Officer under (i), any referral made under (ii), of any interview(s) concerning the referral and of any action subsequently taken.

36.7.3 Referral to the School Fitness to Practise Committee

- i) A student shall be referred to the School Fitness to Practise Committee in the following circumstances:
 - a) where a minor incident is repeated and is considered by the Fitness to Practise Officer to constitute a pattern of behaviour which is unprofessional and/or not compliant with the School Code of Professional Conduct and Fitness to Practise;

⁶² Schools may agree to establish a joint School Fitness to Practise Committee covering more than one area. The School of Medicine, Dentistry & Nursing Fitness to Practise Committee will cover any cases from the School of Health & Wellbeing and will include representatives from the latter on its membership. In the case of the College of Arts & Humanities, the Fitness to Practise Committee operates at College level and references to the School Committee should be read to include the College Committee.

⁶³ In the case of the College of Arts & Humanities, references to the role of the Head of School in relation to Fitness to Practise should be read as referring to Head of College.

⁶⁴ The Head of School may appoint a further member of senior University staff with an appropriate clinical/professional background to deputise for the School Fitness to Practise Officer or to consider individual cases jointly with the Fitness to Practise Officer as necessary.

- b) where a review of the progress made by the student following action agreed under the informal procedure indicates that there remains a concern about unprofessional behaviour and/or a potential breach of the School Code of Professional Conduct and Fitness to Practise;
 - c) where a reported concern is deemed by the Fitness to Practise Officer to be of sufficient seriousness to warrant immediate referral to the School Fitness to Practise Committee rather than resolution by the informal procedure.
- ii) In the event that the case has involved two or more students, the Fitness to Practise Officer has the option to recommend to the Convener of the Fitness to Practise Committee that the cases of the students be heard collectively.

36.7.4 Referral to the Head of Student Conduct

If on receipt of a reported concern over fitness to practise or in the course of investigating such a concern, the Fitness to Practise Officer considers that both unprofessional behaviour and a breach of the University Code of Student Conduct may have occurred, they shall advise the Head of Student Conduct accordingly, in writing. The Fitness to Practise Officer and Head of Student Conduct will then determine how the cases shall be considered. Cases based on behaviour within the professional context, such as activities on professional placement, or involving interaction with patients or clients, will normally be referred under the Procedure for Determining Fitness to Practise in the first instance. Cases concerning misconduct which could also be perpetrated by students in non-professional areas, such as academic misconduct (plagiarism, cheating in examinations), disruptive or anti-social behaviour, or behaviour which may harm the reputation of the University, would normally be referred under the Code of Student Conduct in the first instance. In all cases, the University reserves the right to consider a student's behaviour under both the Procedure for Determining Fitness to Practise and the Code of Student Conduct if it has good reason to believe that there has been or may have been both a fitness to practise concern, and a breach of the Code of Student Conduct.⁶⁵

36.7.5 Referral by the Head of Student Conduct to the Head of School

If on receipt of a report of misconduct, or in the course of investigating such conduct, the Head of Student Conduct considers that there is both a fitness to practise concern and that a breach of the Code of Student Conduct may have occurred, they shall advise the relevant School's Fitness to Practise Officer accordingly, in writing. A determination will then be made as per §36.7.4 about how the cases shall be considered.

36.7.6 Suspension of Study

- i) The Head of School or Fitness to Practise Officer may temporarily suspend the student's studies and may limit access to University facilities or to placement premises pending investigations under any of the provisions relating to the procedures for determining fitness to practise where suspension is justified to protect the interests of patients, children, clients or service users, the student concerned, other students or members of staff of the University.
- ii) The decision to suspend a student should, whenever practicable, be communicated in person to the student by the Head of School or Fitness to Practise Officer, in liaison with advising support (welfare) for the student. The student will be invited to bring a supporter or representative to the meeting. In all cases, the student shall be given written notice of the suspension.
- iii) The student shall have the right to call for a review of the suspension by the Head of School or Fitness to Practise Officer after 20 working days.⁶⁶
- iv) The review of the suspension shall be conducted by a senior member of the College who has not been involved in the referral or the investigation of the referral and who is not a member of the standing School Fitness to Practise Committee.

36.7.7 Investigation of a breach of the School Code of Professional Conduct and Fitness to Practise or other unprofessional behaviour

- i) In the event of a student being referred to the School Fitness to Practise Committee on one or more of the grounds referred to at §36.7.3, the Fitness to Practise Officer shall appoint an Investigating Officer, or may undertake this role themselves. The Investigating Officer shall be a senior member of the School or College and may also be a member of the School Fitness to Practise Committee, in which case, they will not sit on the panel hearing for the specific case under investigation.
- ii) The Fitness to Practise Officer shall inform the student in writing of the reasons for the referral to the School Fitness to Practise Committee and the name of the Investigating Officer and shall state the procedure for the investigation. The student shall be invited to provide a written statement to the Investigating Officer within 10 working days⁶⁶ concerning the matters raised in the referral. The student shall have the right to representation by a member of the SRC or other formally appointed representative or to be accompanied by a family member or friend at any meeting with the Investigating Officer.
- iii) The Investigating Officer in the presence of another member of staff may interview the student and may interview any person or persons named in the referral or responsible for the referral. The interview with the student will normally take place following receipt of the student's written statement, should they choose to submit one. Details of the student's

⁶⁵ A matter will not normally be referred to the second procedure until the time permitted for an appeal under the first procedure has elapsed without any appeal being lodged or until any appeal has been heard and a decision has been reached.

⁶⁶ For the purposes of this Procedure, Monday to Friday are counted as working days except when the University is closed for a [Public Holiday](#). Saturdays and Sundays are not counted as working days.

academic record and any other relevant documentation shall be made available to the Investigating Officer. The notes of the interviews shall be retained in the record of the investigation and a reference to the investigation shall be held in the student file.

- iv) The student may be required by the Investigating Officer to attend an appointment with a relevant University support service in order to ascertain their fitness to practise.
- v) Strict confidentiality shall be observed throughout the course of the investigation.
- vi) The Investigating Officer shall prepare a written report of the investigation normally within 20 working days of their appointment. If it is not practicable to provide the written report within this timescale, the student shall be informed of the reason for the delay and a new timescale shall be provided.

The report shall include a recommendation relating to the continuation or otherwise of any suspension from study. The Fitness to Practise Officer shall determine, on the basis of the Investigating Officer's report, whether to refer the case to a School Fitness to Practise Hearing or to manage the case by the informal procedure or alternatively that no breach of the School Code of Professional Conduct and Fitness to Practise has occurred.

- vii) The Fitness to Practise Officer shall inform the student and their representative in writing of their decision within five working days of the availability of the Investigating Officer's report.

36.7.8 Retention of Records during the Investigation

All papers relating to an allegation under investigation shall be held in a file clearly marked 'under investigation' in the office of the School Head of Professional Services. A reference to the investigation shall be held in the student's file.

36.7.9 Constitution of the School Fitness to Practise Hearing

- i) A Fitness to Practise Hearing (a 'Hearing') shall take place before a panel which will be drawn from the membership of the School Fitness to Practise Committee. In particular the panel who will make up the Committee for the purposes of the Hearing shall be constituted as follows:
 - a) the Convener, as appointed by the Head of School (see §36.7.1);
 - b) four members drawn from the membership of the School Fitness to Practise Committee as appointed by the School in which the student is studying, one of whom may be a lay member of the relevant professional body or lay member of the University;
 - c) a representative member or registrant of the relevant professional body concerned who is not a member of the University.
- ii) A junior member of the relevant professional body concerned may also join the membership of the panel for the Hearing.
- iii) No person who has signed or co-signed a referral or report or who undertook the investigation of the alleged breach or was involved in an informal consideration of the alleged breach may sit on the panel hearing the case.
- iv) The panel and the Investigating Officer may have the assistance of a legal adviser.
- v) The School Head of Professional Services or their nominee shall act as Clerk to the Committee.

36.7.10 Arrangements for a Hearing

- i) Timing of a Hearing

Where a Hearing is required, it shall normally take place within 20 working days of the date of the letter of notification from the Fitness to Practise Officer to the student intimating the decision following the investigation.
- ii) The student will have the opportunity to meet with the Clerk to the Committee (or nominee) within five working days following the recommendation to proceed to a Hearing. The student will be invited to bring a supporter or representative to this meeting where they will receive advice regarding the procedural aspects of the Hearing and the documentation to be submitted.
- iii) Preparation of the papers

The Clerk to the Committee shall:

 - a) provide the student (or their representative) with a copy of the original report submitted to the Fitness to Practise Officer subject to any action taken to protect the anonymity of the person making the report in terms of §36.7.2;
 - b) provide the student (or their representative) with a copy of the report if one has been prepared by an Investigating Officer;
 - c) invite the student (or their representative) to submit a written statement in response to the statements contained in the report(s);
 - d) invite the student (or their representative) to submit any other documentation which the student wishes the Committee to consider at the Hearing.
- iv) The student (or their representative) shall be provided no less than 10 working days in advance of the Hearing, with a copy of all papers which shall be before the Committee at the Hearing.

- v) The Clerk to the Committee shall notify the student (or their representative) no less than five working days prior to the Hearing of the date, time and location of the Hearing and the names of the panel who will make up the Committee for the purposes of the Hearing.
- vi) The Hearing may take place in person, through a blended modality of in person and electronic attendance or wholly electronically. Those joining the Hearing electronically in whatever capacity will be asked to confirm that they are in a confidential and secure environment.
- vii) The Hearing will pause if any technical failure is experienced and recommenced on resolution. If a significant technical issue is experienced for one or more individuals joining electronically it will then be at the discretion of the Convener to continue or to adjourn the Hearing. The key driver in this decision will be to ensure that the student is not disadvantaged in any way.

36.7.11 Attendance at Hearing

- i) The student shall be required to attend the Hearing. Where the student is prevented from attending by ill health, and has notified the Clerk to the Committee of this prior to the Hearing, the Hearing shall normally be deferred on submission of medical evidence. Where the student states their decision not to attend the Hearing in writing to the Clerk to the Committee, or where the student does not attend on the date appointed and no notification of the absence has been received, if the Convener is satisfied that the student has received due notice of the Hearing, the Committee may proceed to deal with the case and to reach a decision in the student's absence.
- ii) The Convener may decide to postpone a Hearing if reports requested by the Convener or the Investigating Officer are delayed or not provided.
- iii) The Fitness to Practise Officer or their appointed representative shall attend the Hearing to present the circumstances of the referral and shall have the right to name any person or persons they wish to be present to provide evidence relating to the referral.
- iv) The student shall have the right to be accompanied, assisted or represented at the Hearing by one of the following: a parent or guardian; a fellow student or other friend; an Adviser from the Students' Representative Council Advice Centre; a member of University staff, or any other person. The student shall inform the Clerk to the Committee at least five working days before the Hearing of the name of any legal representative. Where the student seeks to have two individuals in attendance, one shall attend as an observer only.
- v) The student may name any person or persons they wish to be present to provide evidence on their behalf; however any such person is under no obligation to attend the Hearing or provide written evidence. The name of any person or persons, called by the student, who have agreed to provide evidence shall be provided to the Clerk to the Committee no later than 10 working days before the date of the Hearing. The student shall be responsible for arranging the attendance of such persons at the Hearing with the exception of members of staff of the University who shall be notified of the date, time and location of the Hearing by the Clerk to the Committee.
- vi) If any person or persons are unable or unwilling to attend the Hearing, the Convener shall be responsible for deciding if the Hearing should proceed on the date arranged or be deferred. A written statement may be presented by any person who has been invited to attend the Hearing but is not available at the date specified. In considering such written statements, the Committee shall note that it will not be possible to pursue or clarify any issues arising from them, and in such cases the weight of such evidence may be limited.
- vii) The Hearing shall be held in private. Strict confidentiality shall be observed.

36.7.12 Professional Advice

Where the Committee requires the advice of an expert to deal with a question of fact or special difficulty, such an expert shall provide a written report and where appropriate shall be invited to attend the Hearing to provide evidence.

36.7.13 Procedure for the Conduct of a Hearing

- i) The Committee shall rely only on the papers which have been prepared for the Hearing, and evidence presented at the Hearing. Unauthorised electronic recordings of previous meetings or events will not be admissible as evidence at the Hearing.

ii) Statements

At the Hearing:

- a) the Convener shall invite the student and their supporter or representative to make a statement. If this invitation is declined the Committee will move to §36.7.13 (ii) (b);
- b) the Fitness to Practise Officer or their nominee shall present the circumstances of the case. The Committee shall then address any questions to the relevant parties including those appearing to advise the Committee or called to provide evidence and shall afford the student and their supporter or representative an opportunity to question the persons involved through the Convener;
- c) the Committee shall consider any request from the student's supporter or representative to make a statement or to put questions through the Committee Convener to anyone whom the Committee has examined. Any observer permitted under §36.7.11 (iv) should put any questions through the student's supporter or representative;
- d) the Committee shall afford the student an opportunity to make a final statement or to have one made on their behalf;

- e) the Convener shall seek confirmation from all parties that all necessary information has been conveyed to the Committee, that, in their opinion, the questioning is complete and that in the opinion of the student, the Hearing has been conducted in a fair and reasonable manner.
- iii) Thereafter all persons except the Fitness to Practise Committee, its Clerk and any legal adviser(s) appointed to advise the Committee shall retire while the Committee considers its decision. The Committee shall reach its decision or defer the decision pending further investigations.
- iv) In reaching its decision the Fitness to Practise Committee shall not be bound by the rules of evidence. The Committee shall attempt to ascertain all relevant facts with a view to coming to a reasonable disposal.
- v) At any stage the Convener may adjourn the Hearing if they consider this to be necessary.
- vi) Any unauthorised electronic recording of the Hearing is expressly forbidden by the University, and may constitute a student conduct offence in terms of the Code of Student Conduct. The written note of the Hearing produced by the Committee's appointed note taker(s) alone will constitute the formal record.

36.7.14 Interim Finding

- i) The Committee may decide that the student's fitness to practise is impaired and may reach an interim finding. In this circumstance the following outcomes are open to the Committee:
 - a) The student is suspended from their programme of study for a period. The student will normally be required to meet conditions set by the Committee in the period of suspension. Their progress, including but not exclusively, against the conditions, will inform both any review meetings and reconvened Hearings.
 - b) The student is permitted to continue with conditions and will be formally reviewed.
- ii) The Hearing will be reconvened after an appropriate time interval on one or more occasions to review the student and to reach a final outcome. The Committee Convener and membership will normally remain the same.
- iii) The Committee will agree the timings of the formal review(s) and what reports should inform them. The review meetings will normally take place with the Committee Convener and the Fitness to Practise Officer. The report(s) of these meetings and any supporting material will form part of the documentation for consideration by a reconvened Hearing. The student and their supporter will be in attendance at the review meeting(s).
- iv) The Hearing will be reconvened immediately on the request of the Fitness to Practise Officer if the student is alleged to have breached any condition required of them. A further investigation may take place if required and at the discretion of the Fitness to Practise Officer and will be presented to the reconvened Committee.

36.7.15 Disposal

- i) The Committee shall decide the matter at the conclusion of its consideration of the referral or as soon as possible thereafter.
- ii) The Committee may decide by a majority and the Convener will have the casting vote in any decision relating to the student if necessary.
- iii) The following outcomes are open to the Committee following a Hearing:
 - a) The student receives no warning or sanction.
 - b) The student receives a warning as there is evidence of misconduct but the student's fitness to practise is not impaired to a point requiring any further sanction.
 - c) The student receives a sanction.⁶⁷ Sanctions are as follows:

Undertaking – A promise given by the student in writing to the Committee that there will not be a repeat of the circumstances or behaviour leading to the referral.

Undertaking and Conditions – A promise given by the student in writing to the Committee that there will not be a repeat of the circumstances or behaviour leading to the referral and that they agree to the conditions or actions which may be imposed or applied. These include but are not limited to:

- remedial tuition; or
- repeat of specified part(s) of the programme of study; or
- increased supervision.

Suspension – This prevents a student from continuing on their programme for a specified time and stops them from graduating at the expected time. During the period of suspension, the student may undergo a medical assessment or medical treatment, or other form of remedy and thereafter be required to demonstrate fitness to practise to the satisfaction of the Fitness to Practise Officer.

⁶⁷ Any sanctions will come into effect on the day on which the outcome letter is dated and issued to the student.

Expulsion – The Committee can expel a student from the programme if they consider this is appropriate for ensuring the protection of the patient, or client group, or the public. It is applied where the student's behaviour is fundamentally incompatible with continuing on a professional programme.

- iv) Where a student is unable to demonstrate fitness to practise to the satisfaction of the Fitness to Practise Officer at the conclusion of a specified period of supervision or completion of medical treatment or other form of remedy, the case shall be referred to the School Fitness to Practise Committee for further consideration.
- v) The Committee's decision and the reasons for the decision, with reference to any findings of fact, shall be provided in writing to the student by email normally within 10 working days of the decision being determined. If it is not practicable to provide the decision and the reasons for the decision within this timescale, the student shall be informed of the reason for the delay and a new timescale shall be provided.

36.7.16 Records and Reports

The Clerk to the Committee shall prepare a written report of the Hearing. The report and the papers presented to the School Fitness to Practise Committee shall be held in a confidential file in the office of the School Head of Professional Services. A reference to the report shall be held in the student's file until the conclusion of the programme of study after which the report shall be archived and retained for the anticipated professional life of the individual. The School Fitness to Practise Committee shall decide whether a report shall be submitted to the professional body.

36.7.17 Annual Review

The School Fitness to Practise Committee shall review its proceedings annually and shall provide an annual report to Senate.

Review by the Senate Fitness to Practise Appeals Committee

36.8.1 Jurisdiction of the Senate Fitness to Practise Appeals Committee

The Senate Fitness to Practise Appeals Committee ('the Appeals Committee') shall consider appeals by students against a decision of a School Fitness to Practise Committee which falls within the scope of grounds for an appeal to Senate.

36.8.2 Lodging an appeal

Time within which an appeal is to be lodged and late appeals

- i) Where an appeal lies against a decision of the School Fitness to Practise Committee in terms of §36.8.3, the appeal or intention to appeal shall be submitted in writing to the Senate Fitness to Practise Appeals Committee at senate-appeals@glasgow.ac.uk within 10 working days of the student being informed of the decision against which they are appealing. Where an intention to appeal is submitted, the full appeal, including the grounds, remedy and all supporting evidence, shall be submitted within 20 working days of the date of the letter or email stating the student's intention to appeal.
- ii) An application for an extension of time for submitting an appeal beyond the stated timescales shall be made in writing to senate-appeals@glasgow.ac.uk for the attention of the Clerk of Senate and shall include sufficient information concerning the nature of the appeal, shall state the grounds on which an extension of time is sought and be accompanied by such evidence of medical or other adverse personal circumstances as are relevant to the application.
- iii) An application for extension of time for submitting an appeal shall not be granted unless the Clerk of Senate is satisfied that the student was precluded from appealing within the stated timescales as a result of serious illness or other circumstances which are both exceptional and relevant to the appeal.

36.8.3 Grounds for an appeal

- i) An appeal may be made to the Appeals Committee against a decision of a School Fitness to Practise Committee only on the grounds that:
 - a) new evidence has emerged which could not reasonably have been produced to the School Fitness to Practise Committee;
 - b) there has been defective procedure at School level;
 - c) the disposal by the School Fitness to Practise Committee was manifestly unreasonable.
- ii) In the case of a claim of unfair or defective procedure, evidence in the form of written statements or formal documents must be provided. Advice on a subject data access request can be obtained from the [Data Protection Office](#).
- iii) Where the student claims that the disposal at School level was unreasonable; the student must state in writing the respects in which they believe that the School Fitness to Practise Committee erred in coming to its decision or was mistaken in that decision.

36.8.4 Content of a letter of appeal

The letter of appeal should be concise and shall state:

- a) the name, address and student ID number of the student and the email address to be used for correspondence (the student email address will be used unless otherwise instructed by the student);

- b) the decision appealed against;
- c) all the grounds for the appeal: additional grounds may be admitted subsequently only at the discretion of the Convener; additional grounds presented at the Hearing may lead to adjournment of the Hearing;
- d) the remedy or remedies which the student seeks;
- e) the name and address of any person whom the student has appointed as a representative or who will accompany the student at the Hearing.

36.8.5 Constitution of the Senate Fitness to Practise Appeals Committee

- i) The Appeals Committee shall be constituted as follows:
 - a) the Clerk of Senate as Convener;
 - b) the Senior Senate Assessor for Academic Appeals or their deputy;
 - c) two members drawn from a panel made up of two nominees from each School that has a fitness to practise procedure;
 - d) two representative members of the profession concerned who are not members of the University.
- ii) These six members shall constitute the quorum.
- iii) A representative of the student body may attend the Hearing in the role of observer unless the subject of the referral has expressed the wish that no such representative shall be present.
- iv) No member of a School Fitness to Practise Committee shall be entitled to serve on the Appeals Committee. Where a member of the Appeals Committee has participated directly in the decision appealed against, that member shall not sit for that appeal.
- v) The Appeals Committee may have the assistance of a legal adviser.
- vi) A member of Academic Policy & Governance or nominee shall act as Clerk to the Appeals Committee.

36.8.6 Consideration of appeals

Power to give directions

- i) Upon receipt of a letter of appeal, the Convener may direct the student (or their representative) or any party to the proceedings, to furnish additional evidence, information or explanation as may be thought to be appropriate.
- ii) A direction to the student (or their representative) shall state the period of time by which the student shall respond in writing following which the appeal may be dismissed by the Convener.

Preliminary Disposal

- iii) The Convener after consultation with two members of the Appeals Committee may make a preliminary disposal in order to accelerate a decision. The Convener may:
 - a) dismiss the appeal because the subject-matter of the appeal does not fall within the scope of §36.8.3;
 - b) dismiss the appeal because no competent grounds have been stated or because the appeal is frivolous or vexatious or because the appeal is out of time or because the student failed to comply with a direction made in terms of §36.8.6(i) and (ii);
 - c) dismiss the appeal because it does not establish a case that disposal at School level involved defective or unfair procedure, or a failure to take relevant evidence of medical or other adverse personal circumstances into account or was manifestly unreasonable;
 - d) dismiss the appeal because the new evidence submitted by the student could reasonably have been presented to the School Fitness to Practise Committee;
 - e) refer the appeal to the School Fitness to Practise Committee with whatever guidance or direction it considers appropriate, which may include a direction that the case is heard again by a Committee which is not constituted by any member who was involved in the first decision;
 - f) refer the appeal to the Senate Fitness to Practise Appeals Committee for a full Hearing. Provision of a Hearing does not imply that a case has been established.
- iv) The Convener may also take such other interim action by way of direction as they deem appropriate.
- v) The Clerk to the Appeals Committee shall state in the letter to the student (or their representative) intimating the outcome of the preliminary disposal the reasons for the decision and shall provide the papers which were considered by the Appeals Committee.
- vi) An appeal which has been dismissed under preliminary disposal may be reinstated if the student (or their representative) makes representation stating that the Appeals Committee overlooked an aspect of the original appeal. The representation and the reasons shall be made in writing to senate-appeals@glasgow.ac.uk within 10 working days of the date of the letter intimating the outcome of preliminary disposal. An appeal can only be reinstated if it is shown that the Appeals Committee did not consider one or more aspects of the original appeal.

36.8.7 Arrangements for a Hearing before a Senate Fitness to Practise Appeals Committee

i) Timing of the Hearing

When a full Hearing is required, the Appeals Committee shall meet within 20 working days of receipt of the letter of appeal or as soon thereafter as is practicable.

ii) Preparation of the papers

The Clerk to the Appeals Committee shall:

- a) request a copy of the papers which were before the School Fitness to Practise Committee and a report of the Hearing including information relating to the manner in which the decision appealed against was reached;
- b) request any other reports or information relevant to the appeal;
- c) request the Convener of the School Fitness to Practise Committee to provide a written response to the statements made in the letter of appeal and to name any person or persons whom they wish to appear to provide evidence;
- d) provide the Appeals Committee and the student normally 10 working days before the Hearing with a copy of all papers relevant to the appeal;
- e) notify the student no less than five working days before the Hearing of the date, time and location of the Hearing and the names of the members of the Appeals Committee who will consider the case.

iii) The Hearing may take place in person, through a blended modality of in person and electronic attendance or wholly electronically. Those joining the Hearing electronically in whatever capacity will be asked to confirm that they are in a confidential and secure environment.

iv) The Hearing will pause if any technical failure is experienced and recommenced on resolution. If a significant technical issue is experienced for one or more individuals joining electronically it will then be at the discretion of the Convener to continue or to adjourn the Hearing. The key driver in this decision will be to ensure that the student is not disadvantaged in any way.

36.8.8 Attendance at Hearing

- i) The student shall be required to attend the Hearing. Where the student is prevented from attending by ill health, the Hearing shall normally be deferred on submission of medical evidence. If the student does not attend on the date appointed and no notification of the absence has been received, if the Convener is satisfied that the student has received due notice of the Hearing, the Appeals Committee may proceed to deal with the case and to reach a decision in the student's absence.
- ii) The student shall have the right to be accompanied, assisted or represented at the Hearing by one of the following: a parent or guardian; a fellow student or other friend; an Adviser from the Students' Representative Council Advice Centre; a member of University staff, or any other person. The student shall inform the Clerk to the Appeals Committee at least five working days before the Hearing of the name of any legal representative. Where the student seeks to have two individuals in attendance, one shall attend as an observer only.
- iii) The student may name any person or persons they wish to be present to provide evidence on their behalf. The name of any person or persons called by the student to provide evidence shall be provided to the Clerk to the Appeals Committee no later than 10 working days before the date of the Hearing. The student shall be responsible for arranging the attendance of such persons at the Hearing with the exception of members of staff of the University who shall be notified of the date, time and location of the Hearing by the Clerk to the Appeals Committee.
- iv) If any person or persons are unable or unwilling to attend the Hearing, the Convener shall be responsible for deciding if the Hearing shall proceed on the date arranged or be deferred. A written statement may be presented by any person who has been invited to attend the Hearing but who is not available at the date specified. In considering such written statements, the Appeals Committee shall note that it will not be possible to pursue or clarify any issues arising from them, and in such cases the weight of such evidence may be limited.
- v) The Hearing shall be held in private. Strict confidentiality will be observed.

36.8.9 Expert Advice

Where the Appeals Committee requires the advice of an expert to deal with a question of fact or special difficulty, such an expert shall provide a written report and where appropriate shall be invited to attend the Hearing to provide evidence.

36.8.10 Procedure for the Conduct of a Hearing

- i) The Appeals Committee shall rely only on the papers that have been prepared for the Hearing and evidence presented at the Hearing. Unauthorised electronic recordings of previous meetings or events will not be admissible as evidence at the Hearing.
- ii) Any unauthorised electronic recording of the Hearing is expressly forbidden by the University, and may constitute a student conduct offence in terms of the Code of Student Conduct.

36.8.11 Statements

- i) The procedure shall be as follows:

- a) at the Hearing, the Convener shall invite the student and their representative to make a statement. If the student declines, the Appeals Committee will move to §36.8.11 i) b);
- b) the Appeals Committee shall then address any questions to the relevant parties including the student and those appearing to advise the Appeals Committee and shall afford the student and their representative an opportunity to question the persons involved through the Convener. All those questioned will personally answer any question put to them;
- c) the Appeals Committee shall consider any request from any person present at the Hearing to make a statement or to put questions through the Appeals Committee Convener to anyone whom the Appeals Committee has examined. Any observer permitted under §36.8.8 (ii) should put any questions through the student's supporter or representative;
- d) the Appeals Committee shall afford the student an opportunity to make a final statement or to have one made on their behalf;
- e) the Convener shall seek confirmation from all parties that all necessary information has been conveyed to the Appeals Committee, that the questioning is complete and that in the opinion of the student, the Hearing has been conducted in a fair manner.
- ii) Thereafter all persons except the Appeals Committee, its Clerk and any legal adviser appointed to advise the Appeals Committee shall retire while the Appeals Committee considers its decision. The Appeals Committee shall reach its decision or defer the decision pending further investigations.
- iii) In reaching its decision, the Appeals Committee shall not be bound by the rules of evidence. The Appeals Committee shall attempt to ascertain all relevant facts with a view to coming to a reasonable disposal.
- iv) At any stage the Convener may adjourn the Hearing if they consider this to be necessary.

36.8.12 Disposal

- i) The Appeals Committee shall decide the matter at the conclusion of its consideration of the appeal or as soon as possible thereafter.
- ii) The Appeals Committee may decide by a majority and the Convener will have the casting vote in any decision relating to the student if necessary.
- iii) The Appeals Committee may:
 - a) dismiss the appeal because the subject matter does not fall within the scope of §36.8.3;
 - b) dismiss the appeal because the new evidence produced by the student could reasonably have been produced to the School Fitness to Practise Committee;
 - c) dismiss the appeal because the disposal by the School Fitness to Practise Committee did not involve defective or unfair procedure or was not manifestly unreasonable;
 - d) refer the appeal to the School Fitness to Practise Committee with whatever guidance or direction it considers appropriate;
 - e) uphold the appeal and grant whatever remedy it considers reasonable and practical in the circumstances.
- iv) Where an appeal is upheld, the University shall defray reasonable and proportionate expenses.⁶⁸
- v) The Appeals Committee's decision and the reasons for the decision, with reference to any findings of fact, shall be provided in writing to the student by email normally within 10 working days of the decision being determined. If it is not practicable to provide the decision and the reasons for the decision within this timescale, the student shall be informed of the reason for the delay and a new timescale shall be provided.

36.8.13 Reference back to a School

- i) The Appeals Committee may refer a case back to a School Fitness to Practise Committee where it considers:
 - a) that evidence made available to the Appeals Committee had not been presented to the School Fitness to Practise Committee; or
 - b) that there had been defective procedure at the School level;
 - c) that the decision of the School Fitness to Practise Committee had been manifestly unreasonable.
- ii) In the first case, the Appeals Committee may decide to refer the matter to the School Fitness to Practise Committee as originally constituted to hear the appeal in order to permit that Committee to hear the case *afresh*.
- iii) In the second and third cases, the matter shall be considered by a newly constituted School Fitness to Practise Committee.

⁶⁸ www.gla.ac.uk/myglasgow/apg/studentcodes/academicappealsstaff/expenses/.

- iv) Where an appeal is made to the Appeals Committee against the decision of the School Fitness to Practise Committee following a reference back, it shall be competent for the Convener, in consultation with at least two other members of the original Appeals Committee, either to dismiss the appeal or to recall the Appeals Committee to hear the case.

36.8.14 Reports to Senate and Annual Review

- i) The Appeals Committee shall review its proceedings annually and shall provide an annual report to Senate.

Independent External Review

If the student is dissatisfied with the outcome of an appeal to the Appeals Committee, they shall have the right to an external review,⁶⁹ details of which shall be provided on completion of the appeal, and available from senate-appeals@glasgow.ac.uk.

REGULATIONS AND CODE OF CONDUCT FOR THE USE OF INFORMATION AND COMMUNICATION TECHNOLOGY FACILITIES IN THE UNIVERSITY OF GLASGOW

Regulation 30

Introduction

30.1 These Regulations apply to the use of all University ICT by all staff, students, consultants, contractors, visiting and Honorary staff, affiliates, volunteers and others granted access. This includes use of any University ICT accessed over the campus data network or remotely via the Joint Academic Network (JANET) or otherwise whether through University supplied, third party supplied or the User's own personal devices (including personal computers, smartphones and tablets). It is the responsibility of Users to become familiar with the Rules that apply to the Systems or Facilities that they utilise for University purposes.

- Part A describes the University's policy for the acceptable use of University ICT.
- The Regulations in Part B contain rules applicable to all Users of University ICT. The Regulations in Part C relate to the permitted uses of digital content and software and includes the 'Code of Practice for the use of Software' described therein. Part D relates to provisions for use and protection of personal data.
- Part E relates to misuse of University ICT and the sanctions and disciplinary procedures that apply.

Definitions

In these regulations (including the Introduction) the following words and expressions have the meaning given to them below:

'University ICT'

information and communication technology systems (including software, hardware, data networks and digital content) made available by the University for use by staff, students, consultants, contractors, visiting and Honorary staff, affiliates, volunteers and others;

'Appropriate Authority'

an individual or organisational unit under whose control an ICT System or Facility is placed;

'User'

any person or persons granted authority to use an ICT System or Facility. Authority will only be granted to a person where that person agrees to be bound by these Regulations;

'UserID'

a form of unique identifier which is given to a User by the Appropriate Authority which, together with a personal password of the User, is used to identify and authenticate the User when accessing any University ICT.

Part A: Acceptable Use

30.2 This Code of Conduct covers all use of University of Glasgow ICT by its Users irrespective of location. The core principle which underpins this regulation is that ICT facilities must be used in a manner that is legal, ethical and contributes to the aims of the University.

30.3 Users must not make any use of the University's ICT Facilities to:

- commit or assist in a criminal or illegal act;
- knowingly disclose their username and password to any other User or persons;
- attempt to gain access to University systems, data or management information that they are not authorised to access;
- knowingly attempt to circumvent or disable ICT system preventative security measures (such as anti-virus, malicious software protections);

⁶⁹ External review will be provided by the [Scottish Public Services Ombudsman](#).

- knowingly introduce unlicensed or malicious computer programs into University ICT systems; or affect the availability or performance of services;
- create, access, store or distribute material of an obscene nature (such as pornography, bad taste etc.) or that promotes terrorism or violent extremism.

30.4 The use of University ICT is subject to the following conditions of acceptable use.

30.5 The University ICT is provided for bona fide University business, teaching, research and study purposes. Permission to access and use University ICT Systems is given on the understanding that it is used only for approved purposes and only by the person or persons authorised to use them.

30.6 Personal use of the University's campus data network, file store, email and Internet access is permitted only so long as it is reasonable and in full compliance with these Regulations. Personal use is a privilege and not a right. It must not be overused or abused. We may withdraw permission for it at any time or restrict access at our discretion.

30.7 All staff use of University ICT must be consistent with all terms and conditions in contracts of employment and with the University People & Organisational Development (P&OD) policies that are to be found on the [P&OD website](#).

30.8 All student use of ICT Systems and Facilities must be consistent with the Code of Student Conduct (Regulation 33). Your use should not involve access to or publication of material of a nature which might bring discredit to you or the University.

30.9 Before you can have access to and use any University ICT you must be registered as a User. Whether you are a student or member of staff of the University or you are a visitor or guest, you are required to adhere to the University's Policies, Guidelines and procedures. If your status is properly recorded in the relevant administrative databases you can be registered as a User by a standard process. If you are not a student or a member of staff, as part of the registration process you will give an undertaking that you have read these Regulations and agree to be bound by them. Copies of these regulations may be posted online and are published in the University Regulations.

30.10 When you are registered to use University ICT, you will be given a UserID and a password, referred to as a 'GUID'. This UserID is your personal identification and along with your password serves to authenticate you to the system and to grant access to the Systems and Facilities that you are authorised to use.

30.11 Your use of University ICT should not interfere with or cause difficulties for other Users, nor may you by any wilful or deliberate or negligent act endanger the integrity of networks, equipment, system programs or stored information.

30.12 As a User you may have access to University email, collaboration and telecommunication facilities. Staff must use a University email account for University work. Staff may only use a consumer email account where this is provided by the staff member for personal identity verification as part of first registration or password reset security processes. It should be noted that sending email to a mailing list or to a specific list of recipients constitutes publishing and the University as well as the individual(s) concerned may be held responsible for the content of any such publication.

30.13 There are many ways that as a User you will be able to make information available to other Users and contribute to relevant discussion and debate, both internally and with other Users of the University's network and externally with users of other networks (including the Internet). In particular, you may publish material on web sites or by contributing to collaboration facilities or social networking sites. It should be noted that these activities constitute publishing the contents or contribution and the University as well as the individual(s) concerned may be held responsible for the content of any such publication.

30.14 Access to or publication of material of a pornographic, criminal or offensive nature including material promoting terrorism is not permitted. The University has a statutory duty to have due regard to the need to prevent people being drawn into terrorism. If you need to work with any questionable material that is essential as part of your particular University work, research or study you must clear this use in advance with your Head of College/School/Service and the Director of IT Services must be notified.

30.15 Users may conduct work that involves the use of systems, facilities or data belonging to other organisations, including NHS Scotland, local and national government departments and commercial organisations. It is the User's responsibility to ensure that they are aware of and comply with the policies, rules and regulations of both the University of Glasgow **and** these external organisations, so as to protect the User's own, the University's and the external organisation's interests.

30.16 The University may monitor communications, files and emails but this is always in the context of what is permitted by relevant legislation and University policies. For more information see [IT Monitoring Policy](#).

30.17 To ensure that systems operate in a secure manner, the University reserves the right to monitor and investigate any breaches of this policy. If misuse is suspected, the University will take any action it deems appropriate action to investigate the matter which may include direct monitoring of Users and systems. Such monitoring will require the permission of the University Court or his/her nominee. If misuse is established, disciplinary action will be taken, including referring the matter to the Police should the University consider that an offence may have been, or may be, committed.

Part B: General Rules

30.18 The Appropriate Authority controlling any element of the University ICT has the power to set out the conditions of use of that element by a User and to modify these from time to time.

30.19 The conditions of use will include identifying and authenticating the User when accessing any University ICT, through appropriate UserIDs and passwords or other verification mechanisms. The authority granted to a User to use any University ICT is limited to the User to whom authority has been granted, in particular:

- a) authority given to a User may not be extended or transferred to any other person or persons;
- b) a User will not allow any other person (whether another User or otherwise) to access any University ICT by way of their personal UserID and personal password and is required to keep that password secret;
- c) a User will not use or attempt to use any University ICT using someone else's UserID and password, nor attempt to find out another user's UserID or password;
- d) a User must not use or access any University ICT for any illegal or unauthorised purpose, nor attempt to gain access to information or facilities to which they have not been granted authorisation;
- e) a User must not store or make publicly accessible any data, text, image or programme which is unlawful or does not accord with the aims or objectives of the University;
- f) a User's permissions to access University ICT will terminate when they cease to be a member of staff, student, consultant or otherwise following the expiry of the period in which that User (e.g. a visitor) has been permitted access.
- g) 'Hacking' and other unauthorised use of University ICT, whether situated on University premises or elsewhere, is explicitly forbidden and may constitute an offence under the Computer Misuse Act 1990.

30.20 Users must ensure that their use of University ICT complies with all applicable UK and International laws and relevant University policies.

30.21 Users of University ICT using computing equipment owned, leased or operated by the University must comply with the conditions as set down by any Appropriate Authority within the University. Users must ensure that network connections are not utilised for unauthorised access to University or external systems. Users with requirements for network usage extending beyond the normal teaching, research and administrative activities of the University should consult the Director of IT Services before any commitments are made. Special rules may apply which will cover payments due to the University for the use of its equipment and will protect the University from any claims for damages etc. which may arise from such use.

30.22 Users may be permitted to access and use certain elements of the University ICT through devices that are their personal property (such as computers, tablets and smart phones) but these Regulations and all policies concerning data, communications and security apply to any such use.

30.23 In managing University ICT, Information Services will take reasonable care to prevent the corruption or loss of information and data held on the University's own servers. It cannot however guarantee the integrity of information stored on its equipment. It is therefore the responsibility of the User to satisfy themselves that there are adequate backup arrangements for valuable information.

30.24 Information Services will only accept responsibility for attempting to recover data that has been stored on a system that is backed by the University. University ICT is managed to ensure high availability, but the University cannot accept responsibility for inconvenience caused to Users by breakdown or unavailability of equipment.

30.25 Any commercial exploitation of programs developed using University ICT must be carried out according to regulations issued by the University from time to time. Information on these regulations can be obtained from Research, Strategy & Innovation Office.

Part C: Rules Concerning Data, Digital Content and Software

30.26 When using software, information, images and other digital content such as music or films, it should be understood that virtually all of this material is subject to [copyright](#). Copies of material may not be made or stored without the approval of the copyright owner. Users must ensure that all the requirements of the agreements or contracts under which licensed software or other content is made available to and by the University (including Public Domain 'Shareware' or Fair Dealing conditions of use) are met and must comply with any published usage restrictions.

30.27 Most of the software supplied to Users through the University is licensed for Educational Use only. Those Users wishing to use software or systems for consultancy or commercial activity should ensure that either the University licenses permit this type of activity or that they arrange to licence a copy/copies of the appropriate software specifically for the activities concerned. If in doubt, users should consult the IT Helpdesk.

30.28 Software will be used for educational purposes only, unless explicit arrangements have been made for other purposes. A definition of 'Educational Use' is provided below.

30.29 The University will maintain a record of software available centrally for use in the University together with details of licensing arrangements. (Records of centrally licensed software are maintained by IT Services, whilst Colleges and Schools are responsible for maintaining lists of software currently held and for establishing the legality of all their holdings.)

30.30 All Users of software are expected to make themselves aware of the conditions under which it may be used before starting to use a particular product.

30.31 Software may not be copied for use on machines or by people, within or outwith the University, where such use is not covered by an appropriate licence.

30.32 In the event of termination of the licence, Users will be notified and must endeavour to remove all active copies of the software and take steps to ensure that archive copies are not used.

Definition of 'Educational Use'

30.33 The Educational Use of a Software Product or other Digital Content is the use by any person authorised under the terms of the Licensee for the purposes of the normal business of an Educational Establishment. Such use includes the following:

- a) teaching;
- b) research;
- c) personal educational development;
- d) administration and management of courses and the educational policy of the Educational Institution;
- e) development and/or support activities associated with any of the above.

30.34 **The following are excluded:**

- a) consultancy or services where the Software or Digital Content is commercially exploited;
- b) work of significant benefit to the employer of students on industrial placement or part-time courses.

Part D. Information Protection

30.35 All Users must comply with the University's [Data Protection Policy and Guidelines](#) and must treat as privileged any personal information concerning others which may become available to them through their use of University ICT; no part of such information may be copied, modified, disseminated or used without the permission of the appropriate person or authority.

30.36 Users of personal or other confidential data must take appropriate security measures against unauthorised access to, or alteration, disclosure or destruction of, that data and against its accidental loss or destruction. The [Guidelines on handling Confidential Data](#) are designed to provide a secure framework within which confidential material may be protected and must be followed.

30.37 The protection of personal data (that is data that can be used to identify a living individual) is governed by the General Data Protection Regulation and any holdings of personal data must be registered internally with the University's Data Protection Officer.

30.38 Users processing, storing or transmitting personal data are responsible for ensuring that this is carried out in accordance with the Regulation.

30.39 The control of students using such data is the responsibility of the member of staff supervising them.

Part E: Misuse of ICT Systems and Facilities

30.40 The Director of IT Services or their nominee shall have the power to remove from the University data network, any system or facility which is interfering with the operation of the network or which is being used for purposes which contravene these Regulations.

30.41 The University Secretary or their nominee shall have the power to withdraw access to any or all University ICT from any person deemed to be in breach of these Regulations, any applicable legislation or relevant University policy, and to require the modification or deletion of personal data in order to ensure compliance.

30.42 In the event of an apparent breach of these Regulations by a User, the Director of IT Services or their nominee has the authority summarily to withdraw access to the facilities allowed to the User.

30.43 Where a student violates these Regulations, minor infringements shall be dealt with by the Director of IT Services or their nominee. The Director of IT Services may report major breaches of these Regulations to the Clerk of Senate for action under the Code of Student Conduct where there was prima facie evidence of intention to breach these Regulations, and where sanctions beyond those set out in these Regulations might be invoked.

30.44 Where a member of staff violates the Regulations, the matter will be dealt with via the Disciplinary Procedures defined by P&OD and available via their website.

POLICY STATEMENT ON STUDENTS' RECORDING OF TEACHING

Regulation 31

The [Recording of Teaching Policy](#) covers live on campus (in class) and online teaching events.

31.1 Students will normally have the opportunity to make recordings of course lectures for study purposes where official recordings are not available. Students undertake to adhere to the following rules:

- Students must ask the course lecturer for consent to record in advance of teaching and specify the type of recording to be undertaken (e.g., audio, video, screen capture). Students should provide staff with as much advance notice as possible ahead of the teaching taking place.
- Any recording is primarily for the student's use in relation to their studies but it may be shared, in a similar way that lecture notes are shared, with other students on the same course. In no circumstances, however, should a recording be made available to other parties.
- Students may be asked to turn off their recording device when other students do not want their personal contribution recorded.
- Students may be asked to turn off their recording device during parts of a lecture when deemed appropriate by the lecturer.
- Once the recording has served its study purpose, it should be erased.
- Inappropriate use of recordings, including recording after a lecturer has refused consent, will be considered as a breach of the Code of Student Conduct and will be subject to disciplinary action.
- Inappropriate recording and distribution may be subject to legal action.

31.2 For lecturers: where official recording facilities are not available, the lecturer's consent to record will not normally be refused without good reasons. Where consent is refused to record teaching other than lectures, the lecturer should aim to provide an explanation. When a request has been made to record, the class should be notified to allow students to advise that they do not wish any of their participation to be recorded. Any recording is for the student's use in relation to their studies but it may be shared, in a similar way that lecture notes are shared, with other students on the same course. In no circumstances, however, should a recording be made available to other parties.

- Once the recording has served its study purpose, it should be erased.
- Students may be asked to turn off their recording device when other students do not want their personal contribution recorded.
- Students may be asked to turn off their recording device during parts of a lecture when deemed appropriate by the lecturer.
- Acceptable grounds for not allowing student recording of all or part of a lecture include:
 - The provision of an official University recording.
 - Where the lecture is likely to have repeated or substantial student speech or interactions.
 - Where the lecture includes sensitive content.
 - Where the lecture is delivered by a visiting lecturer.
- The making, use or retention of recordings in contravention of this policy statement - for example, where consent to record has not been granted, or a recording has been uploaded to the internet - will be considered as a breach of the Code of Student Conduct, and may also be subject to legal action.

31.3 The University and Schools will provide technical and pedagogic guidance to students on how to benefit from lectures and how to use lecture recordings appropriately.

31.4 Administrative procedures around student recordings of lectures should be kept to a minimum. Where it is known in advance that a specific lecture(s) within a course is not to be recorded by students, this, along with reasons, should be communicated to students on the course through an appropriate channel such as Moodle in advance of the lecture(s).

PLAGIARISM & ACADEMIC INTEGRITY CODE

Regulation 32

The Plagiarism & Academic Integrity Code ('this Code') is governed by Resolution No. 718 of the University Court.

Introduction

32.1 The University's degrees and other academic awards are given in recognition of a student's personal achievement. All work submitted by students for assessment is accepted on the understanding that it is the student's own effort. This means students' work should not contain:

- plagiarised content; or
- content that has been produced by another person, website, software or Artificial intelligence (AI) tool (except where AI use is explicitly permitted); or
- content that has been prepared jointly with any other person (except where this is explicitly permitted); or
- content that has already been submitted for assessment by the student at this or any other institution.

Plagiarism

32.2 Plagiarism is defined as the submission or presentation of work, in any form, which is not one's own, without proper acknowledgement of the source(s). There does not need to be any deliberate attempt to deceive. Plagiarism can take several forms:

- a direct quotation but without quotation marks and full referencing;
- a close paraphrase, including wording within the same sentence and paragraph structures as the source;
- an unacknowledged summary of a source;
- direct copying, translation or transcription.

If information or ideas are obtained from any source, that source must be acknowledged according to the appropriate convention in that subject, and any direct quotation must be placed in quotation marks and the source and page number cited immediately beside the quote. Any failure to acknowledge adequately or to cite properly other sources in submitted work is plagiarism. In examinations, material learnt by rote, or close paraphrase, will be expected to follow the usual citation rules otherwise it will be considered as plagiarism. Schools should provide guidance on other appropriate use of references in examinations.

Generative Artificial Intelligence/Ghost writing

32.3 Using any website or generative artificial intelligence (AI) software that generates answers or references is prohibited. In some Schools, AI tools may be used in some circumstances and for specific purposes, but students must not misuse AI tools outwith specific assessment instructions. Any use of AI must be referenced in the work for transparency. Schools will advise students of their specific rules and in assessment specifications, where appropriate. The use of ghost writers (whether paid or not) is strictly prohibited in all assessed work and, if identified, will be considered an extremely serious breach of the University's regulations.

Collusion/Inappropriate Collaboration

32.4 While it is acceptable for students to learn and revise together, the final work they submit must be their own independent effort (except where pair or group work is explicitly permitted). Working jointly to prepare an assignment or examination answers is considered collusion. The use of shared notes is also likely to lead to allegations of collusion if these notes are copied into assessed work. The only scenario in which students may work together on assessed work is assessment that is expected to be submitted jointly (for example, group projects). Students will be given clear instructions when this is the case.

Self-plagiarism

32.5 Students must not re-use work they have submitted for assessment either at this University or any other institution, because this would result in credit being awarded twice for the same effort. All work should represent a new, original piece. If previous work is being built upon and a summary of it must be included in the new work, this should be referenced.

32.6 Academic misconduct of the types listed above is a breach of the University Code of Student Conduct. Alleged misconduct, at whatever stage of a student's studies, whether before or after graduation, will be investigated and dealt with appropriately by the University.

32.7 The University reserves the right to use University-approved systems, such as similarity checking software, to assist with the detection of plagiarism or generative AI misuse in the interests of improving academic standards.

Referral to the Head of School

32.8 Where a student is suspected of academic misconduct⁷⁰ the member of staff will refer the case to the Head of School⁷¹ or their nominee along with all appropriate evidence (the referral form, the piece of work in question, marked-up to show the areas of concern, a copy of the original source(s) copied from, or the work of the student colluded with, etc.). Marking of the work will be suspended until the procedures set out below have been completed. The student will be informed in writing that their marks have been withheld pending an investigation of suspected misconduct. As part of any such investigation the University may review previously assessed material and rescind published marks or grades if necessary.

32.9 The Head of School will deal with suspected cases concerning non-Honours undergraduate students that are first breaches. The Head of School will refer all Honours and postgraduate level cases, and all suspected repeat breaches, directly to the Student Conduct Team for investigation under the Code of Student Conduct.

⁷⁰ If a student suspects a fellow student of academic misconduct then they should speak to a member of staff in the School concerned. The identity of the student making the report will normally remain confidential.

⁷¹ Where the Head of School is mentioned, this may also refer to their nominee. If the Head of School has a potential conflict of interest (e.g. teaches or examines on the course concerned) then they should pass the case to another senior member of academic staff in the School. In the case of small Schools, where it may not be possible to pass the case to another senior member of academic staff, the case should be passed to the Head of a cognate School.

Further Investigation

32.10 In some cases and for students at any level of study, it may be necessary for further investigation to be carried out – for example, where there are concerns about the originality of work but no copied sources can be found so that ghost writing is suspected, or where it is suspected that generative AI may have been misused. In such cases, the School may carry out an Exploratory Interview with the student to gather more information and to assess the student's understanding of the work they have submitted. At such interviews, questions will be put to the student by academic staff members familiar with the topic, with a note of the interview to be taken as appropriate. These meetings should be held in person where possible and although the student may be supported by another person, it must be made clear that that supporter is not permitted to assist the student with their answers. If the student satisfies the School that they have produced the work themselves without external help or AI-generated content, the work will be marked in the normal way. If concerns remain, the process below will be followed (for undergraduate non-Honours cases that are first breaches) or the case will be referred to the Student Conduct Team (for Honours, postgraduate and repeat cases).

Procedure before the Head of School for non-honours cases that are first breaches

32.11 At all times the principles of natural justice will be observed.

32.12 With respect to undergraduate non-Honours cases that are first breaches, the Head of School will interview the student concerned. They should also interview any student who has allegedly allowed their work to be copied. As soon as practicable, the student will be informed in writing of the allegation and of the requirement to attend an interview. The student will also be provided with a copy of the marked-up piece of work and the evidence gathered in advance of the interview.

32.13 The student has the right to be accompanied, assisted or represented at the interview by one of the following: a parent or guardian; a fellow student or other friend; an Adviser from the Students' Representative Council Advice Centre; a member of University staff, or any person. At the beginning of the interview, the Head of School will confirm who will speak (the student or a representative). However, the Head of School has the right to question the student directly, where necessary.

32.14 A second member of staff will be present to take notes.

32.15 At the interview, the student will be given a clear explanation of what is alleged and will be given the opportunity to respond, and to admit or deny responsibility.

32.16 If the Head of School is satisfied, on the balance of probabilities, that a breach has occurred they may impose an academic penalty, which will take account of the extent of the misconduct. The Head of School may reduce the grade by one or more bands, down to grade H. If a resubmission is permitted and available, the resubmission will be capped at the pass mark. The student will be given guidance to help them avoid similar problems in future, which may include a referral to Student Learning Development or a requirement to complete a training course.

32.17 If the Head of the School determines that the case is of a more serious nature than first believed, they may refer the case to the Senate Assessors for Student Conduct.

32.18 If the Head of School is not satisfied that a breach has occurred but considers that the student has engaged in poor academic practice, then the student should receive information about good practice and a warning.

32.19 The student will be notified in writing of the outcome by the School. The School will send a copy of this letter to the Student Conduct Team to be kept on record. This record may be disclosed to another School if it is needed to determine whether an alleged breach is a repeat allegation.

32.20 If it is adjudged that there is no case for the student to answer, the student will be informed in writing and the work in question will be marked without penalty. The Student Conduct Team does not need to be notified of such cases.

32.21 The Head of School will inform the Board of Examiners of any reduction in marks. The Board of Examiners does not have the authority to revisit or alter academic penalties imposed by this process.

Right of Appeal

32.22 The student has the right of appeal to the Senate Assessors for Student Conduct in respect of any penalty imposed by the Head of School. A student who wishes to appeal must do so in writing to student-conduct@glasgow.ac.uk within 10 working days of the date of the Head of School's written decision. The procedures are set out in §33.108 - §33.139 of the [Code of Student Conduct](#).

32.23 The Senate Assessors for Student Conduct will consider an appeal against the penalty imposed by a Head of School only on the grounds that:

- i) new evidence has emerged which could not reasonably have been produced to the Head of School;
- ii) there has been defective procedure at the Head of School level;
- iii) the penalty imposed by the Head of School was clearly unreasonable.

The Student Conduct Appeal Form must clearly specify the details of any new evidence, explain how the procedures were defective, or demonstrate how the student believes the Head of School has erred or been mistaken in imposing a penalty. The outcome the student seeks must also be stated.

Plagiarism in the Work of a Graduate

32.24 The University will investigate any suspected case of plagiarism in the work of a graduate, which has already been assessed for an award of the University, to determine if the nature and extent of the plagiarism had been material to the award or classification of the degree, diploma or certificate.

32.25 All such cases will be considered as severe plagiarism. The Head of School will conduct an investigation and refer the case to the Student Conduct Team.

CODE OF STUDENT CONDUCT

Regulation 33

The Code of Student Conduct ('this Code') is governed by Resolution No. 670 of the University Court.

WHAT THIS CODE COVERS

33.1 The University has a responsibility to provide a safe and fair environment for its students, staff and members of the public. As part of this all students are required to behave acceptably and adhere to the University's rules at all times.

33.2 Students attending Associated Institutions⁷² are also expected to abide by the conduct rules of those Institutions (which are published separately). Any misconduct may be considered by either or both institutions, depending on the agreement between the University and the Associated Institution.

33.3 The University will consider allegations of misconduct under this Code made by:

- a) members of the University community (being other University students, members of staff, and contractors or others working on or visiting University premises); and
- b) other third parties where the student's conduct is related to a University activity or where the University in its sole discretion considers that the student's conduct may harm the safety, interests or reputation of the University.

33.4 All students, from the point at which they accept an offer from the University, and including students whose studies have been suspended, are subject to this Code in relation to:

- a) the activities they engage in as students of the University, including educational, sporting, cultural, social or other activities, and including those that take place while the student is away from the University, for example on field trips;
- b) the services or facilities they access due to being students of the University;
- c) their presence in, or access to, premises owned, leased or managed by the University, Glasgow University Sports Association, Queen Margaret Union, Glasgow University Union, or Glasgow University Students' Representative Council; and/or
- d) any activity, including digital activity and social media use, not covered by a), b) or c), but which may harm the safety, interests or reputation of the University.

33.5 Action may, exceptionally, be taken under this Code if misconduct on the part of a former student is alleged, which occurred whilst they were a student at the University. It shall be at the discretion of a Senior Senate Assessor (in the case of academic misconduct) or the Head of Student Conduct (in the case of non-academic misconduct) whether it is possible or desirable to investigate any such allegation given the time elapsed, the availability or likely availability of evidence, the availability of meaningful sanctions, and the perceived benefit to the University of taking such action.

33.6 Sanctions against a former student may include the withdrawal of a qualification (in the case of academic misconduct) and/or refusal to allow re-registration for a further qualification or course at the University.

33.7 This Code is separate from matters of criminal or civil law and does not aim to make findings on matters of law.

GENERAL PRINCIPLES

33.8 The University will aim to treat all its students fairly under this Code and to adhere to the principles of natural justice. All parties will be treated with dignity and respect, and implementation of this Code will be sensitive to protected characteristics with reasonable adjustments made if required.⁷³ All students against whom allegations of misconduct are taken forward under this Code will be informed of the allegations against them, and will have the right to be heard, the right to support, and the rights of appeal, as set out in this Code. University of Glasgow students making allegations will have the right to receive support as set out in this Code. Cases will be considered objectively by investigators and decision makers who are competent and impartial.

33.9 Procedures and sanctions will be proportionate to the misconduct. Academic sanctions will only be directly applied in relation to academic misconduct. Suspension or expulsion are potential sanctions for academic or non-academic misconduct.

⁷² Educational institutions with which the University has a formal collaborative arrangement relating to the delivery of learning, teaching, or academic supervision.

⁷³ Protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation, as described in the Equality Act 2010.

33.10 Allegations will be considered in a timely manner. Investigations will be undertaken without undue delay and will be completed to the reasonable satisfaction of the Investigating Officer (in the case of allegations of non-academic misconduct) or Senate Assessors (in the case of allegations of academic misconduct) before the decision is made. Both Responding Student(s) and Reporting Individual(s) will be informed of likely timescales and updated where delays are necessary or otherwise occur.

33.11 The standard of proof at each stage of the procedures under this Code will be on the balance of probabilities. This means that, for each event or incident, the relevant decision maker must be satisfied, on the evidence available, that it is more likely than not that the event or incident occurred.

33.12 Involvement in a misconduct case can be difficult for any student and the University will assess risks for all relevant parties when implementing this Code. Students are reminded of the support available to them from the University Support Services and from the Glasgow University Students' Representative Council ('SRC') Advice Centre. Where concerns about individual welfare of any student arise because of a misconduct case, the University will, with agreement of that student, make a referral to the Safeguarding Team so that appropriate support measures can be put in place.

ROLES IN THIS CODE

33.13 Roles in this Code are outlined in Annex A.

RELATIONSHIP WITH OTHER UNIVERSITY POLICIES, PROCEDURES AND REGULATIONS

33.14 Other regulations and policies exist separately that cover, for example, the use of IT facilities, Halls of Residence, and so on. Breaches of those regulations may be dealt with solely under those policies, but may also be considered under this Code. These regulations and policies include:

[Registration and Fee Regulations](#)

[Equality & Diversity Policy](#)

[Dignity at Work & Study Policy & Procedure](#)

[Personal Relationships Policy](#)

[Regulations and Code of Conduct for the Use of ICT Systems and Facilities in the University of Glasgow](#)

[Policy Statement on Students' Recording of Teaching](#)

[Plagiarism & Academic Integrity Code](#)

[Guidance on using Artificial Intelligence](#)

[Code of Expected Behaviour](#)

[Code of Policy and Procedures for Investigating Allegations of Misconduct in Research](#)

[No Smoking Policy Statement](#)

[Statement on Alcohol, Drugs and Substance Misuse](#)

[Accommodation Services Policies and Procedures](#)

33.15 The Glasgow University Student Unions,⁷⁴ the Student Representatives' Council (SRC), and the Glasgow University Sports Association (GUSA) are each constitutionally separate from the University of Glasgow and may also have their own conduct regulations. However, behaviour which may breach the disciplinary rules of the Student Unions, Student Representative Council and the Glasgow University Sports Association on premises owned, leased, or managed by them or at any events organised by them (wherever they take place) may also constitute a breach of this Code. Where there is an allegation that would constitute a Level 2 misconduct under this Code, the case will be considered under this Code.

The Student Contract

33.16 The Student Contract outlines the relationship between the University and all of its students. It links to relevant student regulations including this Code.

Fitness to Study⁷⁵

33.17 Where there are concerns that a student's conduct may be being affected by their mental or physical health, this will normally be considered under the Support to Study Procedure.

Fitness to Practise⁷⁶

33.18 Students registered on certain professional programmes are subject to the Fitness to Practise Procedure. If a School Fitness to Practise Officer, while investigating a Fitness to Practise concern, believes that this Code may apply, they will advise the Head of Student Conduct in writing at student-conduct@glasgow.ac.uk. The Fitness to Practise Officer and the Head of Student Conduct will decide how to proceed. Misconduct within a professional context will normally be considered under the Fitness to Practise Procedure. Misconduct which could also be perpetrated by students on non-professional programmes will normally be considered under this Code. The University may consider the case under both procedures if it believes that both are relevant.

⁷⁴ Glasgow University Union (GUU) and Queen Margaret Union (QMU).

⁷⁵ [University Regulation 34](#) – Support to Study Procedure.

⁷⁶ [University Regulation 36](#) - Procedure for Determining Fitness to Practise.

WHAT IS MISCONDUCT?

33.19 Misconduct means behaviour that falls short of the standard of behaviour expected of a student of the University.

There is no definitive list of student conduct offences, but a list of examples of academic and non-academic conduct offences can be found in Annex B.

COMMUNICATING WITH STUDENTS ABOUT MISCONDUCT

33.20 All written correspondence about misconduct will be sent by email to the student's University email account unless agreed otherwise.

Support and Advice

33.21 The University recognises that some allegations of misconduct are extremely distressing for the student alleged to have breached conduct regulations and for the person making the allegation.

Where a case is taken forward under this Code students are signposted to relevant sources of support in the University, including the SRC. Where concerns about individual welfare of any student arise because of a misconduct case, the University will, with agreement of that student, make a referral to its Safeguarding Team so that appropriate support measures can be put in place if appropriate.

33.22 The SRC provides confidential, independent and impartial support and guidance through its Advice Centre for the Responding Student and for the Reporting Individual (where that individual is a registered student of the University) throughout the conduct process. The SRC Advice Centre will discuss any potential sharing of information with the Responding Student or Reporting Individual.

MISCONDUCT AND THE CRIMINAL LAW

33.23 Where the University believes or is informed that a criminal offence may have been committed, either on campus or off campus, it may report the matter to the police, regardless of the stage of any investigation or conduct procedure under this Code.

33.24 Where criminal proceedings against a student are ongoing, the University may:

- a) suspend action under this Code until the outcome of those proceedings is known;
- b) postpone making a decision about whether to take action under this Code until the outcome of those proceedings is known;
- c) decide to continue or commence action under this Code on a case by case basis.

33.25 If a registered student of the University is charged with, or convicted of, a criminal offence they must let the University know by emailing student-conduct@glasgow.ac.uk. A Responding Student subject to a criminal investigation must keep the University informed of any progress or change in status of the criminal process (by emailing student-conduct@glasgow.ac.uk). The University will endeavour to provide pastoral support to any student subject to criminal investigation as well as to any student who has alleged criminal misconduct, even if the University conduct proceedings are suspended. This support might include access to University student support services, access to the SRC Advice Centre, extensions to academic deadlines, or a leave of absence.

33.26 The University may still take action under this Code for an incident that has been considered by a criminal court, whether or not the student has been found guilty of any criminal offence by the court, but this Code is not intended as a substitute for criminal proceedings.

33.27 Where a student is convicted of a criminal offence, the University will use this information as evidence in conduct proceedings if it is directly relevant to the matter being considered. Any sentence or order imposed by a criminal court may be taken into account in deciding on any sanction to be applied under this Code.

GENERAL CONDUCT PROCEDURES

33.28 There are separate procedures for academic and non-academic misconduct which are described below. Where a student is accused of academic and non-academic misconduct, both procedures will be used and the cases may be managed concurrently. All attendees will be reminded that the details of meetings under this Code should be treated as confidential.

Confidentiality

33.29 The University will treat allegations of misconduct, and sanctions applied, confidentially and in line with the [Code of Student Conduct Privacy Notice](#), except to the extent that it is considered by the University to be necessary to share information within the University or with external organisations to enable the University to:

- a) investigate the allegation;
- b) report or assist in the investigation of a crime;
- c) fulfil its safeguarding duties; and/or
- d) comply with its legal and/or contractual obligations (for example, to regulators, research funders, or statutory bodies).

Details of misconduct and sanctions will not be published on the student's degree transcript (Higher Education Achievement Report) and will not normally be divulged in references unless specifically requested by the individual or organisation requesting the reference.

33.30 Details of conduct decisions are held confidentially by the Student Conduct Team. Details of decisions, including sanctions, will be circulated to relevant University colleagues or Student Union, SRC, or GUSA officers on a need-to-know basis, to implement the decisions. All participants in conduct processes will be reminded that the details of meetings under this Code should be treated as confidential.

33.31 Once a decision has been reached on the case, the Reporting Individual will normally be informed that the matter was dealt with under the University Code of Student Conduct and noting whether the Responding Student was found to have committed misconduct. Parties, such as alleged victims and witnesses, may be informed of the sanction imposed where the University considers that it is of direct interest for them to be informed (by way of example, in cases of violence, sexual violence, bullying or harassment, it may be appropriate for the alleged victim to be informed of any sanction relating to restrictions on attendance on campus, approaching named individuals, etc).

Reasonable Behaviour

33.32 All individuals involved in a procedure under this Code, including the Responding Student and their accompanying individual (if any), must communicate and act respectfully and reasonably and in accordance with this Code and with the University's Code of Expected Behaviour.⁷⁷ Staff with responsibilities under this Code may halt proceedings and refer to the Head of Student Conduct if they consider that an individual has failed to comply with this expectation. Under these circumstances, the Clerk of Senate has the authority to exclude any individual from any part of the procedures under this Code following consultation with the Head of Student Conduct.

Right to be Accompanied

33.33 Responding Students, Reporting Individuals and witnesses are entitled to be accompanied to meetings under this Code.

The accompanying individual will normally be a family member, a fellow student or friend, an adviser from the SRC Advice Centre, or a member of University staff, provided that they are not also a witness.

The role of the accompanying individual is to provide moral and pastoral support to the person they are accompanying to the meeting. The accompanying individual shall not disrupt the proper conduct of the meeting.

33.34 The Responding Student must inform the Head of Student Conduct (student-conduct@glasgow.ac.uk) at least five working days⁷⁸ before the relevant meeting of the name of any person who may attend to accompany them.

33.35 The Responding Student will normally be expected to speak for themselves.

33.36 There is no automatic right for a student to have legal representation at meetings and hearings and legal representation is only allowed for meetings or hearings where the student has been granted express permission in advance (see §33.37 below). The Responding Student will normally be advised to seek support and guidance from the SRC Advice Centre.

33.37 If the Responding Student wishes to be accompanied or represented by a person not listed in §33.33 above, the student must make a request to the Head of Student Conduct (student-conduct@glasgow.ac.uk) in writing, giving the name of the proposed representative and a rationale for representation, no later than five working days before the meeting or hearing.

The decision whether to allow legal representation will be for the Head of Student Conduct in consultation with the Senate Assessor, Investigating Officer, or Convener of the relevant Conduct Committee or Appeal Meeting, as appropriate.

Factors that will be considered in deciding whether to grant permission will include:

- the seriousness of the allegation and the potential sanction (for example, whether the outcome of the hearing could deprive the Responding Student of the right to practise their chosen profession or could irretrievably prejudice that right);
- the capacity of the Responding Student to understand the allegation(s) made against them and to defend/present their own case;
- the need for reasonable speed in achieving an outcome and to avoid delay;
- whether any points of law are likely to arise (in most cases the purpose of any meeting or hearing will be to determine points of fact and not law);
- any probable procedural difficulties;
- the need for fairness between the Responding Student and those making allegations; and
- other relevant factors, including any representations made by the Responding Student.

Where permission is granted, the Responding Student will be responsible for paying the costs of their representation (including legal costs) and these will not be reimbursed by the University.

⁷⁷ [University Regulation 37](#) – Code of Expected Behaviour.

⁷⁸ For the purposes of this Code, Monday to Friday are counted as working days except when the University is closed for a [Public Holiday](#) or other reason. Saturdays and Sundays are not counted as working days.

Failure to Engage in the Conduct Process

33.38 If a Responding Student does not respond or attend a meeting scheduled under this Code on the scheduled date and has not advised of medical or other grounds that prevent attendance, the matter may be dealt with in the Responding Student's absence. If the allegation is found to be established, an appropriate sanction will be applied, and the Responding Student will be notified of the outcome in writing.

Allegations Against More Than One Student

33.39 Where an allegation is made against more than one Responding Student for the same offence, each of the Responding Students will be given an equal opportunity to respond. The Head of Student Conduct will advise on whether the Responding Students should be interviewed together or separately. Responding Students will have the opportunity to speak with the Senate Assessor(s), Investigating Officer, and/or Senate Student Conduct Committee privately if necessary. Decisions on outcomes will be made for each Responding Student individually.

Meeting Arrangements and Written Submissions

33.40 The Senate Assessors (in the case of academic misconduct) or the Investigating Officer (in the case of non-academic misconduct) shall meet with a Responding Student either virtually (e.g., online) or in person, or may accept a written statement from the Responding Student instead of meeting with them. The written statement shall be considered in the same way as an oral statement.

33.41 Conduct Committee and Appeal meetings may take place online or in person, as determined by the Convener, in consultation with the Head of Student Conduct.

33.42 All meetings under this Code, where Responding Students and/or Reporting Individuals are present, will include at least two representatives from the University, unless there are exceptional circumstances, and all parties agree that the meeting may proceed with only one University officer in attendance. For the purposes of this section, an Investigating Officer under this Code who is external to the University is a representative from the University.

33.43 A written record of the meetings with the Investigating Officer (in the case of allegations of non-academic misconduct) or Senate Assessors (in the case of allegations of academic misconduct), and of Conduct and Appeal Committee meetings, will normally be shared with the Responding Student within 10 working days⁷⁸ of the meeting. Reports of Investigating Officers for non-academic misconduct will normally be shared with the Responding Student within 10 working days of the outcome agreed by the Head of Student Conduct.

33.44 Records of student conduct correspondence, risk assessments, and meetings are kept for at least six academic sessions after the incident under investigation, and for their remaining registration at the University if that is longer.

Electronic Recordings

33.45 Electronic recordings of any meetings held under the Code of Student Conduct are not permitted unless required as, for example, a reasonable adjustment relating to disability. Requests relating to recording meetings must be made in writing to the Head of Student Conduct student-conduct@glasgow.ac.uk at least five working days in advance of the meeting.

Reports to Senate

33.46 An Annual Report will be presented to Senate stating the number and types of misconduct reported, and the outcomes at Level 1 and Level 2; and the number and types of appeals heard by the Conduct Appeal Committees.

Reconsideration of an Allegation

33.47 A Responding Student cannot normally be considered twice in respect of the same allegation under this Code. Exceptionally, the Clerk of Senate or nominee may allow this if new substantive evidence becomes available. The factors in making the decision to consider a case again will include the time elapsed, the severity of the offence, the impact on the student(s) concerned and any possible impact on fitness to study or fitness to practise.

Procedures for Conduct Committee and Appeal Meetings

33.48 At least 10 working days⁷⁸ before a Conduct Committee or Appeal Committee meeting, the Clerk of the Committee will send the Responding Student notice of the meeting and send them all relevant documentation relating to their case including details of the allegation (in the case of Conduct Committees) to give the student reasonable time to prepare.

33.49 The Committee may accept a written statement from the Responding Student as evidence instead of, or in addition to, the Responding Student or their representative attending the Committee meeting. The statement should be submitted to the Head of Student Conduct (student-conduct@glasgow.ac.uk) no later than five working days before the relevant meeting.

33.50 When making a decision, the Committee will rely only on evidence presented at the meeting. This can be provided verbally at the meeting, or in writing as described in §33.49.

33.51 The Committee may adjourn the meeting and delay making a decision where it is decided that further investigation into the allegation(s) is needed.

33.52 If the members of the Committee cannot agree on an outcome, the decision will be that of the majority of its members. The Convener will have a casting vote if there is not a majority view.

Student Safeguarding, Wellbeing and Inclusion

33.53 Where wellbeing concerns are raised, advice will be sought from appropriate services as to steps they consider necessary to support wellbeing and participation of the Reporting Individual (where they are a University of Glasgow student), the Responding Student, and any witnesses (where they are University of Glasgow students or staff). Any arrangements to support safeguarding, wellbeing and inclusion will be agreed and notified in advance of the meeting.

ACADEMIC CONDUCT PROCEDURES

Referrals

33.54 Allegations of academic misconduct should be submitted to the Student Conduct Team, using the online reporting form, or in writing to the Head of Student Conduct at student-conduct@glasgow.ac.uk.

33.55 The University will not generally investigate reports, under this Code, that have been made anonymously, but the information shared may be used to inform understanding of current issues and shape future work, such as campaigns and resourcing.

Time Frames

33.56 Schools are expected to make referrals in a timely manner. Conduct procedures will then proceed without undue delay and where possible will not normally take more than 90 working days from the start of the investigation into an allegation to the conclusion of any appeal meeting. Extensions to this timescale may be required if, for example, the case is particularly complex, or due to other circumstances beyond the reasonable control of the University. Note that at certain times of year academic cases may take longer than 90 working days due to the increased number of referrals and the need to prioritise graduating students. Relevant parties will be informed of likely timescales and updated where delays are necessary or otherwise occur.

Senate Assessors for Student Academic Conduct

33.57 The Senate shall appoint a cohort of up to 24 Senate Assessors for Student Academic Conduct ('the Senate Assessors'), from which Senate Assessors will be selected to consider individual cases and take disciplinary action under this Code. The Senate Assessors take the role for four years, and the Senate appoints two Senior Senate Assessors from amongst the Senate Assessors. The duties of the Senior Senate Assessors can be performed by any of the Senate Assessors, if required.

Resolution by Mutual Agreement

33.58 If the Responding Student admits to the alleged academic misconduct and a Senior Senate Assessor considers that a mutually agreed resolution may be possible, then the academic misconduct may be resolved by mutual agreement.

33.59 The Responding Student will be informed of the allegation in writing, given a reasonable opportunity to respond, and notified of a potential sanction in writing. If the Responding Student agrees, the sanction will be confirmed in writing by the Senate Assessors. Examples of mutually agreed sanctions that may be applied are outlined in Annex C.

Local Resolution

33.60 In relation to first offences for undergraduate non-honours students, the Head of School or their nominee (hereinafter referred to as Head of School) may deal with the following under the University's Plagiarism & Academic Integrity Code: cases of suspected plagiarism or collusion, or where work may have been generated using artificial intelligence, provided that such cases are not associated with formal on-campus examinations and are not considered to be extensive. All other cases will be considered under this Code.

Level 1 Resolution – Summary Decision

Allegation that a student has engaged in academic misconduct

33.61 A Senior Senate Assessor will carry out an initial review into the allegation(s) and will be advised and assisted by members of the Student Conduct Team as appropriate. The Senior Senate Assessor will have had no previous involvement in the case. The Senior Senate Assessor will determine the subsequent course of action, which may include referring the matter back to the School, not taking the matter further, or taking the referral forward using the Procedure at Level 1.

33.62 If the allegation(s) is considered to be more serious (having regard to the examples given in Annex C), the Senior Senate Assessor can decide in consultation with another Senate Assessor to refer the case directly to Level 2 for a full meeting of the Senate Student Academic Conduct Committee.

Procedure at Level 1

33.63 The Responding Student will normally be invited to attend a meeting with two Senate Assessors to respond to the allegation(s), to admit or deny responsibility and, if they admit responsibility, to explain their behaviour or offer information that may be relevant in deciding a sanction.

33.64 The Responding Student will be given notice (normally not less than five working days) of the meeting and provided with the details of the allegation and a link to the Conduct procedures in advance. The Responding Student will also be told how to access advice and support, for example from the SRC Advice Centre.

Outcome at Level 1

33.65 At the conclusion of the meeting the Senate Assessors may:

- a) dismiss the allegation of misconduct and advise that no further action should be taken;

- b) carry out further investigation;
- c) impose a sanction in accordance with Annex C;
- d) refer the matter to the Senate Student Academic Conduct Committee.

33.66 The Senate Assessors will normally tell the Responding Student the outcome at the end of the meeting, and the outcome will normally be confirmed in writing within 10 working days.⁷⁸ This letter will outline the right of, and timeline for, appeal and how to access advice and support if needed.

33.67 The relevant School(s) and College(s) will be informed in writing of any academic sanction imposed by the Senate Assessors. The School will inform the Board of Examiners (which cannot review or change the sanction imposed by the Senate Assessors).

33.68 The Responding Student has the right of appeal against the decision of the Senate Assessors including any sanction imposed. The procedures are set out under §33.108 - §33.139.

Misconduct which is more serious

33.69 The Senate Assessors at Level 1 shall refer the matter to the Senate Student Academic Conduct Committee under Level 2 of this Code if they decide that the Responding Student has committed misconduct which (having regard to the examples given in Annex C), may be more serious than can be considered at Level 1.

Level 2 Resolution - Senate Student Academic Conduct Committee

33.70 The Senate Student Academic Conduct Committee ('the Committee') is appointed by the Senate. The Committee membership is:

- Convener.
- College representatives (members of, or nominated by, Senate).
- President of the Glasgow University Students' Representative Council or another SRC Sabbatical Officer.

At least three members of the Committee must be present at any meeting, including the Convener and at least one College member. Reasonable steps will be taken to include a student member on the Committee. Other staff members may be co-opted where appropriate. No member of the Committee will have had previous involvement with the Responding Student or work directly within the area where any alleged misconduct took place.

33.71 The Senate Assessors will give the Committee a written report of the case, and a copy will be sent to the Responding Student before the meeting.

33.72 The Senate Assessors and Responding Student must notify the Head of Student Conduct, at student-conduct@glasgow.ac.uk, of any witnesses who may attend the meeting at least five working days⁷⁸ before the meeting is due to take place.⁷⁹

33.73 At the hearing:

- a) The Convener of the Committee will introduce all present, confirm whether the Responding Student will be represented by another person, explain the purpose of the meeting and explain any measures in place to protect the wellbeing of the Responding Student and any witnesses (such as those referred to in §33.53). Subject to their duty to ensure the procedure as a whole is fair, the Convener may impose time limits on presentations and statements and will remind all attendees that the details of the meeting should be treated as confidential.
- b) A Senate Assessor will present the allegation(s) against the Responding Student and will present the findings of any investigation, calling witnesses as appropriate.
- c) The Responding Student (or representative) will be invited to respond to the allegation(s) presented by the Senate Assessor and may call witnesses, as appropriate. The Responding Student will be invited to state whether they admit or deny the allegation(s).
- d) The Committee may ask questions of the Responding Student, their representative or supporter, the Senate Assessor and any witnesses.⁸⁰
- e) Through the Convener, the Responding Student (or their representative) may ask questions of the Senate Assessor and witnesses, subject to any alternative arrangements agreed as outlined in §33.53.
- f) Through the Convener, the Senate Assessor may ask questions of the Responding Student and witnesses.
- g) The Committee may at any time seek additional evidence or information from other parties at the meeting.
- h) The Convener will invite the Senate Assessor and the Responding Student (or their representative) to sum up.
- i) If the Responding Student admits the allegation(s) they will be invited to give an explanation of the misconduct and advise the Committee of any information that might be relevant in deciding on a sanction.

⁷⁹ The Convener of the Committee has the authority to waive the stated timescales in relation to the notification of witness attendance.

⁸⁰ The Convener will ensure that any questioning by any party is appropriate and will not permit any questioning which is deemed to be vexatious, harassing, or irrelevant to the case.

- j) If the Responding Student denies the allegation(s), the Committee will decide, on the balance of probabilities, whether the Responding Student has committed the alleged misconduct.

33.74 If the Committee decides that the Responding Student has committed misconduct, they will, in a private meeting, agree on the appropriate sanction in accordance with Annex C.

33.75 The decision of the Committee is normally given verbally following conclusion of the Committee's deliberations. The Responding Student will normally be notified of the Committee's decision formally within 10 working days of the meeting. This letter will outline the right to and timeline for appeal and how to access advice and support if needed.

33.76 The Responding Student has the right of appeal against the decision of the Committee including any sanction imposed. The procedures are set out under §33.108 - §33.139.

NON-ACADEMIC CONDUCT PROCEDURES

Referrals

33.77 Allegations of non-academic misconduct should be made in writing to the Head of Student Conduct at student-conduct@glasgow.ac.uk or via the reporting tool.

33.78 The University will not generally investigate reports, under this Code, that have been made anonymously, but the information shared may be used to inform understanding of current issues and shape future work, such as campaigns and resourcing.

Time Frames

33.79 Conduct procedures will proceed without undue delay and will not normally take more than 22 working weeks⁸¹ from the initial referral to the conclusion of any appeal meeting. Extensions to this timescale may be required if, for example, the case is particularly complex, there is a related criminal investigation or prosecution, because of delays caused by the Reporting Individual or the Responding Student, or other circumstances beyond the reasonable control of the University. All parties will be informed of likely timescales and updated where delays occur or are necessary.

See Annex D for the breakdown of this procedural timescale.

RISK ASSESSMENT AND PRECAUTIONARY MEASURES

33.80 When an allegation of non-academic misconduct is made a preliminary assessment of the case will be made by the Head of Student Conduct or their nominee.

33.81 Where the preliminary assessment indicates a potential risk of harm (physical or mental) to the individual who has made the allegation or to anyone in the University community, or a risk to the University's property or activities, a risk assessment will be undertaken.

33.82 This risk assessment will be undertaken by a Risk Assessment Group which will be convened by the Head of Student Conduct or their nominee, and will comprise a representative from Student Services, a representative from the University Security team, a Case Manager from the Student Conduct Team, and such other member(s) of University staff as the Head of Student Conduct may consider necessary or desirable. The findings and recommendations of the Risk Assessment Group shall be recorded in writing.

33.83 The Clerk of Senate, Chief Operating Officer or their nominee, has the authority to take precautionary measures, with immediate effect, pending further investigation under this Code. The purpose of such measures may be, for example:

- a) to ensure the safety and wellbeing of the University community, including the Responding Student, as well as the Reporting Individual; or
- b) to ensure that potential witnesses or other evidence are not subject to interference.

When deciding whether to impose any precautionary measures, consideration should be given to any recommendation(s) made by the Risk Assessment Group.

These measures may include:

- a) a non-contact order between students;
- b) limiting or removing access to University activities, services, facilities or buildings;
- c) temporary exclusion from all or part of University accommodation (to the extent permitted by the relevant accommodation contract); and/or
- d) precautionary suspension from the University.

33.84 The Responding Student will be informed of any decision to impose precautionary measures, and the reasons for the decision, in writing. Other parties, such as alleged victims and witnesses may be informed of precautionary measures where it is of direct interest for them to be informed (by way of example, in cases of violence, sexual violence, bullying or

⁸¹ For the purposes of this Code, Monday to Friday is counted as a working week except when the University is closed for a [Public Holiday](#) or other reason.

harassment, it may be appropriate for the alleged victim to be informed of any restriction relating to attendance on campus, approaching named individuals, etc).

33.85 Precautionary measures pending an investigation are not a finding of misconduct, nor a formal conduct sanction.

33.86 The Clerk of Senate, Chief Operating Officer or their nominee, as the case may be, shall review precautionary measures:

- a) routinely every month;
- b) where they are made aware of a material change to the facts or circumstances upon which they made their decision; and
- c) on request from the Responding Student if there is evidence that the measures were imposed based on factual error or in the event that they consider there has been a material change to the relevant facts or circumstances upon which the decision to impose precautionary measures was based. Such requests must be made in writing to the Head of Student Conduct at student-conduct@glasgow.ac.uk and should include submission of any relevant evidence relating to the factual error or material change to the relevant facts or circumstances.

33.87 Following such reviews, the Responding Student (and any others notified of the original decision) will be notified to advise if precautionary measures are changed, lifted, or remain unchanged.

Resolution by mutual agreement

33.88 If the Responding Student admits to the alleged misconduct and the Head of Student Conduct feels that a mutually agreed resolution may be possible, then the misconduct may be resolved by mutual agreement without any further investigation under this Code.

33.89 The Responding Student will be informed of the allegation in writing, given a reasonable opportunity to respond, and notified of a potential sanction in writing. If the Responding Student agrees, the sanction will be confirmed in writing by the Head of Student Conduct. Examples of mutually agreed sanctions are outlined in Annex C.

Local Resolution

33.90 Local resolution of non-academic misconduct may take place without the use of Level 1 or 2 procedures. However, serious misconduct issues will normally be escalated to be considered under Level 1 of the Code of Student Conduct. The Wardens, Student Life Manager, the Head of Student Engagement, the Head of Accommodation Operations, and the Director of IT Services, or nominees have the authority to take actions under local regulations. See §33.14 - §33.18.

Resolution Following Investigation Under This Code

Investigating Officers

33.91 The University will appoint an Investigating Officer to investigate cases of non-academic misconduct. The Investigating Officer will have had no previous involvement in the case and will be supported in the process by the Student Conduct Team.

33.92 The Investigating Officer will normally meet with the Reporting Individual and may meet with other witnesses and consider documents or other evidence relevant to the case.

33.93 The Investigating Officer will normally meet with the Responding Student to allow them to respond to the allegation, to admit to or deny responsibility and, if they admit responsibility, to explain their behaviour or offer information that may be relevant in deciding a sanction.

33.94 The Responding Student will be given notice of the meeting and be provided with the details of the allegation and a link to this Code normally no later than five working days in advance. The Responding Student will also be told how to access advice and support, for example from the SRC Advice Centre.

33.95 The Investigating Officer will write a report which outlines the process followed, the witnesses spoken to, the information gathered in their investigation, and their conclusion as to whether or not misconduct occurred under this Code. Investigating Officers should not make recommendations for disposal.

Level 1 – Summary Decision

33.96 The Investigating Officer will provide their report to the Head of Student Conduct or their nominee. The Head of Student Conduct will:

- a) dismiss the allegation of misconduct and advise that no further action should be taken;
- b) request further investigation;
- c) impose a sanction in accordance with Annex C; or
- d) refer the matter to the Senate Student Non-Academic Conduct Committee.

Where a proposed sanction involves a period of suspension this decision will be taken in consultation with the Clerk of Senate or Chief Operating Officer.

33.97 The Responding Student will be sent written notification of the outcome which will comprise the report of the Investigating Officer, together with any additional deliberations, reasoning and conclusions of the Head of Student Conduct,

within 10 working days⁷⁸ of the referral to the Head of Student Conduct. This letter will outline the right to and timeline for appeal and how to access advice and support if needed.

33.98 The Responding Student has the right of appeal. The procedures are set out under §33.108 - §33.139.

33.99 Other interested parties may be notified of the outcome in accordance with §33.31.

Misconduct which is more serious

33.100 The Head of Student Conduct shall refer the matter to the Senate Student Non-Academic Conduct Committee under Level 2 of this Code if they decide that the allegation of misconduct (having regard to the examples given in Annex C), may be more serious than can be considered at Level 1.

Level 2 – Senate Student Non-Academic Conduct Committee

33.101 The Senate Student Non-Academic Conduct Committee ('the Committee') is appointed by Senate. The Committee membership is:

- Convener.
- Representatives from the Colleges or University. President of the Students' Representative Council or another SRC sabbatical officer.

At least four members of the Committee must be present at any meeting, including the Convener and at least two members of University staff. No member of the Committee will have had previous involvement with the Responding Student or work directly within the area where any alleged misconduct took place. Reasonable steps will be taken to include a student member in the Committee (the President of the Glasgow University Students' Representative Council or another SRC Sabbatical Officer). Other staff members may be co-opted where appropriate.

33.102 The Investigating Officer, or nominee, at Level 1 will present the case to the Committee and provide a copy of their investigation report.

33.103 The following individuals will be invited, on behalf of the Convener, to attend the Committee:

- the Reporting Individual(s);
- the Responding Student;
- the Investigating Officer (or nominee).

The Investigating Officer, or nominee, the Reporting Individual and the Responding Student may invite other relevant witnesses to attend the meeting if they consider that their testimony may be relevant to the case under consideration. The Student Conduct Team must be notified at student-conduct@glasgow.ac.uk of any witnesses who may attend at least five working days⁷⁸ before the meeting.⁷⁹

33.104 At the meeting:

- a) The Convener of the Committee will introduce all present, confirm whether the Responding Student(s) will be represented by another person, explain the purpose of the meeting, and explain any measures in place to protect the wellbeing of the Responding Student(s) and any witnesses (such as those referred to in §33.53). Subject to their duty to ensure the procedure as a whole is fair, the Convener may impose time limits on presentations and statements and will remind all attendees that the details of the meeting should be treated as confidential.
- b) The Investigating Officer, or nominee, will be invited to present the allegation(s) against the Responding Student. They will call witnesses as appropriate (on the understanding that these witnesses have been notified to the Student Conduct Team in advance and that the Convener has approved their attendance at the Committee).
- c) Where a case has been referred directly to the Committee by the Head of Student Conduct at Level 1, the Head of Student Conduct, or nominee, will be invited to present the allegations against the Responding Student. The Head of Student Conduct will also be able to call witnesses as appropriate.
- d) The Responding Student (or representative) will be invited to respond to the allegation(s) and may call witnesses, as appropriate (on the understanding that these witnesses have been notified to the Student Conduct Team in advance and that the Convener has approved their attendance at the Committee). The Responding Student will be invited to state whether they admit or deny the allegation(s).
- e) The Committee may ask questions of the Responding Student, the Responding Student's representative, the Investigating Officer, or nominee, and any witnesses, including the Reporting Individual.
- f) Through the Convener, the Responding Student (or their representative) may ask questions of the Investigating Officer, or nominee, and witnesses, subject to any alternative arrangements agreed as outlined in §33.53.
- g) Through the Convener, the Investigating Officer, or nominee, may ask questions of the Responding Student and witnesses (if called).
- h) The Committee may at any time seek additional evidence or information from other parties at the meeting.
- i) The Convener will sum up the case and ask the Investigating Officer, or nominee, and the Responding Student (or their representative), to confirm the accuracy of this summation.
- j) If the Responding Student admits the allegation(s), they will be invited to give an explanation of the misconduct and advise the Committee of any information that might be relevant in deciding on a sanction.
- k) If the Responding Student denies the allegation(s), the Committee will decide, on the balance of probabilities, whether the Responding Student has committed the alleged misconduct.

33.105 If, on the balance of probabilities, the Committee decides that the Responding Student has committed misconduct, they will agree on the appropriate sanction in accordance with Annex C.

33.106 The decision of the Committee is normally given verbally following conclusion of their deliberations. The Responding Student will be notified of the outcome of the Committee's deliberations formally within 10 working days of the decision. This letter will outline the right to and timeline for appeal and how to access advice and support if needed.

33.107 The Responding Student has the right of appeal against the decision of the Committee including any sanction. The procedures are set out under §33.108 - §33.139.

APPEALS PROCEDURES

33.108 The appeals procedures for decisions made under this Code are set out below along with the appeal process for sanctions imposed under other conduct regulations.

Appeal Against Student Conduct Decisions

33.109 A Responding Student may appeal to the Senate Student Conduct Appeal Committee (the 'Committee') against a decision or sanction imposed by the Senate Assessors (in cases of academic misconduct), the Head of Student Conduct (in cases of non-academic misconduct), the Senate Student Academic Conduct Committee or the Senate Student Non-Academic Conduct Committee.

33.110 The Committee will consider an appeal only on the following grounds:

- a) the Responding Student has new material evidence⁸² that they were unable, for valid reasons, to provide earlier in the process and which is likely to have had a material bearing on a decision at the earlier stage;
- b) the procedures set out in this Code have not been followed, to the material detriment of the Responding Student;
- c) the finding of misconduct or sanction(s) imposed at the earlier stage was clearly unreasonable.

Appeal Against Academic Student Conduct Decisions

33.111 A Responding Student shall appeal in writing to student-conduct@glasgow.ac.uk for the attention of the Head of Student Conduct within 10 working days⁷⁸ of the date of the letter advising of the original decision.

33.112 The Student Conduct Appeal Form must be used to submit an appeal. The grounds of appeal must be clearly stated, detailing any new evidence (and why this could not have reasonably been produced at the earlier stage); describing how the procedure was defective; or explaining why the outcome was unreasonable. The outcome the Responding Student seeks must also be stated.

33.113 Prior to consideration of an appeal by the Senate Student Conduct Appeal Committee, the Clerk of Senate (or nominee) and a member of the Senate Student Academic Conduct Committee not previously involved in the case will review the student's appeal to determine whether it meets one or more competent grounds for appeal.

33.114 If an appeal is deemed by the Clerk of Senate (or nominee) and member of the Senate Student Academic Conduct Committee not to have met any of the grounds for appeal, or is out of time, the appeal will not be taken forward.

33.115 If an appeal is deemed by the Clerk of Senate (or nominee) and member of the Senate Student Academic Conduct Committee to have met one or more competent grounds for appeal, the appeal will be taken forward to a full hearing.

33.116 The Clerk of Senate (or nominee) and member of the Senate Student Academic Conduct Committee may make a decision without a hearing in circumstances where it is concluded that there is sufficient information, no further information is required from the student, or where the student is no longer available for a hearing.

Appeal Against Non-Academic Student Conduct Decisions

33.117 A Responding Student shall submit an appeal or intention to appeal in writing to student-conduct@glasgow.ac.uk for the attention of the Head of Student Conduct within 10 working days⁷⁸ of the date of the intimation of the original decision against which the student is appealing. Where an intention to appeal is submitted, the full appeal, including the grounds, remedy and all supporting evidence, shall be submitted within 20 working days of the student's intention to appeal submission.

33.118 The Student Conduct Appeal Form must be used to submit an appeal. The grounds of appeal must be clearly stated, detailing any new evidence (and why this could not have reasonably been produced at the earlier stage); describing how the procedure was defective; or explaining why the outcome was unreasonable. The outcome the Responding Student seeks must also be stated.

33.119 Prior to consideration of an appeal to the Senate Student Conduct Appeal Committee, the Clerk of Senate (or nominee) and a member of the Senate Student Non-Academic Conduct Committee not previously involved in the case will review the student's appeal to determine whether it raises one or more competent grounds for appeal. If the Clerk of Senate has had prior involvement with the case, an alternative staff member of appropriate seniority will be appointed.

33.120 If an appeal is deemed by the Clerk of Senate (or nominee) and member of the Senate Student Non-Academic Conduct Committee not to have met any of the grounds for appeal, or is out of time, the appeal will not be taken forward.

⁸² Material evidence is that which is relevant and significant as opposed to trivial or irrelevant to the case.

33.121 If an appeal is deemed by the Clerk of Senate (or nominee) and member of the Senate Student Non-Academic Conduct Committee to have raised one or more competent grounds for appeal, the appeal will be taken forward to a full hearing.

33.122 The Clerk of Senate (or nominee) and member of the Senate Student Non-Academic Conduct Committee may make a decision without a hearing in circumstances where it is concluded that there is sufficient information, no further information is required from the student, or where the student is no longer available for a hearing.

Sanctions

33.123 Sanctions imposed by a Level 1 or Level 2 decision will normally remain in place until the conclusion of an appeal. The Clerk of Senate may vary this and, in such cases, the Responding Student will be informed of this decision and the reasons for it.

Appeal Committee Hearings

33.124 If a Senate Student Conduct Appeal Committee hearing is required for an academic or non-academic misconduct appeal, the Committee will be convened by the Clerk of Senate or their nominee. The Committee will be appointed by the Clerk of Senate and will be made up of at least two other members of the Senate Student Academic or Non-Academic Conduct Committee (as relevant) who have not previously been involved in the misconduct case in question and who do not work directly within the area where the alleged offence took place. All reasonable steps will be taken to include an SRC Sabbatical Officer on the Committee. Other staff members may be co-opted where appropriate and the Committee may have the assistance of legal advisers if required. If the Clerk of Senate has had prior involvement with the case, an alternative convener of appropriate seniority will be appointed.

33.125 The Senate Assessors (in cases of academic misconduct), the Head of Student Conduct (in cases of non-academic misconduct), or the Convener of the original Conduct Committee, as applicable, will receive a copy of the letter of appeal and will provide the Committee with a written statement of the circumstances of the case and a response to the points of appeal.

33.126 The Committee may, through the Student Conduct Team, request the attendance of relevant individuals to the Appeal Committee hearing whom they consider may be necessary (which may include, without limitation, the relevant Investigating Officer, the Senate Assessor (in the case of academic misconduct), the Head of Student Conduct (in the case of non-academic misconduct), or the Convener of the original Conduct Committee). The Responding Student may request the attendance of relevant individuals to the Appeal Committee hearing and must notify the Student Conduct Team, at student-conduct@glasgow.ac.uk, of said individuals, at least five working days before the hearing is due to take place. Any such notification shall be accompanied by an explanation of why the individuals are relevant to the ground(s) of appeal. It is at the discretion of the Convener of the Appeal Committee to approve attendance of said individuals.

33.127 The Committee may set aside, change, or uphold the decision and/or any sanction originally imposed.

33.128 The Responding Student will be issued with a letter detailing the outcome of the Committee's deliberations within 10 working days of the appeal hearing. The decision of the Committee is normally given verbally following conclusion of deliberations.

33.129 The decision of the Conduct Appeal Committee is final and there is no further opportunity for appeal against that decision within the University. Paragraph 33.139 outlines the role of the Scottish Public Services Ombudsman (SPSO).

Appeals against decisions made under the Plagiarism & Academic Integrity Code

33.130 A Responding Student may appeal against a finding of misconduct or sanction imposed by a Head of School under the Plagiarism & Academic Integrity Code, or by another University Officer as set out in §33.14.

33.131 An appeal will only be considered on the following grounds:

- a) the student has new material evidence⁸² that the student was unable, for valid reasons, to provide earlier in the process and which evidence is likely to have had a material bearing on a decision at the earlier stage;
- b) the applicable procedure(s) have not been followed, to the material detriment of the student;
- c) the finding of misconduct or sanction(s) imposed was clearly unreasonable.

33.132 A Responding Student shall appeal in writing to student-conduct@glasgow.ac.uk for the attention of the Head of Student Conduct within 10 working days⁷⁸ of the date of the letter advising of the original decision.

33.133 The Student Conduct Appeal Form must be used to submit an appeal. The grounds of appeal must be clearly stated, detailing any new evidence (and why this could not have reasonably been produced at the earlier stage); describing how the procedure was defective; or explaining why the outcome was unreasonable. The outcome the Responding Student seeks must also be stated.

33.134 The appeal will be considered by two Senate Assessors (in cases of academic misconduct), or by the Head of Student Conduct (in cases of non-academic misconduct). They may decide to:

- a) dismiss the appeal because it does not meet any of the grounds specified in §33.131 (a)-(c), or because the appeal is out of time;
- b) uphold the appeal, either in full or in part, if the appeal satisfies at least one of the grounds specified in §33.131 (a)-(c).

33.135 The Senate Assessors (in cases of academic misconduct), or Head of Student Conduct (in cases of non-academic misconduct), may wish to meet with the student and/or with the Head of School or other officer responsible for the decision and any sanction being appealed against.

33.136 In deciding on the appeal, the Senate Assessors (in cases of academic misconduct) or Head of Student Conduct (in cases of non-academic misconduct) may set aside, change, or uphold the decision and any sanction imposed by the Head of School or other officer.

33.137 The student will be informed of the outcome of the appeal in writing within 10 working days of consideration by the Senate Assessors (in cases of academic misconduct) or Head of Student Conduct (in cases of non-academic misconduct).

33.138 The decision of the Senate Assessors (in cases of academic misconduct) or Head of Student Conduct (in cases of non-academic misconduct) is final and there is no further opportunity for appeal against that decision within the University. Paragraph 33.139 outlines the role of the Scottish Public Services Ombudsman (SPSO).

INDEPENDENT EXTERNAL REVIEW

33.139 In accordance with the Further and Higher Education (Scotland) Act the Scottish Public Services Ombudsman (SPSO) has responsibility for investigating complaints relating to universities. This can include complaints about student conduct procedures.

The SPSO's contact details are:

Post: Freepost SPSO

Freephone 0800 377 7330

Online contact: www.spsso.org.uk/contact-us

Website: www.spsso.org.uk/

Mobile site: <http://m.spsso.org.uk/>

ANNEX A

ROLES IN THE CODE OF STUDENT CONDUCT

Student/Individual Roles

Reporting Individual	A person who makes an allegation of misconduct against a student. The reporting individual may or may not be a student of the University of Glasgow.
Responding Student	The student against whom an allegation of misconduct is made.

University Staff Roles/Groups

The individuals appointed to roles may nominate another person to carry out all or part of their responsibilities under this Code. Such persons must have similar levels of experience and expertise.

Clerk of Senate	<ul style="list-style-type: none">• Oversees this Code on behalf of Senate, in consultation with the Student Conduct Team.• Determines precautionary measures to be taken based on a risk assessment by the Risk Assessment Group.• Has the authority to exclude any individual from any part of the procedures under this Code, with the advice of the Head of Student Conduct, if they behave unreasonably.• Advises on the appropriateness of Level 1 sanctions involving suspensions of up to 12 weeks.• Decides whether a student may be allowed to re-register or graduate while conduct proceedings are ongoing.• Decides whether a Responding Student can be considered twice in respect of the same allegation under the Code, if new substantive evidence becomes available.• Acts as Convener of the Conduct Appeal Committee (unless excluded due to prior involvement in the matter).• Determines whether there are grounds for appeal and whether the appeal has been made within required timescales.• Determines whether any sanctions should remain in place during the appeal process.
Chief Operating Officer	<ul style="list-style-type: none">• Along with the Clerk of Senate, agree on precautionary measures recommended by the Risk Assessment Group.

Senior Senate Assessor for Student Academic Conduct	<ul style="list-style-type: none"> • May undertake any of the duties of a Senate Assessor. • Receives academic misconduct allegations from the Student Conduct Team. • Decides (with another assessor) whether an academic conduct allegation is sufficiently serious to refer straight to a Senate Academic Misconduct Committee. • Prepares a report for, and presents the case to, the Senate Student Academic Conduct Committee, where necessary. • Considers appeals, with another Assessor, against sanctions imposed for misconduct under the Plagiarism & Academic Integrity Code. • Attends Conduct Appeal Committee meetings, where necessary. • Decides whether it is possible or desirable to investigate allegations of academic misconduct against former students.
Senate Assessor for Student Academic Conduct	<ul style="list-style-type: none"> • May undertake any of the duties of a Senior Senate Assessor. • Investigates whether there has been academic misconduct. • In consultation with the Head of Student Conduct, decides whether a Responding Student attending a meeting may be accompanied or represented by a person not listed in the Code. • Determines sanction(s) to be applied to misconduct at Level 1. • Prepares a report for, and presents the case to, the Senate Student Academic Conduct Committee, where necessary. • Attends Conduct Appeal Committee meetings, where necessary. • Considers appeals, with a Senior Senate Assessor, against sanctions imposed for misconduct under the Plagiarism & Academic Integrity Code.
Investigating Officer for Non-Academic Misconduct	<ul style="list-style-type: none"> • This role may be undertaken by a member of University staff or, where specialist expertise is needed, may be undertaken by someone external to the University. • Investigates allegations of non-academic misconduct. • In consultation with the Head of Student Conduct, decides whether a Responding Student attending a conduct interview may be accompanied or represented by a person not listed in the Code. • Reports to the Head of Student Conduct for non-academic misconduct on their investigation and their conclusions as to whether or not a breach of the Code has taken place. (The Investigating Officer does not make recommendations for sanctions and/or further action.) • Presents their case to the Senate Student Non-Academic Conduct Committee, where necessary.
Convener of Student Conduct or Conduct Appeals Committee	<ul style="list-style-type: none"> • Ensures that procedures are followed to convene and operate Senate Student Academic/Non-Academic Conduct Committee or Conduct Appeal Committee (including adjournments). • Ensures well-being and participation of any student and any witness during Student Conduct Committee or Conduct Appeal Committee hearings. • In consultation with the Head of Student Conduct, decides on witnesses who may be permitted to attend a hearing. • Questions will normally be asked through the Convener at the hearings. • Has a casting vote on any decisions.
Member of Student Conduct Committee	<ul style="list-style-type: none"> • Determines whether there has been misconduct. • Determines sanction(s) to be applied to misconduct at Level 2.
Member of Conduct Appeals Committee	<ul style="list-style-type: none"> • Considers appeals brought by a student against a Conduct decision.
Head of Student Conduct	<ul style="list-style-type: none"> • Receives allegations of misconduct. • Assigns Case Managers to non-academic misconduct cases. • Decides, with School Fitness to Practise Officers, whether misconduct cases should be considered under this Code or under Fitness to Practise Procedures. • Where a student is accused of academic and non-academic misconduct, advises whether it will be possible to consider the case under one of these procedures or under both. • Receives notifications from students of any person who may attend a meeting to accompany or represent them. • Advises, where an allegation is made against more than one student for the same offence, whether the students should be interviewed separately or together. • Decides whether a Responding Student attending a meeting may be accompanied or represented by a person not listed in the Code.

	<ul style="list-style-type: none"> • Advises on whether resolution by mutual agreement is appropriate for misconduct cases and identifies potential sanctions to be agreed. • Receives notifications of any witnesses who may be permitted to attend a Committee or appeal meeting. • Receives notifications that individuals have behaved unreasonably during misconduct proceedings. • Receives appeals against misconduct findings. • Receives requests for review of precautionary measures. • Determines whether non-academic misconduct should be handled at Level 1 (Summary Decision) or Level 2 (Student Conduct Committee). • Determines sanctions to be applied to misconduct at Level 1 (seeking approval from the Clerk of Senate where a sanction involves a suspension of up to 12 weeks). • Prepares a report for the Non-Academic Misconduct Committee, where necessary. • With the advice of the Student Conduct Team, considers appeals against sanctions imposed for misconduct by Local Resolution. • Decides whether it is possible or desirable to investigate allegations of non-academic misconduct against former students
The Risk Assessment Group	<ul style="list-style-type: none"> • Comprises the Head of Student Conduct (or nominee), the Head of Student Wellbeing & Inclusion (or nominee), a Case Manager, and a representative from the University Security team. Other members of staff may be invited to attend a Risk Assessment Group where they can provide background and additional context which will be useful to the Group's deliberations. • Undertakes a risk assessment to assess whether there is a risk of harm (physical or mental) to an individual who has made an allegation under the Code, or to anyone in the University community, or whether there is a risk to the University's property or activities. • Advises the Clerk of Senate and the Chief Operating Officer (or nominee) on precautionary measures following the risk assessment.
The Student Conduct Team	<ul style="list-style-type: none"> • Manages the Code of Student Conduct on behalf of Senate. • Advises the Clerk of Senate and other persons on the student conduct process. • Informs academic Schools of any academic penalties imposed by the Senate Assessors. • Maintains confidential records on misconduct cases and outcomes in line with the Privacy Notice. • Prepares annual reports on conduct cases for Senate. • Reviews processes and procedures relating to the Code of Student Conduct and related regulations.
Student Health, Wellbeing, and Inclusion	<ul style="list-style-type: none"> • Representatives are invited to attend Risk Assessment Groups to advise on the level or risk posed by alleged misconduct relating to the safety and welfare of those directly involved and the wider University community. • Advises the Student Conduct Team, the Clerk of Senate, and the Risk Assessment Group of wellbeing, safeguarding, and inclusion issues arising from alleged misconduct. • Provides support and guidance to responding and reporting students so that they have access to necessary support resources e.g., counselling, advocacy. • Escalates serious incidents or concerns regarding alleged misconduct to the Student Conduct Team as appropriate. • Advises the Student Conduct Team on wellbeing, safeguarding, and inclusion measures that may need to be implemented during Senate Student Conduct Committee hearings. • Advises on appropriate risk management measures that may be necessary.
Case Manager	<ul style="list-style-type: none"> • Manages academic and non-academic case referrals. Assigned by the Head of Student Conduct to non-academic misconduct cases. • Assigns and supports Investigating Officers to non-academic conduct cases. • Supports Senior Senate Assessors and Senate Assessors to conclude academic misconduct cases. • Ensures timescales are adhered to. • Maintains regular communications with all parties. • Ensures case records are accurate and kept up to date.

ANNEX B

Part A. Examples of academic misconduct

Understanding academic misconduct

All work submitted by students for University examinations or assessments is accepted on the understanding that it is the student's own effort. Academic writing must be created by students, reflecting their own critical evaluation, and demonstrating rigour through use of the student's own 'voice' to present their understanding of the ideas. Academic misconduct is work that does not meet this requirement and may be understood as intellectual theft because of the way that the arguments of others have been used without appropriate citation or referencing.

Specifically, it is behaviour i) which gains or attempts to gain or assists others in gaining or attempting to gain, unfair academic advantage; or ii) which puts others at an unfair academic disadvantage; or iii) which compromises assessment in some other way. In all cases, it is the action (or inaction) that is of primary concern, although intent and/or mitigating circumstances may be relevant to the consideration of sanction, should academic misconduct be found to have occurred.

Indicative examples of academic misconduct include (but are not restricted to):

- a) plagiarism i.e. taking the work of another person or source (including generative artificial intelligence tools) and using it as if it were one's own without appropriate reference or acknowledgment;
- b) self-plagiarism i.e. resubmitting previously submitted work, wholly or in part (whether at the University or another institution) without proper acknowledgement, to gain credit again;
- c) purchasing work, attempting to have it produced, or having it produced (in whole or in part) by any other person, agency, website, software or service (and whether or not for a fee);
- d) sitting an examination or assessment for someone else or having someone else sit an examination or assessment for oneself;
- e) providing or sharing one's own work with another person to use for assessment, or producing assessable work for another person, or collaborating in the preparation of an assessment unless explicitly permitted (such as with groupwork assignments) or collaborating in the preparation for an assessment such that the distinctive contribution of individuals cannot be determined in the final assessment;
- f) dishonesty in order to gain academic advantage (including the submission of false or fraudulent documents in support of any Extenuating Circumstances application);
- g) communicating with, disturbing, copying from, or colluding with, other persons during an assessment or examination whether in-person or online;
- h) bringing into, using, or accessing in an examination material or items that are not expressly permitted. This may include, but is not limited to:
 - i) bringing or using unauthorised mobile phones, laptops, computers, tablets, any type of watch, unauthorised types of calculator, or other unauthorised electronic devices, notes, dictionaries, or annotations on any material or item and is regardless of whether these are brought intentionally or are used during the examination;
 - ii) accessing material that is not expressly permitted via an authorised electronic device;
- i) offering, promising, or giving any member of University staff (or related personnel, such as external examiners) money, gift, or other advantage which is or may be intended to induce that person to perform improperly a relevant function or activity, or to reward that person for the improper performance of such a function or activity in the marking or processing of any assessment or examination;
- j) failing to comply with any rules applicable to the relevant examination or assessment of which the student has been made aware, or to comply with any reasonable instruction of an invigilator;
- k) failure to engage in any necessary Exploratory Interview as outlined in §32.10 of the Plagiarism & Academic Integrity Code, or failure to adhere to any requirement or condition applied under any part of the Code of Student Conduct;
- l) Ethics approval violations and other research misconduct (as described in the University's Code of Policy and Procedures for Investigating Allegations of Misconduct in Research)⁸³ or otherwise failing to comply with the University's Code of Good Practice in Research by PGR students in a manner which gains or attempts to gain, or assists others in gaining or attempting to gain, unfair academic advantage.

Part B. Examples of non-academic misconduct

Indicative examples of non-academic misconduct include (but are not restricted to):

- a) Engaging in criminal activity.

⁸³ [Code of Policy and Procedures for Investigating Allegations of Misconduct in Research](#) – Research misconduct is characterised as behaviours or actions that fall short of the standards of ethics, research and scholarship required to ensure that the integrity of research is upheld.

- b) Aggressive or abusive behaviour, including behaviour or language (whether spoken, written, or electronically) which causes another person to feel unduly concerned, afraid, threatened or abused or otherwise behaving in a physically disorderly, threatening, offensive, indecent or violent manner or inciting others to do so.
- c) Unreasonable or unduly persistent behaviour, including making unreasonable or unduly persistent demands of the University or its staff, to the detriment of the University or other members of the University community.
- d) Disruptive behaviour, including disrupting, or interfering with, any academic, administrative, sporting, social, cultural, or other University activity or preventing, hindering, or obstructing any member of the University community from carrying out their duties or activities (noting that this does not disproportionately interfere with any right to make fair and justified comment, criticism or protest).
- e) Any form of sexual misconduct including, without limitation, sexual violence, unwelcome sexual advances, sexual harassment, unwanted touching, stalking, sexual coercion, indecent communication including, without limitation, the making of sexually abusive or degrading remarks, sexual exposure, voyeurism, display or sharing (or threatened sharing) of pornographic or intimate images, video or other content without consent, and any other unwanted conduct of a sexual nature.
- f) Anti-social behaviour or behaving in a way that risks (whether deliberately or recklessly) the health, safety or welfare of any person, or could cause injury.
- g) Harassing, bullying, victimising, or discriminating against any person; this can also include harassment, bullying, victimisation or discrimination on the basis of their age, disability, gender reassignment, marriage or civil partnership, pregnancy, maternity, race, ethnic or national origin, religion or beliefs, sex, sexual orientation, or socio-economic background.⁸⁴
- h) Possession, misuse or supplying a controlled drug as defined by the Misuse of Drugs Act 1971 (as amended from time to time).
- i) The unlawful possession, use, or supply of an offensive weapon.
- j) Behaving dishonestly by engaging in or facilitating fraud, deception, misrepresentation, or personation (including the falsification or misuse of the University name, documents, or logo). (Allegations of fraud related to visa applications will be referred directly to UKVI via the Immigration Compliance Team.)
- k) Damaging or vandalising University property or the property of any person.
- l) Stealing or misappropriating University property (including funds and intellectual property) or the property of any person.
- m) Misusing or making unauthorised use of University premises or property, including misusing IT facilities or safety equipment.
- n) Unauthorised disclosure or misuse of private or confidential information.
- o) Deliberately doing, or failing to do, anything that thereby causes the University to be in breach of a statutory obligation.
- p) Making false, malicious, or vexatious complaints (without removing the right to make complaints and raise concerns through formal procedures).
- q) Conduct that may harm the University's reputation (noting that this does not disproportionately interfere with any right to make fair and justified comment, criticism or protest).
- r) Failing to comply with the University's rules, regulations, policies, procedures, or codes of conduct, including (without limitation) failing to comply with any previously imposed sanction under this Code.

ANNEX C

SANCTIONS FOR STUDENT CONDUCT

This Annex outlines the types of misconduct that might be considered to fall within the different levels of the Student Code of Conduct. Each case is considered on an individual basis, depending on its context, and so the examples are not intended to be exhaustive or invariable.

This Annex also outlines the possible sanctions at each of the levels. The Head of Student Conduct at each level will consider several factors when deciding on sanctions which may include:

- a) the nature of the offence;
- b) the extent of and potential advantage of the offence, for example in cases of cheating;
- c) the level of intentionality and pre-planning;
- d) previous conduct (a first offence is likely to be treated more leniently than a second or later offence);

⁸⁴ The definition of bullying and harassment used by the University is set out in the [Dignity at Work & Study Policy & Procedure](#).

- e) for non-academic cases,⁸⁵ whether the student admits to the offence, recognises the harm caused and demonstrates remorse;
- f) whether the student has attempted to conceal or destroy evidence or influence any person involved in the misconduct or its investigation; and/or
- g) whether the offence has a disproportionate impact on or is specifically aimed at a person or persons with protected characteristics.⁷³

NB Misconduct initially considered locally, through mutual agreement, or at Level 1 may be escalated to a higher level if the Investigating Officer, Senate Assessor (for academic misconduct), or Head of Student Conduct (for non-academic misconduct) finds that the misconduct was more serious than at first thought. Misconduct considered at Level 2 may be referred back to a previous stage for further investigation, if required, or to a lower level if found to be less serious than at first thought.

ACADEMIC MISCONDUCT

Mutually Agreed or Local Resolution

Indicative examples of the types of academic misconduct that might be considered locally or by mutual agreement include:

- a) bringing disallowed items into an examination that would bring no benefit in the assessment, or that were unlikely to be accessible; and/or
- b) allowing another student to copy the student's work in a formative assessment.

Cases of minor plagiarism in summative assessments may be considered by Schools under the procedures set out in the Plagiarism & Academic Integrity Code.

Examples of Sanctions for Mutually Agreed or Local Resolution

- a) issue a written warning;
- b) require the student to write a letter of apology;
- c) require or recommend attendance at, or participation in, academic integrity provision through Student Learning Development, Schools and/or Colleges; and/or
- d) any combination of the above.
- e) In cases considered under the Plagiarism & Academic Integrity Code, Schools are permitted to apply limited academic penalties.

Resolution after Investigation under the Code of Student Conduct

Level 1 – Summary Decision

Indicative examples of the types of academic misconduct that might be considered at Level 1 include:

- a) plagiarism or self-plagiarism;
- b) copying another student's work with or without their permission;
- c) undue collaboration between students; and/or
- d) bringing materials into an examination with the potential to gain benefit in the assessment;
- e) submission of work that is not the student's own;
- f) breach of instructions in an in-person or online examination.

Examples of Level 1 Sanctions

- a) issue a written warning;
- b) require the student to write a letter of apology;
- c) require or recommend attendance at, or participation in, academic integrity provision through Student Learning Development, Schools and/or Colleges;
- d) impose an academic penalty. An academic penalty may include one or more of the following:
 - i. a reduction in grade for an individual assessment (including an award of grade H [zero grade points]);
 - ii. a reduced course grade (down to the lowest grade, H);
 - iii. capping of subsequent course grades or assessment results;
 - iv. prohibition of any reassessment opportunity; and/or

⁸⁵ In the case of academic misconduct there is less latitude due to the need to preserve the integrity of academic assessment and ensure that only original work is marked.

- v. refusing credit for a course (CR);
- e) suspend the student from all or part of the University for up to 12 weeks, or impose conditions on the student continuing with studies; and/or
- f) any combination of the above.

Level 2 – Committee Decision

Indicative examples of the types of academic misconduct that might be considered at Level 2 include:

- a) extensive or multiple offences of plagiarism;
- b) submitting assessments that have been purchased;
- c) a substantial or second offence of cheating in an examination;
- d) attempting to bribe an assessor or other University officer;
- e) falsifying research results; and/or
- f) failing to uphold legal and ethical requirements of research by PGR students;
- g) dishonesty in order to gain an academic advantage.

Examples of Level 2 Sanctions

- a) impose any of the Level 1 sanctions;
- b) suspend the student from all or part of the University for a specified period;
- c) permanently expel the student from the University; and/or
- d) any other sanction or combination of sanctions that the Committee considers appropriate.

NON-ACADEMIC MISCONDUCT

Mutually Agreed or Local Resolution

Indicative examples of the types of non-academic misconduct that might be considered locally or by mutual agreement include:

- a) excessive noise, particularly in residences or in the local community;
- b) smoking in non-designated areas;
- c) other minor forms of anti-social behaviour in the University or local community;
- d) disruption of University activities resulting in minor inconvenience;
- e) minor damage to University or another student's property; and/or
- f) using inappropriate language, noises or gestures.

Examples of Sanctions for Mutually Agreed or Local Resolution

- a) issue a written warning;
- b) require the student to write a letter of apology;
- c) require the student to cover the cost of damage to property, or costs incurred as a result of the behaviour, with no financial limit;
- d) levy a fine of up to £250;⁸⁶
- e) issue a non-contact agreement between students; and/or
- f) require attendance at awareness-raising training (for example, drug or alcohol awareness).

Resolution after Investigation under the Code of Student Conduct

Level 1 – Summary Decision

Indicative examples of the types of non-academic misconduct that might be considered at Level 1 include:

- a) significant or repeated anti-social behaviour or disruption of University activities;
- b) criminal activity including theft, possession or mis-use of controlled drugs, damaging University property, causing or intending to cause physical harm;
- c) being verbally abusive or intimidating another person either online or in person;

⁸⁶ Funds received for the payment of fines will be paid into the University's Student Hardship fund, or an alternative support fund related to the nature of the offence.

- d) causing a significant health and safety concern;
- e) abusive comments or harassment based on a person's protected characteristics;⁷³
- f) misuse of University property;
- g) sexual misconduct (for example touching a person's clothes or hair or kissing without consent);
- h) repeated, unwanted and unsolicited contact with another person electronically or in person;
- i) deception or dishonesty;
- j) harassing or discriminating against any person;
- k) conduct that may harm the University's reputation; and/or
- l) refusal to comply with another sanction imposed under this code.

Examples of Level 1 Sanctions

- a) issue a written warning;
- b) require the student to write a letter of apology;
- c) require the student to cover the cost of damage to property, or costs incurred as a result of the behaviour, with no financial limit;
- d) impose a fine of up to £350;
- e) the imposition of a non-contact order between students;
- f) require attendance at awareness-raising training (for example drug or alcohol awareness). The student may be required to cover the cost of the training;
- g) suspend the student from all or part of the University for up to 12 weeks, or impose conditions on the student continuing with studies; and/or
- h) require attendance at graduation to be *in absentia*;
- i) any combination of the above.

Level 2 – Committee Decision

Indicative examples of the types of non-academic misconduct that might be resolved at Level 2 include:

- a) repeated Level 1 offences;
- b) submission of falsified documents or other fraudulent extenuating circumstances claims;
- c) engaging in more serious criminal activity including serious physical assault or threat to life, major damage to University property, repeated possession or mis-use of controlled drugs or supply of drugs, sexual violence or subjecting another student to unwanted sexual acts, domestic violence, possession of indecent images of children, committing hate crimes, possession, use or supply of an offensive weapon, fraud;
- d) sexual misconduct, for example; rape;
- e) causing a serious health and safety concern;
- f) downloading pornographic images onto a University computer;
- g) persistent abusive comments or harassment, including where these are based on a person's protected characteristics;⁷³
- h) engaging in conduct that may significantly harm the University's reputation; and/or
- i) refusal to comply with a significant sanction imposed under this Code.

Examples of Level 2 Sanctions

- a) impose any of the Level 1 sanctions;
- b) exclude the student from all or part of University accommodation to the extent permitted by the relevant accommodation contract;
- c) suspend the student from all or part of the University for a specified period;
- d) permanently expel the student from the University; and/or
- e) any other sanction or combination of sanctions that the Committee considers appropriate.

ANNEX D – EXPECTED PROCEDURAL TIMESCALE FOR NON-ACADEMIC REFERRALS

Stage	Elapsed time
Referral received	
Preliminary Assessment	2 weeks
Risk Assessment	1 week
Investigation ⁸⁷	4-5 weeks
Committee ⁸⁷	4-5 weeks
Outcome Report	2 weeks
Appeal submission	2 weeks
Appeal assessment	2 weeks
Appeal hearing	4 weeks

These are indicative timescales, and will vary depending on the complexity of the case.

CODE OF EXPECTED BEHAVIOUR

Regulation 37

37.1 The Purpose of this Code

37.1.1 This Code establishes expected standards of behaviour for all interactions with the University to ensure fair, honest, and consistent treatment of everyone in our community.

37.1.2 The Code explains how we support positive engagement. In some circumstances the University may need to take action to protect/promote the wellbeing of its students, staff or the programmes, services, and activities, whether academic, administrative, or co-curricular, to provide everyone engaging with the University with the best possible experience. This Code sets out how we identify and respond to those types of engagement. The aim of the Code is to support everyone engaging with us to do so positively.

37.2 Who is Covered by this Code?

37.2.1 This Code covers all who engage with the University, including: students, alumni, representatives, staff, affiliates, suppliers and members of the public, with whom the University communicates including those engaged with one or more of the University's other codes and procedures (e.g. Student Conduct, Complaints, Academic Appeals, Fitness to Practise, or Support to Study and relevant HR procedures).

37.2.2 For the purposes of this Code, engagement includes all forms of contact including verbal (over the phone, in person, etc.), written (letters, emails, online forms, etc.) as well as in person learning and teaching at University events, training sessions, and all online activity. Online comments about the University or individual staff members, which are shared publicly or in a forum or way that means they are not private, count as engagement even when they are not shared directly with the University.

37.3 Supporting Positive Behaviour

37.3.1 The University supports positive behaviour⁸⁸ and will explain clearly what is expected from members of our community to provide the best possible experience when engaging with the University.

37.3.2 Supporting positive engagement includes supporting people to express concerns about the University and its academic and administrative activities in a constructive manner by ensuring:

- a) the University applies its policies and procedures, including its Complaints Handling Procedure, fairly and openly when individual concerns are raised;
- b) concerns can be raised about academic and administrative activities without putting University staff or their ability to investigate these concerns at risk;
- c) the University provides information so people understand what procedure or policy they are engaged with, at what stage, and what options they have for challenging decisions at each stage of the process;
- d) when the University's process has concluded it will clearly explain when ongoing engagement is no longer constructive and would not lead to a change in outcome.

⁸⁷ Timescale for Investigation and Committee stages not normally to exceed nine weeks in total.

⁸⁸ Examples of behaviours can be found in various University policies, including the Code of Student Conduct, the Dignity at Work & Study Policy & Procedure, Code of Professional Conduct (staff), Fitness to Practise Procedure.

37.4 Making Reasonable Adjustments

37.4.1 The University is committed to ensuring that all people have an equal opportunity to access its services and do this actively by considering accessibility when designing the way academic and administrative activities are provided. The University tries to anticipate users' requirements and encourages all users to tell us if adjustments are required. If it is decided that engagement with an individual needs to be managed, accessibility needs will be considered when doing so.

37.5 Approaches to Managing Behaviours

37.5.1 Positive behaviours are supported, however there are some situations that require response to or management because of the negative impact on the wellbeing of our staff and students, and on the University's ability to deliver its learning and teaching and administrative activities. The University does not need to actively respond to or manage any form of engagement simply because it is different or unusual. The University will support individuals who may be upset and distressed when they make contact, including seeking, whenever possible to restore the relationship and to try to ensure respectful and meaningful engagement. However, it is recognised that this is not always achievable and that there may be some instances where action is required to protect the University community.

37.5.2 Whenever possible efforts will be made to restore the relationship and to ensure communication can resume as normal. However, it is recognised there may be a need to take action if the situation becomes unacceptably challenging, is resulting in unreasonable demands on the University or its staff or unreasonable behaviour towards University staff and others.

37.5.3 The University will ensure that responses are proportionate to the behaviour and the impact of that behaviour on the University and its staff, and where applicable our students. This guidance gives general advice, but, whenever possible, a clear explanation of the reason for any specific decision will be given to the person affected and/or a separate record documented if an explanation is not possible or appropriate.

37.5.4 When making decisions, it is important to remember that the University needs to assess behaviour reasonably and consistently.

37.5.5 At all times, the University will work to ensure its response is proportionate and necessary and uses the least restrictive method available.

37.5.6 The decision whether to take action under this Code does not affect the right of any member of University staff to manage contact they find personally distressing or uncomfortable. This is because it is not appropriate for anyone to continue to engage if they are becoming distressed or it is having a negative impact on them. This is the case even if it is decided that the criteria for further escalation are not met. There is more information on this in the supporting staff section below.

37.6 Restorative Approaches, Recovering the Relationship

37.6.1 Where appropriate, staff will seek to act in ways that recover the relationship.

37.6.2 For example, staff may seek to defuse and de-escalate by suggesting breaks if conversations are becoming heated; intervene early before behaviour escalates; make proactive adjustments to help individuals manage the anxiety and stress of engaging with us and actively managing expectations. This can help to prevent issues from arising in the first place.

37.6.2 Reasonable adjustments will be made when appropriate to help individuals remain actively and positively involved with the University and, where appropriate, referral to other University services will be made where we believe positive support and interventions may be beneficial. It can be detrimental to positive engagement to continue a conversation which has become circular or repeats statements already made by other colleagues. If this happens, we will end the conversation and seek to re-engage again later, if appropriate.

37.7 Actively Managing Behaviour

37.7.1 When restorative approaches are not possible, appropriate or have been tried and failed, an active management approach will be taken. Active management seeks to maintain our ability to deliver our activities while minimising the impact of the situation that is causing the disruption. It is important to note that this may not be the fault of an individual but because of circumstances outwith their control.

37.7.2 The approach used should be tailored to the individual and the situation. This could include:

- restricting contact by channel (e.g. phone or email) or to a named person;
- communicating through a third party such as a representative rather than by direct contact;
- directing phone calls to an automated service (when phone contact is blocking others from accessing our service or is abusive); or
- restricting time/volume of contact.

37.7.3 To ensure consistency, a decision to actively manage a situation needs to be made in consultation with the relevant line-manager. All such restrictions require to be supported by evidence and can be challenged by an appeal to the relevant senior member of staff involved, in the first instance.

37.7.4 Restrictions are normally subject to review at appropriate intervals. Staff retain the discretion not to review restrictions if the reason for the restriction means that would not be appropriate (for example, if it is to protect staff from violence). The timing and circumstances where review would be considered should be explained clearly to the person who is under restriction at the time the restriction is put in place.

37.8 Protecting our Community

37.8.1 There are some situations that are not acceptable and where action will always be taken. The University has **zero tolerance** of threats, violent and abusive behaviour. This is to ensure safety and wellbeing and also protects the University, its staff, students and others.

37.8.2 There is advice below on identifying situations that are not acceptable. Staff always need to take action to respond to or, where appropriate to disengage, when these happen and should always raise with a manager what has happened and any steps they were able to take. It is important to note that in some situations, the only appropriate action is to end contact immediately.

37.9 Disruptive Behaviour

37.9.1 Behaviour which disrupts or interferes with any programmes, services, and activities, whether academic, administrative, or co-curricular or other University activity is not acceptable. This may include:

- persistently interrupting others;
- behaviour which distracts others from the main activity, or disrupts the good order of the event, including behaviour in all teaching/learning settings;
- engaging in antisocial behaviour;
- aggressive or abusive behaviour.

Phone or face-to-face contact

37.9.2 Where violent behaviour is actual or threatened, the incident may be reported to the police. All personal contact with the person who has acted violently or threatened violence will be ended and further communication will take place only through a specific third party or be restricted to written communication. The matter may also be dealt with under the Code of Student Conduct if the person is a registered student of the University, or under the University's staff disciplinary procedures if the person is an employee.

37.9.3 Where abusive or derogatory language is used, either spoken or written, the person concerned will be asked to modify their language. The University will not respond to ongoing abusive correspondence. The University may also exercise its right to end personal communication with the individual concerned and require any future communication to take place through a third party. The matter may be referred under the Code of Student Conduct if the person is a registered student of the University or to the University's staff disciplinary procedures if the person is an employee.

37.9.4 During phone or face-to-face contact staff should issue a warning before ending contact if it is safe and they consider it appropriate to do so, but a warning is not required if it would be unsafe to do so or the language is intense, deeply upsetting or extreme.

37.9.5 Recording of any conversation is only acceptable with the prior consent of those involved in the conversation. If staff are informed that they are being recorded for later use in public or are being live-streamed, they need to end contact politely but immediately. As noted below, depending on the surrounding circumstances, recording conversations without permission or knowledge of one or more of the other parties could also come under the category of harassment and may be dealt with under the Code of Student Conduct if the person is a registered student of the University or to the University's staff disciplinary procedures if the person is an employee.

Written or email correspondence to the University

37.9.6 If violent, abusive or demeaning correspondence including communication which includes indecent or offensive language is received, the sender should be informed this is unacceptable. This could be done by a manager or from an email address that is not linked to an individual if this has been aimed at an individual staff member or student.

37.9.7 We will not respond directly to the correspondence or any casework related information within it. In some cases, particularly if there is an indication of a risk to health or safety or a public interest, evidence that is supplied with the correspondence as part of an investigation may be used.

37.9.8 The decision that correspondence is unacceptable should be made by a manager to ensure consistency. Where this behaviour is repeated despite warnings or an individual instance is regarded as at the higher end of abusive steps may need to be taken to restrict methods of contact with the University.

Online, web and social media

37.9.9 This is a fast-moving and changing area; nevertheless, the principles outlined in this Code will still apply. The University will follow the best practice advice available at the time of any incident and note and record the reasons for our decisions. Actions may include:

- blocking accounts or using other technical options available on the relevant platform to minimise exposure e.g. using the relevant social media platform's own reporting mechanisms to seek to have the content removed;

- limiting contact with the individual through other channels to reduce risk to staff – this could include ensuring the person is not provided with contact details;
- direct threats on social media should be dealt with like any physical threat (see below).

Physical threats

37.9.10 Where violent behaviour is actual or threatened, the incident will normally be reported to the police. All personal contact with the person who acted violently, or threatened violence, will be ended and further communication will take place only through a specific third party, or be restricted to written communication which will be channelled through one point of contact within the University. The matter will be dealt with under the Code of Student Conduct if the person is a registered student of the University, or under the University's staff disciplinary procedures if the person is an employee.

37.9.11 Where abusive language is used, either spoken or written, the person concerned will be asked to modify their language. The University will not respond to ongoing abusive correspondence and, it may also exercise its right to end personal communication with the individual concerned and require any future communication to take place through a third party or be restricted to written communication which will be channelled through one point of contact within the University. Again, the matter is likely to be referred under the Code of Student Conduct if the person is a registered student of the University or to the University's staff disciplinary procedures if the person is an employee.

37.9.12 It should be noted that deciding to contact the police is a matter of judgment and in some cases may not be appropriate (if, for example, the threat is immediately withdrawn and was clearly flippant). However, this is an important safeguard and the person who receives the threat, and particularly anyone who has been personally threatened, should not make a decision to not inform the police alone. It should be made by a manager who should clearly record the decision. The manager should take into account not only the views of the staff member but also consider the impact on other staff who may come into contact with the individual. If other staff have witnessed the event, they should all be asked to put this on record.

37.10 Identifying Types of Behaviour We Need to Manage

37.10.1 It is important that consistency is applied when approaches are taken to manage behaviour and below are examples of when the use of one of the approaches above will be applied. This list is not exhaustive and staff can manage types of behaviour not listed if they are impacting negatively on individuals or on the University's ability to provide its programmes, services, and activities.

Violence and aggressive behaviour

37.10.2 Violence towards staff, students or others will not be tolerated.

37.10.3 Violence is not restricted to acts of aggression that may result in physical harm. It also includes:

- actions or language (whether verbal or written) that would reasonably cause someone to feel offended, afraid or threatened;
- inappropriate gestures; and
- inappropriate language.

Abuse

37.10.4 Abuse of staff or others will not be tolerated.

37.10.5 Abusive language includes all language that is designed, or could be perceived as designed, to insult or degrade, is racist, sexist or homophobic, or which makes serious allegations that individuals have committed criminal, corrupt or perverse conduct without any supporting evidence.

37.10.6 Language which makes unfounded allegations about an individual's professional ability or capability or seeks to belittle or denigrate them personally is also unacceptable.

37.10.7 Violent or abusive comments sent to the University which are not aimed at us or our staff but at third parties are still unacceptable because of the effect that listening or reading them may have on our staff.

37.10.8 Violent, abusive or offensive comments made about the University or University staff on social media which are designed to be, or which it is reasonable to assume may be, shared or made public are also covered for the same reason, even if they are not shared directly with us.

Harassment

37.10.9 Harassment of any member of the University community, whether accompanied or not by violence or abusive comments, is not acceptable.

Examples of harassment may include:

- repeatedly contacting or continuing to contact individual staff members when previously asked not to;
- contacting staff outside of the office to seek to influence them;
- targeting and naming staff on public or other easily shared social media;
- expecting staff to discuss complaints or grievances in a public context (such as lectures or seminars);

- persistent emails or mass circulation of emails;
- making lengthy or repeated phone calls;
- expecting attention from staff outside normal office hours;⁸⁹
- repeated approaches, including to other members of staff, when due process has already commenced or has been completed.

Demands on the University and our community

37.10.10 A demand becomes unacceptable when it starts to (or when complying with the demand would) impact substantially on the work of the University and/or its staff. An example of such impact would be that the demand takes up an excessive amount of staff time and, in so doing, disadvantages other users/stakeholders and prevents us from providing a service to the person making the demands within a reasonable timescale. Unreasonable demands may also be considered harassment (see above).

37.10.11 Examples of actions grouped under this heading include:

- repeatedly demanding responses within an unreasonable timescale;
- insisting on seeing or speaking to a particular member of staff when that is not possible or appropriate;
- repeatedly changing the substance of the issue or raising unrelated concerns;
- making lengthy or repeated phone calls⁹⁰ and unreasonably expecting attention from staff;
- approaches to other members of staff when due process has already commenced or has been completed.

Levels of contact

37.10.12 Sometimes the volume and duration of contact made causes problems. This can occur over a short period, for example, a number of calls in one day or one hour. It may occur when someone repeatedly makes long telephone calls to us or inundates us with information that has been sent already or that is irrelevant to the service we are providing or sends repeated emails raising the same or similar issues.

37.10.13 The University considers that the level of contact has become unacceptable when the amount of time spent on the telephone, or responding to, reviewing and filing emails or written correspondence or managing the contact impacts on our ability to provide a service to that person or to provide a service to others.

Naming and targeting staff publicly

37.10.14 Those who wish to criticise the University online are encouraged not to name individual members of staff. It is made clear that our staff are acting on behalf of the University. Naming individuals online, in contravention of this Code, may lead to restrictions being put in place. Statements that individuals intend to record without permission and then use that recording publicly or to live stream would be regarded as harassment even if there is no directly abusive content to the statement. The University can assist in providing recordings of meetings for personal use as a reasonable adjustment.

Refusal to co-operate

37.10.15 The University supports positive and constructive engagement. Repeated refusals to co-operate makes it difficult for staff to proceed. Where someone has a specific, genuine difficulty complying with a request staff will assist. However, it is considered unreasonable to bring a matter to us, or ask us to provide, and then not respond to reasonable requests. When the refusal to co-operate is by a student we may take the matter forward under the Code of Student Conduct or if appropriate, under the University's staff disciplinary procedures if the person is an employee.

37.11 Supporting Staff

Empowering staff to end contact they find distressing

37.11.1 All staff have the authority to end any engagement or interaction which they find personally distressing or difficult at the point of occurrence. Staff should not feel they need to continue to engage in contact if it is having a negative impact on them or which is making them feel uncomfortable. Whenever possible and appropriate, staff should seek to end the engagement professionally and politely. This can include:

- explaining they find the situation uncomfortable or distressing and explaining what they need to happen to be able to continue;
- ending a call;
- ending an interview/meeting;

⁸⁹ Any contact received outside the office should be discussed with a manager who should decide whether this should be recorded. This includes contact via social network sites and social contact in public places. This, in part, reflects the need to ensure there is no appearance of bias and that any conflicts of interest that may not have been apparent at the point of allocation are picked up (for example, where there is significant social overlap). However, it also helps to quickly identify any pattern of the individual seeking direct contact in an inappropriate manner.

⁹⁰ See also harassment.

- not reading an email or other correspondence to the end.

37.11.2 So that all colleagues can be supported, when a member of staff ends an engagement that they find distressing they should take a note of the incident and discuss it with their line (or, if not available, other) manager as soon as possible. Staff will be able to take a short time away from all contact if requested and may request to no longer have contact with a specific individual.

37.11.3 The University has a number of policies in place to support the wellbeing of staff and all staff have access to a confidential support line. Staff who experience an incident that they find distressing should be reminded of these options and supported by their line manager to access them if they wish.

Requesting removal from direct contact

37.11.4 Staff can ask for correspondence to be sent in the name of a senior manager or to be removed completely from involvement in engagement in a particular case or interaction. This may be appropriate if they have concerns about threats; if they have been, or are, at risk of being named publicly; or if any other factor makes them more vulnerable.

37.12 Use of the Complaint Processes

37.12.1 The University has broad discretion whether or not to pursue any complaint made to us. We support the rights of those who are covered by the Complaints Handling Procedure to complain more than once about a service provided by the University and, where they have a continuing relationship, if subsequent incidents occur.

37.12.2 The contact becomes unreasonable when the effect of the repeated complaints is to harass, or to prevent the University from pursuing a legitimate aim or implementing a legitimate decision. We consider access to our Complaints Handling Procedure to be important. It will only be in exceptional circumstances that we would consider such repeated use is unacceptable, but we reserve the right to do so in such cases. Such decisions can only be made by the University Secretary, Deputy University Secretary or their nominee.

37.13 Other Relevant Information

[Dignity at Work & Study Policy & Procedure](#)

Fitness to Practise Procedure (Students) ([Regulation 36](#))

Code of Student Conduct (Students) ([Regulation 33](#))

[SRC Advice Centre](#)

Complaints Handling Procedure ([Regulation 29](#))

[Equality & Diversity Policy](#)

[Disciplinary Procedures](#) (Staff)

[Helping Distressed Students: A Guide for Staff](#)

CODE OF POLICY AND PROCEDURES FOR INVESTIGATING ALLEGATIONS OF MISCONDUCT IN RESEARCH

Regulation 38

38.1 The University Court has approved a [Code and Procedure](#) for dealing with allegations of misconduct in research.

NO SMOKING POLICY STATEMENT

Regulation 42

42.1 Position Statement

42.1.1 Smoking is not permitted in any University building or vehicle. The University's definition of smoking extends beyond traditional cigarettes to also cover e-cigarettes, which are also not permitted to be smoked in any University building or vehicle. For the avoidance of doubt, e-cigarettes include personal vaporizers and electronic nicotine delivery systems.

42.1.2 Anyone wishing to smoke is asked to be mindful of others and to make every effort to eliminate or minimise the risk of passive smoking. Individuals should not smoke near doorways, open windows, air intakes and high pedestrian traffic areas/thoroughfares.

42.2 Scope

42.2.1 This policy applies to all staff, students, visitors and contractors and will be applied fairly and uniformly throughout all University locations.

42.2.2 The University's No Smoking Policy is available in full at www.gla.ac.uk/myglasgow/humanresources/all/health/smoking/

STATEMENT ON ALCOHOL, DRUGS AND SUBSTANCE MISUSE

Regulation 41

41.1 Alcohol, drug or substance misuse is defined as the intermittent or continual use of alcohol or any drug or other substance which causes detriment to an individual's health, social functioning or work performance and which affects their efficiency, productivity, safety, attendance, punctuality or conduct. While the University recognises that such misuse is rare, it will not condone nor will it otherwise approve of excessive and inappropriate use of alcohol or the misuse of drugs either illicit or prescribed.

41.2 The University has a responsibility to ensure a safe and healthy working environment for all of its staff and students. This objective is put at risk by staff or students who misuse alcohol or other drugs. Students should be aware of the University's Code of Student Conduct and the University's Code of Behaviour for Students in Residences which may be applied to students as a result of alcohol, drug or substance misuse.

41.3 The University wishes to promote the health and well-being of its staff and students and to minimise problems arising from misuse of alcohol and drugs by encouraging safe and sensible drinking habits and a drug free lifestyle. The University will offer guidance and support and actively encourage members or employees known to have alcohol or drug related problems to seek appropriate help. However, the University will report to the Police all incidents involving the supply or taking of illegal drugs on its premises, as required by the *Misuse of Drugs Act*, 1971.

List of Agencies for Advice or Guidance

Own General Practitioner

Glasgow Council on Alcohol Tel: 0141 353 1800

National Drugs Helpline (talktofrank.com) Tel: 0300 123 6600

COMPLAINTS HANDLING PROCEDURE

Regulation 29

The University of Glasgow's [Complaints Handling Procedure](#) (CHP) reflects our commitment to valuing complaints. It seeks to resolve dissatisfaction as close as possible to the point of service delivery and to conduct thorough, impartial, and fair investigations of complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.

Our complaints handling procedure has two internal stages. We expect the majority of complaints will be handled at stage 1. If the complainant remains dissatisfied after stage 1, they can request that we look at it again, at stage 2. Not all complaints are suitable for frontline response and in these instances, we will put the complaint straight into stage 2.

The Scottish Public Service Ombudsman (SPSO) provide a final external stage. They consider complaints from people who remain dissatisfied at the conclusion of the University's Complaints Procedure. The SPSO looks at issues such as service failure and maladministration (administrative fault) as well as the way the University has handled the complaint.

The CHP consists of five parts:

- Part 1: Introduction and overview
- Part 2: When to use this procedure – guidance on identifying what is and what is not a complaint, handling complex or unusual complaint circumstances, the interaction of complaints and other processes, and what to do if the CHP does not apply
- Part 3: The complaints handling process – guidance (for staff) on handling a complaint through stages 1 and 2, and dealing with post-closure contact
- Part 4: Governance – staff roles and responsibilities and guidance on recording, reporting, publicising and learning from complaints
- Part 5: Guide for students – information for students and members of the public on how to make a complaint

GOVERNING LAW

Regulation 39

39.1 If, after the conclusion of all appropriate procedures under the applicable Regulation(s) for the determination of appeals or complaints or matters of discipline and after consideration by the Scottish Public Services Ombudsman for Higher Education, a student still wishes to seek redress in respect of any claim or dispute (whether or not contractual), then proceedings may be brought. Such proceedings must be raised under Scots Law in the Scottish Courts. The submission to such jurisdiction shall not (and shall not be construed so as to) limit (i) the right of the student, as a consumer, to bring an action against the University in another country; or (ii) the right of the University to take proceedings against the student in any other Court of competent jurisdiction, nor shall the taking of proceedings in any one or more jurisdiction preclude the taking of proceedings by the University in any other jurisdiction, whether concurrently or not, to the extent permitted by the law of such other jurisdiction.

LIST OF REGULATIONS

Regulation Number	Regulation Title
1	Registration
2	Sponsio Academica – University Oath
3	Personal Data
4	Disabled Students
5	Annual Fees
10	Degree Examination Enrolment – Undergraduate, Diploma and Other Courses
12	Graduation and General Council Membership
13	Payment of Monies Due to the University
16	Code of Assessment for Undergraduate and Taught Postgraduate Programmes
17	Instructions to Candidates on their Conduct in Written Examinations
18	Use of a Computer in an Examination
19	Use of Dictionaries by Students in Examinations
20	Use of Electronic Calculators by Students in Examinations
21	Invigilation
22	Rules of Invigilation
23	Appointment of External Examiners for Taught Courses at Undergraduate and Postgraduate Level
24	Examination and Other Assessment Arrangements for Disabled Students
25	Code of Practice for Exceptional International Examination Arrangements
26	Code of Procedure for Appeals by Students Against Academic Decisions
27	Code of Procedure for Appeals to a College Appeals Committee
28	Code of Procedure for Appeals to the Senate Appeals Committee
29	Complaints Handling Procedure
30	Regulations and Code of Conduct for the Use of Information and Communication Technology Facilities in the University of Glasgow
31	Policy Statement on Students' Recording of Teaching
32	Plagiarism & Academic Integrity Code
33	Code of Student Conduct
34	Support to Study Procedure
36	Procedure for Determining Fitness to Practise
37	Code of Expected Behaviour
38	Code of Policy and Procedures for Investigating Allegations of Misconduct in Research
39	Governing Law
40	Copyright Regulations
41	Statement on Alcohol, Drugs and Substance Misuse
42	No Smoking Policy Statement