

## Summary of Key Changes for 2013-14 Edition of the *University Calendar*

Please note that the regulations in the new edition of the Calendar apply to all students. The only exception to this rule is that continuing students will be governed by the degree regulations in place in the year of first registration on their current programme of study. (For Honours students, this means the year in which they commenced their Honours programme.)

### 1. New University Complaints Procedure.

The most significant change to the Calendar is the introduction of a new Complaints Procedure as required by the Scottish Public Services Ombudsman; all Scottish HE and FE institutions will be operating under substantially the same procedure from the new session.

The new Complaints Procedure comes into force on Wednesday 14 August and can be found in [Section 29](#) of the Fees and General Information chapter of the *University Calendar*. New cases received from that date should be handled under the new Procedure. All staff are required to be aware of the procedure.

The key features are:

- The new Procedure has two stages: Stage 1 'frontline resolution' and Stage 2 'investigation'.
- There is no longer an 'informal' stage or a 'review' stage.
- We are required to provide the University's response to complaints within five working days (at Stage 1) and within 20 working days (at Stage 2). Therefore it is very important that when a complaint is received action is taken promptly.

Guidance to staff is available on the Senate Office website:

<http://www.gla.ac.uk/services/senateoffice/workingwithstudents/complaints/>

A new e-mail address is now available for queries relating to complaints:

[complaints@glasgow.ac.uk](mailto:complaints@glasgow.ac.uk)

### 2. Code of Assessment

The following additional information has been added to the Guide to the Code of Assessment:

#### a) penalties for the late submission of coursework

Chapter 2 of the Guide to the Code

Section 2.2, page 3:

Sub-components of coursework are subject to penalties for late submission in the same manner as full coursework components – essentially a two secondary band deduction per day with a cut-off at five days after which the submission will receive a grade H. In cases where sub-components are marked in percentages, an equivalent reduction of 10% per day should be applied, with a cut-off at five days following which the grade awarded will be zero.

**b) good cause: claims of manifest prejudice where the student has achieved the course threshold grade**

Chapter 5

Section 5.2, page 3:

Judgement on whether there has been manifest prejudice to a student's assessment performance should always be made, irrespective of whether the student has achieved the threshold grade (or higher) for the course in question (D3 for undergraduate programmes, C3 for PGT programmes). Judgement should be made taking into account the student's overall profile and the requirements of the programme.

**c) submissions that are so late that they are treated as non-submissions**

Submissions of coursework later than five days receive a grade H. Academic Standards Committee has considered the question of when an overdue submission becomes a non-submission. This is an important issue as non-submission of assessments affects the fulfilment of the requirements for course credit. Academic Standards Committee has agreed that the default position should be that assessments will be counted as non-submissions if they have not been handed in by the time assessment feedback is presented to the rest of the cohort. However, course teams may make alternative arrangements and set non-submission deadlines differently. In such cases the alternative position should be stated in the course documentation to ensure that students are fully aware of the consequences of delaying submission, and non-submission of work.

If you have any queries regarding the *Calendar* regulations please contact Helen Butcher ([Helen.Butcher@glasgow.ac.uk](mailto:Helen.Butcher@glasgow.ac.uk)) or Ruth Cole ([Ruth.Cole@glasgow.ac.uk](mailto:Ruth.Cole@glasgow.ac.uk)) in the Senate Office.

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