



Coleg Prifysgol y Drindod
Trinity University College

University Regulations

Student Guide

September 2009

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1 About You and the University

1.1 What is the purpose of this handbook?

It provides you with information about the various procedures and regulations within the University.

The University has made every effort to make the information as full and as accurate as possible, but you should note that minor changes are made from time to time. We shall try to keep any such changes to a minimum, and you will receive advance warning in the event of any alteration. We would also be grateful if you would let us know about any changes that you think might helpfully be introduced into future handbooks.

The handbook makes frequent reference to a number of other important sources of information relating to the University and to the way in which Programmes of Study (that's the name we give to your degree course) operate. These include the *Academic Quality Handbook*, in particular the 'Taught Degree Regulations' chapter, Programme of Study Handbooks and the *Procedures for Academic Appeals and Complaints*. Each of these documents is available in the Faculty Offices and in the Quality Assurance Unit that is situated on the top floor of Dewi. You should also bear in mind that, occasionally, information contained in this booklet might not apply to *certain* aspects of your particular Programme of Study. For example, information about formal examinations does not apply to Programmes of Study that do not assess your work through a formal examination.

These documents are also available in electronic form, both in Welsh and in English, on Trinity's Intranet: www2.drindod.ac.uk for the Welsh versions and www2.trinity-cm.ac.uk for the English versions of these documents.

1.2 How can I make my views known to the University?

As a student you are represented on each of the University's main committees by the Student President. Each year, and at every level of study, you will be asked to elect a representative for your Programme of Study. The representative will attend the programme's Board of Study and Annual Review on your behalf.

At the end of each module, you will receive a module questionnaire, and at the end of the programme, you will be asked to complete a Programme of Study questionnaire, both of which you should use to provide feedback to your tutor, the Programme Co-ordinator and the University. New students are also asked to complete a New Student Questionnaire approximately eight weeks after commencing their studies. The University values the information that you provide by these means, and makes every effort to respond to the issues that you raise.

1.3 My degree course is 'modular' but what exactly does that mean?

All the University's degree courses are modular. Degree courses are called Programmes of Study. They consist of modules, which are units of study, each with its own level, credit rating and assessment requirements.

For most Programmes of Study, the University year is divided into two semesters. The first semester starts in September and lasts until late January or early February when there is an assessment period. The second semester starts as soon as the assessment process is complete and ends in June.

In the case of the BA Primary Education with Qualified Teacher Status (QTS), the academic year is instead divided into a period of University-Based Studies and a period of School-Based Studies. The timing of the School-Based Studies within the academic year is dependent on the Year of Study, and details are provided in the Programme of Study Handbooks. A similar pattern occurs in the PGCE programmes.

1.4 How do I choose the modules to study?

All modules have an unique code. For example, EN-402 is the code for a level 4 English module; TS-602 is the code for a level 6 Theatre Studies module.

Programme of Study handbooks explain the valid combinations of compulsory and optional modules for a particular Programme of Study. It is very important that you consult with the appropriate member of staff (see 1.9) and read the relevant Programme of Study handbooks to ensure that you are following an acceptable combination of modules. These handbooks also include any programme specific requirements that are not addressed elsewhere in this or in other general University documents. One such example is that of the Teaching Practice requirements for those enrolled on a BA Primary Education with QTS.

1.5 I gain credit for the modules I study – but how much credit do I need?

You will need to gain 360 credits to qualify for an honours degree. The standard for these credits is normally:

120 credits at level 4 120 credits at level 5 120 credits at level 6

The University uses the level descriptors defined in the *Credit and Qualifications Framework for Wales*. According to this framework, levels 1, 2 and 3 are used for academic study at Further Education level; levels 4, 5, 6, 7 and 8 are used for academic study at Higher Education level. This means that the modules studied in the first, second and third year of an initial degree will be at levels 4, 5 and 6 respectively. In the same way, level 7 will be used for work at Masters' level, and level 8 for work at PhD level.

Every modular system of assessment must ensure that it gives you adequate opportunities to acquire these credits. For full-time undergraduate students this normally means gaining 120 credits at the appropriate level in each of three years of study. Part-time students enrolled on an undergraduate degree will have to gain exactly the same credits but over a longer period.

With the exception of students on the BA Primary Education with QTS, full-time undergraduates normally study modules with a total credit rating of 60 each semester.

The pass mark for every module is 40%. If you achieve a mark of 40% or more you will be awarded the credits for that module. You must achieve 120 credit points at the end of each year in order to 'progress' to the next level. Further details regarding the structure of modular degrees are available in the 'Taught Degree Regulations' chapter of the *Academic Quality Handbook*.

1.6 How long will I take to complete a module?

The length of time required to complete a module will be a function of your ability and your familiarity with the subject. It is not, therefore, possible to specify how much time and effort will be required in individual cases. However, programme documents will incorporate notional hours of 100 hours for a 10 credit module, 200 hours for a 20 credit module, etc; the 'currency' being 1 credit per 10 hours of notional study. This represents the total study effort for a typical student to complete the module successfully. It includes all timetabled and non-timetabled learning activities both in and away from the formal learning environment.

1.7 What other qualifications does Trinity University College offer beside Honours degrees?

In addition to honours degrees, the University offers a wide variety of other qualifications, including the Foundation Degree, Certificate of Higher Education, Diploma of Higher Education, Post Graduate Certificate of Education with QTS (PGCE), Masters Degree, Postgraduate Certificate of Higher Education and Postgraduate Diploma of Higher Education. The information provided in these guidelines is mainly of a general nature and applies to all students regardless of the qualification for which they have enrolled, apart from that directly relating to the number of credits required at specific levels. With the exception of the PGCE, full details of the requirements for each qualification in terms of the number of credits required at each level are provided in the 'Taught Degree Regulations' chapter of the *Academic Quality Handbook*. The details for the Post Graduate Certificates of Education with QTS, primary and secondary, are given in the Programme of Study Handbooks.

1.8 What is meant by Accreditation of Experiential and Prior Learning?

New students can sometimes claim credit from courses that they have previously studied at higher education level. Credit for an award which has already been made cannot normally be used as credit towards a new qualification. The amount of credit awarded will depend upon the value of the credit already acquired relative to the programme on which the student is currently enrolling. Credit is not normally given for courses that were studied more than 5 years ago. The process of the Accreditation of Prior and Experiential Learning is governed by the University's APEL Committee. Full details of this process can be found in the *Academic Quality Handbook*. Further information can also be obtained from Faculty Heads or from the Pro Vice-Chancellor (Academic). All credit for prior learning must be approved by the APEL Committee. Credit awarded towards a qualification via the APEL process may be conditional and time limited.

1.9 How will you keep me informed about managing my Programme of Study?

A specific member of staff is identified to take responsibility for the management of each Programme of Study. Their duties include responsibility for ensuring that you are registered for the correct Programme of Study and for keeping you informed of all Programme of Study details during your time at the University. Throughout this document, this member of staff is referred to as the Programme Co-ordinator.

Heads of School generally carry the responsibility of acting as Programme Co-ordinators for Programmes of Study. In some cases, these duties are allocated to other tutors. Details of the Programme Co-ordinator for each Programme of Study can be obtained from the Programme of Study Handbook, the Registry or from the Faculty Offices.

1.10 How do I register for my Programme of Study?

By the time you come to University, the Registry will already have recorded details of the programme that you intended to follow when you accepted a place at University. Your first registration will be to confirm or amend these details. At the beginning of each semester you will be asked to complete module registration forms which must be returned to Registry. Full-time students must register on modules with a total credit value of 120 each academic year, normally 60 credits per semester. It is sometimes the case that students reach the end of an academic year without having studied enough modules to gain the credit required to progress to the next level. **It is your responsibility to ensure that you enrol on modules at the correct level and with the correct total credit value each semester.** Details of the modules on which you are enrolled may be obtained from the Registry, and advice on an appropriate module selection for your Programme of Study can be obtained from your Programme Co-ordinator.

You are responsible for registering the full details of your studies with the University. You must record details of your Programme of Study and, in every semester, the modules that you are following. Official registration forms are supplied by the Registry. Any change in your module choices must be approved by the appropriate Programme Co-ordinator and registered according to the procedures in 1.12.

1.11 Why is it important to provide information for the Registry?

It is vitally important that the University Registry has an accurate record of your personal details at all times. It is equally important to ensure that you are registered on the correct Programme of Study and on the correct modules. Failure to inform the Registry of any changes in this respect is likely to cause some or all of the following problems:

- delay in obtaining your student loan;
- failure to keep you generally informed;
- failure to contact you in an emergency;
- clashes on your examination timetable;
- failure to progress to the next level of study as a result of not completing sufficient credits at the correct level;

- delay in graduation as a result of not completing sufficient credits at the correct level.

The University reserves the right to charge you an administrative fee of £10 if you fail to provide the required information, without good cause, by the end of the second week of teaching each semester.

1.12 Why do I need to register?

You need to register properly because Registry must keep full and accurate details of your programme and assessment record. This enables us to ensure that the combination of modules that you are studying is appropriate for the programme on which you are enrolled and has sufficient credit value to allow you to complete your current level. The same system keeps an up-to-date record of your assessment details.

The Registry will enter the information onto the University database and print lists of the students registered for each module. Tutors will use these lists to check attendance.

1.13 What if I want to *change* my module or programme choice?

You can only change programme or module by completing the appropriate forms. These are available from the Registry. These forms require the signed approval of the appropriate Head of Faculty and Programme Co-ordinator(s). The form(s) must be returned to Registry after completion so that your academic details can be amended. Changes will not normally be permitted after the fourth week of a semester.

1.14 How will the University contact me?

Staff from different parts of the University may need to contact you for a variety of reasons. For example, the Registry will need to provide you with your examination timetable, or may need to pass on a message from one of your tutors. In the event that the University needs to contact you, it will normally do so by e-mail on your University e-mail address. However, should you need to be contacted in an emergency we would first try to contact you by telephone.

It is therefore important that you manage your University e-mail on a regular basis, and that your account is properly maintained by deleting any unnecessary e-mail, otherwise the system will become overloaded. If you fail to read a message that was sent to you by e-mail, the consequences will be your responsibility. If we fail to deliver an e-mail message because your account was full, any consequences will also be your responsibility.

Failure to read electronic mail sent to you, and/or failure to manage your mailbox properly, will be regarded as your responsibility.

In addition to your University e-mail account, the University will use the address and telephone number that you provided during registration. Your tutors may also contact you via the Blackboard system (see section 1.17). You must ensure that you can be contacted quickly and easily by the relevant School(s) and Faculties. Should they

need to contact you, Schools and Faculties will use the address and telephone number on the University database that can only be modified by the Registry. You must therefore ensure that the Registry is informed in writing of any changes of address. If we fail to contact you because you have not kept us properly informed, any consequences will be your responsibility.

The responsibility for informing Registry of any change of address rests with the student.

1.15 Why do I have a Student Number?

When you first register as a student, you will be allocated a student number. It is not unusual for two students to have the same name (especially in this part of the world), but no other student will share your student number, now or in the future. It is important that you use your student number as well as your name in your dealings with staff in different parts of the University. This will not only improve the efficiency of many administrative processes, it will also reduce the possibility of error.

1.16 What are the Faculties?

There are two Faculties within the University: **The Faculty of Arts and Social Studies** and **The Faculty of Education and Training**. Each of the two Faculties is composed of a number of Schools. Each School is based upon one or more academic disciplines. The current structure is as follows:

The Faculty of Arts and Social Studies

School of Computing, Business and Tourism
School of Creative Arts and Humanities
School of Sport, Health and Outdoor Education
School of Theatr, Cerdd a'r Cyfryngau
School of Theatre and Performance

The Faculty of Education and Training

School of Early Years Education
School of Education Studies and Social Inclusion
School of Initial Teacher Education and Training (ITET)
School of Theology and Religious Studies

Monitoring your attendance, progress and conduct is, in the first instance, the responsibility of the Programme Co-ordinator for the programme on which you are enrolled.

If your work or attendance is in any way unsatisfactory certain procedures might come into play. These are outlined in Section 4 'About You and Your Academic Progress'.

1.17 What is Blackboard?

Trinity University College has implemented a Virtual Learning Environment (VLE) known as Blackboard. Most Higher Education institutions have a VLE, and the Blackboard suite of applications is widely used across the sector. The University uses this resource in a variety of ways. Where appropriate this includes:

- electronic access to lecture notes and other materials;
- personal and social learning facilities;
- access to support services;
- support for bilingual provision;
- support for students on School Based Studies and work placements;
- online and distance learning.

Access management to the Blackboard system is the responsibility of Network Systems & User Support. Day to day application support is provided by the e-learning support officer

More detailed information about Blackboard and how to get help is available at the Blackboard web site: <http://blackboard.trinity-cm.ac.uk>

1.18 What is the Language Policy?

Trinity University College's Language Policy confirms that the University gives equal status to both the Welsh and English languages throughout its activities. This policy gives the right to all who are associated with the University to correspond and to receive a service in their chosen language. The University sees its natural bilingual context as a strength and will develop and extend its provision of bilingual opportunities for the community it serves.

It is intended to strengthen and extend these services, and the existing Welsh medium and bilingual provision, by developing distance learning courses, delivered through new technology and traditional means.

1.19 How do I access the timetable?

The main University timetable is held on a package called Celcat which can be viewed through a web browser. In order to access the timetable, you will need to login at this internet address:

<http://celcat.trinity-cm.ac.uk/>

then load the 2009-10 timetable using the username **student** and the password **celcat**. Guidelines for using Celcat can be found on the University intranet.

In some subject areas, particularly those of a practical nature, it is not always possible to keep changes to the timetable entirely up to date. The University will do its best to ensure that any changes to the timetable are placed on Celcat as quickly as possible.

1.20 Leaving the University

If you decide to withdraw from your studies, it is extremely important that you discuss the matter with your Programme Co-ordinator and with Student Services, and then complete the appropriate withdrawal form, which is available from the Registry or from the Intranet. The form will need to be signed by your Programme Co-ordinator and by the Head of Faculty. Failure to fully complete all the details on this form may have financial implications for you in relation to tuition fees and student loan. The completed form should be returned to the Registry.

2 About You and Assessment

2.1 Where do I find out about how my work is assessed?

The rules and regulations that govern the assessment of your Programme of Study are available in the 'Taught Degree Regulations' chapter of the *Academic Quality Handbook*. **You are strongly advised to read this section** which provides a detailed explanation of the awarding of credit, progression from one level to the next and, ultimately, the classification of your degree. **You should also pay careful attention to the assessment details for individual modules in your Programme of Study handbook(s), or in the module booklet that sometimes accompanies a module.** Here, however, are some basic facts:

- You will be awarded marks for the modules that you complete.
- You cannot pass a module without attempting every assessment component associated with the module.
- The marks are the result of assessment carried out during and/or at the end of the module and, at levels 5 and 6, form the numerical basis for the calculation of degree classification.
- Assessment is designed to:
 1. Establish whether the knowledge, understanding, skills and techniques that are the designated **learning outcomes** of the module have been acquired.
 2. Measure your success in mastering the content of the module and achieving those learning outcomes.
- Assessment may take several forms, including coursework (e.g. an essay) and / or examinations.
- Tutors deliberately adopt a wide range of methods of assessment. These vary according to the learning and teaching techniques appropriate for each module.
- Modules that combine assessment by coursework with assessment by examination do not necessarily have the same proportion of marks allocated to the two elements.
- Normally, your coursework is assessed by your module tutor and he or she will be available to discuss the result if you so wish.
- In certain circumstances your work will also be assessed by a second tutor.
- In the event that you are reassessed in a failed module in which there is only one assessment component, the maximum mark that you can be awarded for that module is 40%.
- For all undergraduate programmes of study, in the event that you are reassessed in a failed module in which there is more than one assessment component, the

maximum mark that you can be awarded for the component(s) in which you are reassessed is 40%.

2.2 What about submission deadlines?

All essays and other written work for assessment purposes must be handed in to meet deadlines. You will be informed of these deadlines by your module tutor.

No marks will be awarded for assignments that are handed in later than the agreed deadline.

If you know that you are going to experience real difficulty in meeting a deadline you should see the Programme Co-ordinator in good time. Dispensations from deadlines are rarely given, except in cases of certificated illness or serious personal difficulties.

2.3 What marking criteria are used to assess my work?

It is not possible to compile a *single* set of marking criteria that can be applied to various modes of assessment at every level in every subject. As a result, subject and task-specific marking criteria will be available from your module tutors for every module that you study. If you have not received the assessment criteria for a module, you should contact your Programme Co-ordinator.

3 About Plagiarism

3.1 What is plagiarism?

Plagiarism is passing off, or attempting to pass off, another's work as your own. It includes copying the words, ideas, images or research results of another **without acknowledgement**, whether those words etc. are published or unpublished. It is plagiarism, for example, to copy the work of another student, of a member of staff or a published article without crediting the author. Persons who allow their work to be plagiarised are also guilty.

Plagiarism is one of the worst offences in academic life, and its consequences can be severe. It undermines the integrity of scholarship, research, and of the examination and assessment process. The guidance that follows explains what is meant by plagiarism, describes the University's regulations for dealing with it, and provides help in avoiding it.

If a tutor suspects that your work might be plagiarised, he/she may ask you to submit an electronic copy of your work (e.g. on a disk). This is so that the work can be checked against the database of the UK Higher Education Plagiarism Detection Service. Your tutors have the right to do so since, in registering as a student at Trinity University College you have consented to the submission of your work, if necessary, to the Plagiarism Detection Service.

3.2 How can plagiarism be avoided?

Coursework, dissertations, or creative work are meant to be your own original work. Obviously you will use the work of others. Not only is this inevitable, it is expected. All scholarship builds on the work of others. The important thing to remember is always to **acknowledge your sources**. Observe the following guidelines:

- *Anything that is copied or quoted from another source, including electronic sources such as the internet, must be in quotation marks and attributed to the original author. This may be in the body of the text or as a footnote. Full details of a source may be contained in a bibliography. Whatever method is used, always acknowledge your source and give full details of it (i.e. title, author, page number).*
- *Synthesising the work of others involves putting their ideas into your words. This is fine but again, acknowledge your source. This can be done in a number of ways depending on the context. For example: 'Hart maintains that...' 'Hart provides evidence for..': 'It is argued, or submitted by Hart that...' Then give the source of the original work.*
- *Where you are generally indebted for your ideas to one or two main sources, this can be a bit trickier. If the ideas or the way they are presented come from one or two sources, make this clear. Do the same if they come from lectures. It is important not to claim originality where it does not exist but to indicate in general where the information comes from.*

- *Full citations in timed unseen examinations are obviously not expected, but you should indicate general indebtedness and always credit any quotations you have managed to remember.*

The golden rule is; **'if in doubt, provide references'**. Consult your tutors if you have any problems, in particular with the method of citing books and articles, which may differ from subject to subject. There are no penalties for asking for advice and guidance; there are severe penalties for plagiarism!

3.3 What are the penalties for plagiarism?

Plagiarism by students in coursework, other forms of continuous assessment, examinations, dissertations, or theses will be dealt with according to the Unfair Practice regulations. **These can be found in Chapter 7 of the *Academic Quality Handbook* but, for convenience, they are also outlined in Section 6 of this document, 'About You and Examinations'.** There are a range of penalties varying in severity available for consideration by the University's Committee of Enquiry.

All tutors are required to be vigilant in the detection of plagiarism and are required to take action in all cases where it is suspected.

Please note that plagiarism of the work of another student is no different from taking material directly from published sources. If you allow someone to plagiarise your work, you run the risk of these penalties being applied to you too.

It should be noted that re-submitting work that has already been submitted for a different assessment task without noting that this is the case (i.e. self plagiarism) is also regarded as plagiarism and will be treated as such.

With every piece of coursework you present for assessment, you will be required to fill in a pro-forma stipulating that the work is your own original work. Your work may not be marked if you do not include a plagiarism statement with your assessment. It is your responsibility to make sure that the appropriate form is included with your work. Copies of the form are available from the Faculty Offices or from the Intranet.

4 About You and Your Academic Progress

4.1 How do I know what is expected of me?

When you enrol on your Programme of Study, you will be provided with a Programme of Study Handbook. This will explain what is required of you in terms of matters such as, for example, attendance, teaching and assessment. It is your responsibility to become familiar with this information.

Tutors put a great deal of thought into their lecture programmes and regard them as an integral part of their programmes of study/modules. They also frequently include material from their own research which may not be obtainable from other sources. It is, therefore, very much in your interests to attend lectures on a regular basis. Non-attendance and occasional non-attendance is usually an indication of poor commitment and will lead to a request to see the Programme Co-ordinator. Lecturers will take registers. The University reserves the right to comment upon your attendance at lectures and other time-tabled activities in your final reference.

Coursework in the form of essays, seminar papers, or whatever else is prescribed by your lecturers or tutors must be presented by the dates assigned. Failure to do so will be followed by the same procedure as failure to attend classes. If you have not received any instructions about the coursework requirements of a module, you should see your tutor as soon as possible.

4.2 Does this always apply, or might there be extenuating circumstances?

Certain procedures will come into play if, as a result of illness, an accident, or a major domestic problem, you cannot attend classes or submit written work at the required time. The same procedures will apply if this occurs as a result of having to attend an interview for a job or further training, or if you are required to represent the University at a sport or some other **approved** official activity.

If you have an interview or an appointment or are a member of a University sports team playing away and need to miss a class or defer submission of work, you must notify the Programme Co-ordinator **in writing** and in good time, so that alternative arrangements can be made for you.

4.3 What if I am ill and unable to attend classes?

If you are ill, inform your Programme Co-ordinator and obtain a medical certificate if you are absent from your studies for five days or more. You, the student, must take responsibility for submitting original Medical Certificates to the Registry. A copy may also be kept by the Programme Co-ordinator until the appropriate Progression/Award Board has met, after which it should be shredded. It should be noted that such information is confidential and must be securely kept in a manner which complies with the requirements of the Data Protection Act.

Programme Co-ordinators will give sympathetic consideration to all **genuine** requests to miss classes or defer work and to cases of illness etc., but, as a result of long

experience, he/she is familiar with a very wide range of excuses, and is at liberty either to check the information provided or to require written confirmation of them.

Examination Boards will take any mitigating circumstances that have influenced your ability to complete assessment tasks into consideration when making decisions relating to your progress on your Programme of Study. It is your responsibility to ensure that Examination Boards are provided with full details, including appropriate supporting evidence (e.g. a Medical Certificate) of any mitigating circumstances in advance of their meetings. Examination Boards are held at the end of each semester, and the exact dates and times of these meetings can be found on the University Calendar which is available on the University intranet or from the Faculty Offices.

4.4 What if I need an extension to a coursework submission date?

Students should note, however, that any requests for extensions to assignment deadlines can only be considered by your Programme Co-ordinator, **not your module tutor**, and that such requests will only be considered if evidence is provided of:

- (i) a medical problem that would affect your ability to meet a deadline;
- (ii) bereavement resulting from the loss of a close relative or friend;
- (iii) serious personal problems relating to partner or close relative;
- (iv) delays in completing group work as the result of the failure of another individual to meet agreed deadlines;
- (v) significant pressures from employers in the case of students in full-time employment;
- (vi) problems that are beyond your control that compromise your ability to meet a deadline.

In each case, verifiable evidence must be provided. In the case of a medical problem, this would mean a Medical Certificate clearly identifying the start and anticipated end date of the problem.

Extensions will not normally be granted for the following:

- (i) loss of work as the result of the breakdown of a computer or other electronic equipment;
- (ii) loss of work as a result of theft;
- (iii) difficulty in gaining access to available materials such as books or videos;
- (iv) a medical problem that developed a day or two before the due date of the assignment without evidence that the assignment had been more or less completed;
- (v) requests for an extension that are made very close to the published submission date.

You should mitigate against such problems by:

- (i) keeping electronic backups of work, together with hard copies, and storing them at a separate location;
- (ii) keeping copies of draft work and work in progress;
- (iii) managing the time allocated for completing the assessment;
- (iv) ensuring that any problems that are likely to influence your ability to meet a deadline are discussed with the Programme Co-ordinator well in advance of the published submission date.

4.5 Where can I find out about progression from one Level to another?

The regulations for progression from one level to another are available in the 'Taught Degree Regulations' chapter of the *Academic Quality Handbook*. You should bear in mind that, whenever decisions taken by a Progression Board prevent students from progressing to the next stage of their degree programme, you may appeal to have the decision reviewed.

4.6 What might happen if my progress is unsatisfactory?

Most students make very satisfactory progress, but certain procedures might come into play if your tutors are concerned that you are failing to make satisfactory academic progress. These procedures are detailed in Chapter 7 of the *Academic Quality Handbook* but they are outlined below:

4.6.1 Unsatisfactory Student Progress on a Programme of Study (For all Undergraduate and Taught Postgraduate Students)

- (1) All students are required to satisfy the requirements of the Programme(s) of Study for which they are registered.
- (2) Progress in each Programme of Study is monitored in ways deemed appropriate by the Programme Co-ordinator. Trainee teachers must comply with all the requirements of the *School Based Studies Guidance File* and the *Fitness to Teach* documents. **Serious breaches of the regulations contained in these documents may mean that the trainee is not allowed to continue with his/her School Based Studies, and may be required to withdraw from the programme.**
- (3) Examination Boards have the authority to advise or require students that are not making satisfactory progress to withdraw from the programme.
- (4) A student whose progress is regarded by a tutor(s) or Programme Co-ordinator(s) as unsatisfactory shall be interviewed by appropriate Programme(s) staff and, if appropriate, shall be given a formal written warning that their academic progress is unsatisfactory in terms of such matters as, for example, poor attendance, undertaking of, or completion of, assessment tasks, submission of assessed work, examination success, inappropriate behaviour. Prior to the interview the student shall be invited to furnish the meeting with **written** details of any special circumstances that they wish to be considered for their possible relevance to the matter under deliberation. Where appropriate, original medical certificates shall be provided to the meeting by the student. The written warning shall be kept by the Programme Co-ordinator(s) and copies sent to the student, the Head(s) of Faculty and the Pro Vice-Chancellor (Academic).
- (5) A student whose progress is regarded by a tutor(s) or Programme Co-ordinator(s) as continuing to be unsatisfactory and who has received a formal written warning, shall be interviewed by appropriate Programme(s) staff and the Head(s) of Faculty. Prior to the interview the student shall be invited to furnish the meeting with **written** details of any special circumstances that they wish to be considered for their possible relevance to the matter under deliberation. Where appropriate, original medical certificates shall be provided to the meeting by the student. Following this meeting the student shall be given, if appropriate, a final written

warning that they might be required to withdraw from University if their academic progress continues to be regarded as unsatisfactory. The final written warning shall be kept by the Head(s) of Faculty and copies sent to the student, the Programme Co-ordinator(s) and the Pro Vice-Chancellor (Academic).

- (6) A student whom tutor(s) or Programme Co-ordinator(s) regard as continuing to be unsatisfactory and who has received a final written warning, may be required by a Faculty Board or an Examination Board to withdraw from University. The student will be informed in writing prior to the meeting of a Faculty Board at which the student's case will be considered. The student will be informed in writing by the relevant University officer of the Board(s) decision and of his/her right of appeal.
- (7) The appeal process shall be conducted according to the procedures outlined in the *Procedures for Academic Appeals and Complaints* document which is available on the University Intranet or from the Faculty Offices.

4.6.2 **Unsatisfactory Student Progress on a Module (For all Undergraduate and Taught Postgraduate Students)**

- (1) All students are required to satisfy the requirements of a module for which they are registered.
- (2) Progress in each module is monitored in ways deemed appropriate by the Programme Co-ordinator(s). Trainee teachers must comply with all the requirements of the *School Based Studies Guidance File* and the *Fitness to Teach* documents. **Serious breaches of the regulations contained in these documents may mean that the trainee is not allowed to continue with his/her School Based Studies, and may be required to withdraw from the programme.**
- (3) The Programme of Study Handbook shall specify the requirements of all modules.
- (4) In circumstances where, for reasons such as, for example, poor attendance, health and safety, danger to self or others, verbal, physical or other abusiveness, inappropriate behaviour etc, tutor(s) shall exercise their professional judgement with regard to whether a student should be excluded from a module or element of a module. Students may also be excluded from practical modules in cases where the student's contribution is considered to have a significant detrimental impact on the progress of other students within the group. The Programme Co-ordinator(s) and Faculty, as appropriate, shall be informed in writing of this action at the earliest opportunity and full details of any incidents shall be reported.
- (5) A student who is excluded from a module, or element of a module, shall have the right to appeal against the decision. The appeal must be submitted in writing to the relevant Head(s) of Faculty and is an opportunity for the student to demonstrate that the tutor(s) decision was inappropriate.
- (6) The appeal process shall be conducted in accordance with the procedures outlined in the *Procedures for Academic Appeals and Complaints* document which is available on the University Intranet or from the Faculty Offices.
- (7) A student who is excluded from a module or elements of a module, and whose appeal has not been upheld, must not expect as of right that they will be re-assessed in a module or elements of a module, be allowed to repeat a module or element of a module or be allowed to sit as external candidates. (See 'Taught

Degree Regulations', Section 6.3.8 in the *Academic Quality Handbook*, which can be seen on the University Intranet).

School Examination Boards are also authorised to advise or require students that have made very little progress to withdraw with immediate effect. The Senate Academic Board may, at any time, on the recommendation of Faculty Boards, require a student whose attendance or progress is unsatisfactory to withdraw from University. In such cases all fees and privileges shall be forfeited unless the University, by resolution, decides otherwise. The Senate Academic Board acts on the advice of the appropriate Faculty or Faculties.

The fees for many students are paid by Local Education Authorities, and many students also receive maintenance grants from the same source. Under the Government's Award Regulations, the University is required to make regular reports to the LEAs and the Student Loan Company (SLC) on the attendance, conduct and progress of students. Should a report be unsatisfactory, a student may lose part or all of the fees, grants and loans that are paid on his/her behalf.

4.7 Can I appeal against a decision regarding my academic progress?

You have a right to appeal against any decision made by the University that requires you to withdraw from your Programme of Study or that has implications for your progression. Appeals which question the academic or professional judgement of tutors or examiners are not admissible. In the case of trainees on Programmes of Study leading to Qualified Teacher Status, appeals that question the professional judgement of the relevant Examination Board in relation to a trainee's Fitness to Teach will not normally be considered. Appeals made on grounds that you are dissatisfied or disappointed with an assessment result shall not be admissible. Full details of the appeal process can be found in the *Procedures for Academic Appeals and Complaints* document which is available on the University Intranet or from the Faculty Offices.

In the event that you are not satisfied with the outcome of an appeal, you are entitled to take the issue to the Office of the Independent Adjudicator (OIA) for Higher Education. Full details of the procedure are available from the Quality Assurance Unit or from the OIA website: www.oiahe.org.uk.

4.8 Can I make a complaint about my Programme of Study?

You have a right to make a complaint about any specific concern about the provision of your Programme of Study or related academic service. Full details of the complaints process can be found in the *Procedures for Academic Appeals and Complaints* document which is available on the University Intranet or from the Faculty Offices.

In the event that you are not satisfied with the outcome of your complaint, you are entitled to take the issue to the Office of the Independent Adjudicator (OIA) for Higher Education. Full details of the procedure are available from the Quality Assurance Unit or from the OIA website: www.oiahe.org.uk.

5 About the structure of your Programme of Study

5.1 Modular Degrees and their Assessment – An Overview for BA/BSc Programmes of Study

This section is intended to provide you with a straightforward overview of the information contained in the 'Taught Degree Regulations' chapter of the University's *Academic Quality Handbook*, a copy of which is available on the University Intranet. You should consult this document carefully since it sets out in detail the regulations that govern the assessment of your Programme of Study. However, you will also find it useful to refer to the condensed version below since this provides a clear and concise summary of the key aspects of the assessment framework.

For full-time students enrolled on an Honours degree:

- (i) Your Programme of Study consists of three academic levels, with Level 4 as the first year of study and so on.
- (ii) At each academic level you study modules appropriate to that level and, if you successfully complete the module, you will be awarded credits.
- (iii) Normally, modules are worth 10, 20 or 30 credits.
- (iv) For programmes other than the BA Primary Education QTS you will normally study 60 credits during each of the two semesters of the University year.
- (v) You need 360 credits for a degree. At least 120 of the credits must be at Level 4. At least 120 must be at Level 6. Normally, you will study for 120 credits at each of Levels 4, 5 and 6.
- (vi) To pass a module – and thereby be awarded the credit for the module - you must gain a mark of at least 40%. You are required to attempt each component of the assessment associated with a module, and cannot pass a module without completing every component of the assessment associated with the module.
- (vii) On the BA Primary Education QTS, the Teaching Practice modules have a total credit value of 20 in each academic year. For Years 1 and 2, the Teaching Practice modules are assessed on the basis of Pass/Fail. In Year 3, the Teaching Practice module is assessed on the basis of Pass/Fail but in addition, grades are also allocated. A Grade of 1 to 3 in each of the teaching standards constitutes a Pass, and a Grade of 4 or 5 in any of the standards constitutes a Fail. For further information, trainees should refer to their School Based Studies Guidelines File.
- (viii) For all programmes other than the BA Primary Education QTS, at the end of the first semester an Examination Board will take an overview of your progress as a student and provisionally agree your marks. You will receive a transcript of these marks from the University Registry. These marks will enable your School/Faculty to offer feedback and guidance about your progress. If the School/Faculty considers that you are not making satisfactory progress, you may be advised or required to leave.

- (ix) At the end of the second semester the University's Progression Board meets to finalise all your marks from both semesters. You will receive a transcript of these marks from the University Registry. This examination board is called a Progression or Award Board because it decides on your 'progression' as a student from one level of study to the next, or, if you are studying at Level 6, decides about your degree award.
- (x) To progress from one academic level to the next (i.e. move from the first year to the second year or the second year to the final year) you must accumulate 120 credits.
- (xi) If you do not gain the necessary number of credits it *may* still be possible, in certain circumstances, to progress or to be awarded a degree. For further information about this you should consult Section 6.3.8 of the 'Taught Degree Regulations' chapter of the *Academic Quality Handbook* by checking the copy on the University Intranet.
- (xii) If you fail to progress from one level of study to the next, you have the opportunity to appeal against the Progression Board's decision. Full details of the procedure can be found in Section 7.5 of the University's *Academic Quality Handbook*. This can be found on the University intranet.
- (xiii) All of your marks/grades are *provisional* marks until they are approved by the University's Progression/Award Boards.
- (xiv) If you fail a module and are permitted to re-sit it, you can find important information about procedures in Section 6.3.10 of the 'Taught Degree Regulations' chapter of the *Academic Quality Handbook*. Please remember that you must not expect, as of right, that you will be allowed to re-sit failed modules. This is at the discretion of the Progression Board who will consider your overall progress as a student. You can find further details in Section 6.3.8.
- (xv) Module marks are rounded to the nearest whole number before being used to calculate your final weighted average and degree classification.
- (xvi) You have a strong incentive to try and gain the highest marks of which you are capable. Why? Because the statistical method used to calculate your degree classification means that all your marks are not equally weighted. The process tries to measure your 'exit velocity'. How it works is described in Section 6.3.11 of the 'Taught Degree Regulations' chapter of the *Academic Quality Handbook*. An illustrative example can be found on the next page.
- (xvii) For all other Programmes of Study, please consult the 'Taught Degree Regulations' chapter of the *Academic Quality Handbook*, a copy of which can be found on the University Intranet.

ILLUSTRATIVE EXAMPLE 1 – All Programmes other than BA Primary Education with QTS

The total mark for each level is calculated by multiplying the number of credits by the mark for each module, then adding to find the total for the level.

| Level 5 | | | | Level 6 | | | |
|--------------|-----------|--------|-------------|--------------|-----------|--------|-------------|
| Module | Credits,c | Mark,m | c x m | Module | Credits,c | Mark,m | c x m |
| ED-501 | 20 | 66 | 1320 | ED-601 | 20 | 61 | 1220 |
| ED-502 | 20 | 48 | 960 | ED-602 | 20 | 47 | 940 |
| ED-503 | 20 | 50 | 1000 | ED-603 | 20 | 63 | 1260 |
| RS-501 | 20 | 60 | 1200 | RS-601 | 20 | 62 | 1240 |
| RS-504 | 20 | 46 | 920 | RS-603 | 20 | 44 | 880 |
| RS-505 | 20 | 64 | 1280 | RS-606 | 20 | 64 | 1280 |
| Total | 120 | | 6680 | Total | 120 | | 6820 |

In calculating the final mark, the level 6 total is given twice the weighting of the level 5 total.

$$\text{Weighted average mark} = (2 \times 6820 + 6680) \div 360 = 56.44\%$$

Degree classification is 2(ii)

Note: Division is by 360 because there are 120 credits at level 6 that are counted twice and 120 credits at level 5, a total of $2 \times 120 + 120 = 360$.

ILLUSTRATIVE EXAMPLE 2 - BA Primary Education with QTS only

The total mark for each level is calculated by multiplying the number of credits by the mark for each module, then adding to find the total for the level. The Teaching Practice result is composed of six grade descriptors, which are not used in the calculation of the final mark.

| Level 5 | | | | Level 6 | | | |
|--------------|-----------|--------|-------------|--------------|-----------|--------|-------------|
| Module | Credits,c | Mark,m | c x m | Module | Credits,c | Mark,m | c x m |
| ADJ501 | 20 | 66 | 1320 | ADJ601 | 20 | 61 | 1220 |
| ADJ502 | 20 | 48 | 960 | ADJ602 | 20 | 52 | 1040 |
| ADO501 | 20 | 50 | 1000 | ADX603 | 20 | 63 | 1260 |
| ADF502 | 20 | 60 | 1200 | ADX604 | 20 | 62 | 1240 |
| ADX506 | 20 | 46 | 920 | ADN601 | 20 | 58 | 1160 |
| ADZ503 | 20 | Pass | | ADZ603 | 20 | Pass | |
| Total | | | 5400 | Total | | | 5920 |

In calculating the final mark, the level 6 total is given twice the weighting of the level 5 total.

$$\text{Weighted average mark} = (2 \times 5920 + 5400) \div 300 = 57.47\%$$

Degree classification is 2(ii), Teaching Practice grades: 1, 2, 2, 3, 1, 2.

Note: Division is by 300 because, apart from Teaching Practice, there are 100 credits at level 6 that are counted twice and 100 credits at level 5, a total of $2 \times 100 + 100 = 300$.

6 About You and Examinations

6.1 What are the examination requirements?

You may be required to sit formal examinations at times laid down by the University. Each University defines the rules and regulations regarding the conduct of examinations and other forms of assessment. Problems arising from examinations and assessment (e.g. absences from examinations, illness, unfair practices) are dealt with in accordance with the regulations set out in Chapter 6, 'Taught Degree Regulations' and Chapter 7, 'General Assessment Policy' of the *Academic Quality Handbook*. Some frequently-asked questions are set out below.

6.2 What is a 'Viva-voce' examination and how might it affect me?

In some cases, External Examiners ask to meet a group of the students whose work is being examined for an informal discussion.

In exceptional cases students may be asked to attend a viva-voce examination with the External Examiner(s). The purpose of the viva-voce examination will be to establish whether a student's relatively poor performance in one or more modules is a true reflection of their knowledge and understanding of the learning outcomes. Viva-Voce Examinations will consist of a meeting between the student, the External Examiner and the relevant tutor(s). The tutor(s) will take no part in the examination, other than to respond to any requests for clarification from the External Examiner.

Meetings with External Examiners are arranged either on the day of, or the day before, the Degree Award Board. **All final year students should ensure that they are available on those days and will be informed of the dates well beforehand.**

6.3 What if I believe a mistake might have been made in my marks?

In certain circumstances you can ask for verification of your marks. Verification is the process of verifying assessment results.

It is possible to ask for verification of any results for work that contributes towards your final award. You are entitled to ask for verification:

- (i) that the assessment published by the University is free of arithmetical or other errors of fact;
- (ii) that the examiners were aware of exceptional personal circumstances reported by the student prior to the meeting of the Examining Board(s) concerned and which might in the student's opinion have had an adverse effect on his/her academic performance;
- (iii) that the examiners were aware of defects or irregularities in the conduct of the examinations or in written instructions or in advice relating thereto, when such defects or irregularities or advice might, in the student's opinion, have had an adverse effect on his/her performance.

- (iv) In addition, a candidate for a Taught Master's degree may seek verification of the decision of the Examining Board not to award the mark of Distinction in respect of either of the parts of the scheme of study (i.e. Part I or Part II).

A candidate who wishes to have such verification must follow the procedure outlined in *Procedures for Academic Appeals and Complaints* document which is available on the University Intranet or from the Faculty Offices.

6.4 Can I appeal?

It is possible to appeal against the decision of an Examination Board. Full details of the appeal process can be found in *Procedures for Academic Appeals and Complaints* document which is available on the University Intranet or from the Faculty Offices.

In the event that you are not satisfied with the outcome of an appeal, you are entitled to take the issue to the Office of the Independent Adjudicator (OIA) for Higher Education. Full details of the procedure are available from the Quality Assurance Unit or from the OIA website: www.oiahe.org.uk

6.5 What procedures apply when I am sitting an exam?

The University's examination procedures are designed to ensure that your examinations are conducted fairly and are well-organised. The procedures you must follow are set out below.

6.6 General

- 6.6.1 Examinations will be held at times specified in the examination timetable.
- 6.6.2 Candidates should be in their seats punctually at the time fixed for the commencement of the examination. No candidates will be allowed to enter the examination room more than half-an-hour after the time fixed, or to leave until forty-five minutes after the time fixed for the commencement of the examination in each subject. No candidate will be allowed to leave the examination room during the last fifteen minutes of the examination.
- 6.6.3 Candidates will enter the examination room only when the invigilator gives permission, and will be assigned seats.
- 6.6.4 A candidate wishing to leave the examination room temporarily must first attract the attention of the invigilator who will arrange for the candidate to be escorted. Any candidate who leaves the examination room without the express permission of the invigilator shall be deemed to have withdrawn from the examination and shall not be re-admitted to the examination room.
- 6.6.5 The examination paper must not be touched until the invigilator gives permission.
- 6.6.6 Candidates must not leave their desks for any purpose. Should a candidate require paper etc he/she should attract the attention of the invigilator by raising a hand and inform the invigilator quietly of his/her needs.

- 6.6.7 Students will be required to use identification numbers on all examination scripts to facilitate anonymous marking. These numbers will be available in advance of the examination as well as in the examination room. The candidate's identification number must be placed on every piece of work handed in. To avoid any possible error, the candidate's name should also be placed on the cover of each examination script used and concealed using the label provided.
- 6.6.8 At the end of the examination candidates are to remain seated in their places until permitted to leave by the invigilator. Such permission will be given when all the scripts have been collected and checked. Until such permission is given there will be no conversation.
- 6.6.9 Absence through illness must be reported as soon as possible, and the student must take responsibility for submitting a supporting original Medical Certificate to the Registry. A copy may also be kept by the Programme Co-ordinator until the appropriate Progression/Award Board has met, after which it should be shredded. It should be noted that such information is confidential and must be securely kept in a manner which complies with the requirements of the Data Protection Act.

6.7 Examination Materials/Equipment

- 6.7.1 Coats, cases and books brought into the examination room must be left at the front or rear of the room as directed by the invigilator. Candidates must not take mobile phones into an examination room.
- 6.7.2 Candidates may take to their examination desk only such books, mathematical or other tables, printed documents, manuscripts, notes, formulae, electronic equipment or other source of information or assistance as have been approved by the Examining Board. Handbags, pencil cases etc, if taken to the desk must not contain any examination or course related material other than that approved by the Examining Board. In some cases, where appropriate, candidates will be provided by the University with such materials and/or equipment as the examiners consider necessary.
- 6.7.3 The material and/or equipment which candidates are permitted to bring into the examination room shall bear no marks or notes of any kind other than the name of the owner and anything which is regarded as normal in the nature or construction of the item in question. No borrowing from other candidates during the examination is permitted.

6.8 Students with Disabilities and/or Additional Needs and Examinations

- 6.8.1 If you are a student with a disability and/or additional needs and you require assistance with writing a script, you may answer papers by means of an amanuensis, by using a word processor or by a different approved means. The Director of Student Services will consult with your Programme Co-ordinator in order to select the amanuensis or equipment that will offer you the most appropriate assistance. If you use a word processor or microwriter arrangements will be made for you to have a new disk at the start of each of your examinations and you will normally be able to take the examination in a separate room.

6.8.2 In order to make the necessary arrangements for you to take an examination in circumstances in which you can perform to the best of your abilities, the Assistant Registrar must be informed at least 6 weeks in advance of the date of the examination involved.

6.9 What if a student cheats in an examination or other form of assessment?

This is unfair practice. The University has clear procedures to deal with unfair practice, details of which can be found in Chapter 7, Sections 7.7-7.9 of the *Academic Quality Handbook*.

6.10 What is regarded as unfair practice?

The University has clear definitions of unfair practice and, for your information, they are set out below.

6.11 Unfair Practice

It is an unfair practice to commit any act whereby a person might obtain for himself/herself or for another person, an advantage leading to a higher mark or grade than his/her abilities would otherwise secure. Unfair practices, which cover both cheating and plagiarism, are interpreted as follows:

Any attempt by a candidate to secure an unfair advantage e.g.,

- Copying or attempting to copy the work of a candidate;
- Gaining improper access to an assessment before it is sat;
- Submitting the work of others as his/her own for the purpose of satisfying formal assessment requirements for coursework, projects, dissertations etc.

The University will investigate all allegations of unfair practice in accordance with the procedures set out in Chapter 7, Sections 7.7 to 7.9 of the *Academic Quality Handbook*

6.12 Unfair Practice in Examinations

6.12.1 In examinations, but without prejudice to the generality of the foregoing, it is unfair practice to:

- introduce into an examination room any unauthorised form of materials such as a book (including mathematical tables), manuscripts or loose papers of any kind or any source of unauthorised information;
- communicate with any other person in the examination room, except as authorised by the invigilator;
- copy or use in any other way unauthorised materials or the work of any other candidate;
- impersonate an examination candidate or allow oneself to be impersonated;
- engage in plagiarism by using other people's work and submitting it for examination as though it were one's own work;

- claim either to have carried out experiments, observations, interviews or any form of research which one has not in fact carried out or to claim to have obtained results which have not actually been obtained.

6.12.2 If an invigilator suspects that a candidate has engaged in an unfair examination practice, the University will apply the Unfair Practice Procedure.

6.13 Unfair Practice Outside Examinations

Where a member of staff suspects unfair practice outside a formal written examination, the University will apply the Unfair Practice Procedure. Plagiarism is one example of unfair practice, and further details of the procedure that will be applied in cases of alleged plagiarism are outlined below.

6.14 Plagiarism in Examinations

6.14.1 Where plagiarism occurs in the context of an examination, the Unfair Practice Procedure applies. This policy applies to all examinations, regardless of the level of study.

6.14.2 A report of the alleged unfair practice will be made by the invigilator to the Pro Vice-Chancellor (Academic). If, after investigation, the Pro Vice-Chancellor (Academic) considers that a *prima facie* case exists, a report is made to the Vice-Chancellor, who will establish a Committee of Enquiry to investigate the allegations. The procedure thereafter is laid out in the Unfair Practice Procedure.

6.15 Plagiarism other than in Examinations

6.15.1 When a tutor suspects plagiarism other than in an examination, e.g. in relation to assessed coursework, dissertations or theses, the tutor responsible for the module shall seek to detect the sources of the alleged plagiarism. In doing so, the tutor shall exercise their professional judgement with regard to the nature and/or extent of their investigations and, in attempting to detect internet plagiarism, whether to avail themselves of the Plagiarism Detection Service.

6.15.2 The student will be informed of the allegation and a request shall be made for the student to attend a meeting with either the Head of Faculty or relevant Head of School, together with the tutor of the module in which the alleged plagiarism took place.

6.15.3 At the meeting, the student will be presented with the evidence of plagiarism, and will be invited to offer an explanation for the alleged incident. The student shall be given the opportunity to withdraw the work and, at that point, shall sign a statement accepting the plagiarism or denying the allegation. The senior academic officer present at the meeting will complete a Plagiarism Investigation Form. A copy will be made available to the student.

6.15.4 If a student accepts the allegation of plagiarism, and if the student has not been found guilty of plagiarism by the University on a previous occasion, the procedures outlined at 6.15.6 shall apply.

6.15.5 If the student denies the allegation of plagiarism and/or the student has been found guilty of plagiarism by the University on a previous occasion, the Plagiarism Investigation Form shall be submitted to the Pro Vice-Chancellor (Academic). If, after consideration, the Pro Vice-Chancellor (Academic) considers that there exists a case that requires further investigation, he/she shall inform the Vice-Chancellor and a Committee of Enquiry will be established to investigate the allegations. The procedure thereafter is laid out in the Unfair Practice Procedure.

6.15.6 In cases where a student chooses to withdraw work, the following procedures shall apply:

- (i) A module component that contains plagiarised work shall not be marked.
- (ii) The withdrawn module component shall be entered as 0%PW on the MIS system.
- (iii) At the discretion of the Examination Board a student may be allowed to undertake re-assessment of a module component(s), and a re-examination fee may be payable.
- (iv) At the discretion of the Examination Board, if a student undertakes re-assessment, references to plagiarism shall be removed from any results transcript.
- (v) Work presented for re-assessment shall be treated in the same way resubmissions for failed modules, and will therefore be capped at 40%. Please refer closely to Section 6.3.8.2 and Section 6.3.10.2 of the 'Taught Degree Regulations' chapter of the *Academic Quality Handbook*, which can be seen on the University Intranet.
- (vi) A student that presents work for re-assessment, at any academic level, shall be given re-assessment tasks that are clearly distinct from those originally presented for assessment.

6.16 Tutorial Supervision of Dissertations

Dissertations shall not normally be accepted for assessment unless they have undergone a process of appropriate tutorial supervision. The nature and demands of such tutorial supervision shall be made explicit in the Programme of Study Handbook. Tutors shall employ an appropriate Supervision Pro-forma to monitor students' progress, reporting absences from tutorials and taking any appropriate subsequent action.

6.17 Submission of Assessed Work

Your work shall normally be submitted using the combined plagiarism/assignment submission pro-forma provided by each Faculty, and submitted according to the procedures and times established by each Faculty or School.

7 About You and Your Conduct

In order to make your time at University a safe and pleasant experience, the University has a framework of regulations. It's important that they are clear to all and so they need to be quite formal. For your information the regulations governing student conduct are set out below.

7.1 What are the general regulations?

Students must observe all regulations that govern the effective organisation and management of specific areas of activity within the University. These include those relating to financial requirements, health and safety, the use of learning, computing, child care, refreshment, sport and recreational facilities, any professional codes of practice pertaining to any element of the students' programme of study and residential accommodation. There are also separate regulations pertaining to student use of Students' Union facilities.

7.2 How should you behave?

Whilst you are on the University campus, in University premises off campus or engaged in University activities, you must **not**:

- (a) commit physical assault, serious threatening behaviour or oral or written abuse to other students, staff or visitors to the University;
- (b) make malicious allegations against other members of the University;
- (c) damage University property or property of other students, staff or visitors;
- (d) misappropriate any University property, funds or assets;
- (e) act in any way which is likely to cause injury to any other person within the University community, including impairing the safety of premises or equipment and interfering with anything provided in the interests of Health and Safety at Work;
- (f) commit any criminal act whilst on University premises or engaged in University activities;
- (g) engage in any activity or behaviour which contravenes the University's Equal Opportunities or Harassment policies, each of which is available on the University intranet;
- (h) behave in any way which unreasonably interferes with the legitimate freedoms of any other student, member of staff, or visitor, or which disrupts or interferes with activities properly carried out by the University.

You must not behave in the community in such a way as may be reasonably deemed to harm the reputation of the University or its relationship with the local community.

Any contravention of this section will be dealt with as a breach of general regulations.

7.3 What are the academic requirements?

You must ensure that you satisfy programme and module attendance requirements and should bear in mind that it is the University's responsibility to report unsatisfactory

attendance to grant awarding authorities, and where appropriate, to employers or other sponsors.

You are responsible for notifying the Programme Co-ordinator without delay of any prolonged absence through illness or other unavoidable cause, and should provide any necessary documentary support for such absence.

You must not attempt to secure an unfair advantage over others in assessment, as covered in the University procedures for dealing with allegations of unfair practice in assessment.

You are required to register during the official registration periods that are determined by the University.

You must ensure that you are aware of, and abide by, University Regulations pertaining to intellectual property rights (see Chapter 12 of the *Academic Quality Handbook*).

7.4 What are the financial requirements?

Programme fees and registration fees are payable in full upon enrolment. If fees are to be paid by an LEA or sponsor, then you should produce documentary evidence of grant aid/sponsorship when registering.

Programme fees are normally charged on an annual basis but in the event of a student discontinuing the programme, fees will be charged pro-rata up to the date at which the Registry is informed in writing on the appropriate form that they have withdrawn.

Hostel charges are payable termly in full.

Students who cause damage to University property will be required to pay for such damage, and students who lose University property will be required to pay for such loss.

Students living in University hostels will be held responsible for any damage to their individual rooms and to communal areas, and will be charged for any damage caused by them or by third parties both to private living areas and to communal areas.

You must ensure that sufficient funds are available to honour any personal cheques presented as payment to the University.

7.5 What if I change my address?

You must inform the **Registry** and relevant Heads of School **in writing** of any change of term-time and/or home address at the earliest opportunity.

7.6 What are my responsibilities with regard to Health and Safety?

The University Health and Safety policy can be found on the University Intranet. Everyone has a responsibility for reading and adhering to the Health and Safety policy.

Failure to observe any part could result in disciplinary and/or legal action being taken by the University against offenders.

You can find out the details of all regulations linked to Health and Safety from the Registrar.

Information relating to health issues such as meningitis may also be obtained from the Director of Student Services.

You must read and comply with all health, fire and safety regulations, and co-operate with all activities in respect of such regulations.

Interfering with any safety equipment, for example, obscuring smoke alarms will be regarded as a serious disciplinary offence. You should note that it is a criminal offence to set off a fire alarm maliciously. Any student found to be guilty of such actions may be liable to criminal prosecution as well as disciplinary action.

Students undertaking learning activities on campus without staff supervision must comply strictly with University regulations relating to such situations.

Students on field courses are required to comply with any health and safety instructions given by tutors or other individuals involved with the organisation and operation of the course. The associated University Policy is available on the University Intranet.

Students on teaching practice are required to comply with the health and safety regulations of the school to which they have been allocated for their teaching practice.

Students on work placements are required to comply with the health and safety regulations of their allocated workplace setting.

You must adhere to the University policy on smoking when you are on the University campus and on excursions and events organised by the University.

Accidents must be notified promptly to the Programme Co-ordinator and to the Registrar.

You must keep away from areas that have been designated as out of bounds to students. These areas include:

- The roofs of all buildings whether academic or residential;
- Electrical substations, conduits and switching gear;
- Boiler houses;
- Lift and hoist control mechanisms;
- Sites where building or construction are taking place;
- Master controls for the alarm systems (as distinct from activating a fire alarm in an emergency);
- Areas used to store Estates machinery and consumables;
- IT and Comms areas;
- Kitchens other than those in student residencies;
- All areas signed with Staff Only, Permit to Work Required, Authorised Persons Only, Restricted Access and other signs of a similar nature.

Full details of areas that are out of bounds to students are available from the Pro Vice-Chancellor (Finance and Resources). Any breach of this regulation constitutes a serious offence for which the student may be liable to criminal prosecution as well as disciplinary action.

A students' car park is available adjacent to the campus. Students are not permitted to park cars or motor cycles on campus unless permission has been previously obtained. Students' vehicles, motor cycles and cycles must be parked in designated areas.

7.7 What are the regulations governing Information Technology?

The rules for the use of IT at Trinity are contained in the IT Acceptable Use Policy (AUP) for students, and other policy and procedural documents. These can be found on the University Intranet, and, in the case of the AUP, at the back of the "User Guide to Information Systems" booklet that is freely available. The latter gives further detail on instructions that must be followed. Each user is responsible for reading and adhering to the contents of these documents. Failure to observe any part could result in disciplinary and/or legal action being taken by the University against offenders. In addition, it is the responsibility of all users to familiarise themselves with current IT legislation, and act in accordance with it.

7.8 Does the University have liability for Loss/Damage?

The University is not liable for loss or damage to personal property brought on to or left on campus.

7.9 What will happen if I am in debt to the University?

Details of the various mechanisms that are in place to help you manage your finances are available from Student Services or from the web-site. You can apply for various academic scholarships and bursaries to provide you with financial support during the course of your studies. It may also be possible for you to gain financial support for your studies from the Financial Contingency Fund. This fund is managed by the Financial Contingency Fund Committee and meets every two weeks during term time. Emergency applications are normally dealt with within 24 hours.

Money Doctor surgeries are held on a regular basis to provide advice and guidance for dealing with student debt. However, any student who is in debt to the University and who has not made acceptable arrangements to manage and repay the debt may be excluded from University services such as hostels. In such cases, the University may not produce your transcript and may not allow you to progress to the next level of your Programme of Study. No reference or award certificate will be provided for any student who is in debt to the University. In addition, the University may take appropriate steps to recover any outstanding debts, and recover or replace any University property. Where a student no longer attends Trinity University College, and where the University receives no response from the student to communication in the form of letters, telephone calls or e-mail messages, the University may instigate legal proceedings to recover the debt.

If you are in debt, you are strongly advised to get in touch with Student Services or with the Finance Department so that they can help you identify a mechanism for dealing with your debt.

7.10 What happens if I contravene regulations?

Students that contravene the general regulations may be issued with an oral warning by the student's Head of Faculty, one of the Pro Vice-Chancellors or the Registrar, which will be recorded. Students have the right for oral warnings to be issued in the presence of a Students' Union representative or 'friend'.

In the case of more serious breaches of the general regulations students will be required to attend a Disciplinary Committee, which is empowered to take a number of actions. These would include suggesting that the student attends one or more counselling sessions, issuing a warning, requiring compensation, setting a fine, exclusion from a particular service, suspension or expulsion.

In the event that further investigations are necessary before the Disciplinary Committee can be convened, the Vice-Chancellor or his/her nominee may suspend the student for a period of up to 14 days while the investigation is conducted. Such suspension shall be notified to the student in writing by first-class post at the student's last known address and shall include a copy of these procedures. Suspension shall normally be interpreted as exclusion from all University services, including residential accommodation. The student may make representations about his or her case (including oral representations) to the Vice-Chancellor, or his/her nominee, for which purpose he/she may be accompanied by a chosen representative. Legal representation is not allowed. If the suspension does not result in any disciplinary action, the University will ensure so far as possible that the student has not been disadvantaged by the suspension.

7.11 Disciplinary Committee

A Disciplinary Committee is convened whenever one or more students have contravened any of the regulations governing student conduct. The Vice-Chancellor will nominate a University representative to present the case for the University.

The Disciplinary Committee will have access to relevant material evidence and may request the attendance of witnesses. The student's personal tutor or counsellor will be invited to attend or to submit a written report.

The student may make representations about his or her case (including oral representations), and may be accompanied by a chosen representative to the Disciplinary Committee. Legal representation will not be allowed.

The student will be informed that he/she is required to attend a Disciplinary Committee not less than 7 days before a meeting of the Disciplinary Committee. The correspondence shall include a copy of this procedure and students will be advised to contact either the Students' Union or Student Services for advice.

The student will be informed in writing of the Disciplinary Committee's decision within one week of the meeting of the Disciplinary Committee. In the event that a penalty has been imposed, the student will also be informed of his/her right to appeal.

Membership

Pro Vice-Chancellor or Registrar (Chair)
Head of Faculty
One member of academic staff
Secretary: Quality Assurance Officer

In the event that the Disciplinary Committee is convened to deal with an academic issue, the Disciplinary Committee will normally be chaired by the Pro Vice-Chancellor (Academic).

Membership of the Disciplinary Committee will be reviewed by the Vice-Chancellor if necessary in order to ensure that the members have had no previous involvement with a particular case, or any association with the student(s) concerned.

Terms of Reference

- (a) To consider the evidence submitted in relation to the offence;
- (b) To consider reports from the University representative;
- (c) To decide whether the student has contravened the regulations;
- (d) To decide where appropriate on the penalty to be imposed;
- (e) To inform the student of its decision.

In the event that it is decided that the alleged offence has not been established and there be no case to answer, the University will ensure so far as possible that the student has not been disadvantaged.

7.12 Possible Penalties

The Disciplinary Committee is empowered to issue a written warning, set a fine, demand compensation, suggest that a student attends counselling sessions, be excluded from a particular service, suspended or expelled, or any combination of these penalties. The Disciplinary Committee is also authorised to exercise its discretion in identifying an appropriate alternative penalty. In all cases, the Disciplinary Committee will ensure that penalties are proportionate to the offence committed and that there is consistency in the level of penalties applied.

7.12.1 Counselling

Counselling or advice may be carried out in an informal manner by a member of University staff, and repeated as necessary.

7.12.2 Compensation

The Disciplinary Committee may require the student to pay compensation to the University, to the owner or possessor of property damaged or to the person injured.

The Disciplinary Committee may allow time for the student to pay the compensation or order the sum to be paid in prescribed instalments. In addition to compensation the Disciplinary Committee may require students to repair or otherwise make good any damage that may have resulted from their action or inaction.

7.12.3 Fines

The Disciplinary Committee may require the student to pay a fine to the University and may allow time for the student to pay the fine or order the sum to be paid in prescribed instalments.

7.12.4 Written warning

The Disciplinary Committee may issue a written warning. Students have the right for written warnings to be issued in the presence of a Students' Union representative or 'friend'. Written warnings will remain on record for a specified period, normally three years, and during this period, will form part of the evidence presented in any subsequent disciplinary meetings. Written warnings may be noted on the student's University reference.

7.12.5 Disciplinary Suspension

The Disciplinary Committee has the authority to suspend a student from any or all of the services of the University on disciplinary grounds. Such suspension shall be notified to the student in writing by first-class post at the student's last known address and shall include a copy of these procedures. Suspension shall normally be interpreted as exclusion from all University services, including residential accommodation.

7.12.6 Expulsion

The Disciplinary Committee has the authority to expel a student. Such expulsion shall be notified promptly to the Chairman and Clerk to the Board of Governors.

7.13 Procedures for the Disciplinary Committee

In the event of a Disciplinary Committee being convened to consider an offence involving more than one student, the students in question may elect to be seen separately or as a group, provided this is considered appropriate by the Disciplinary Committee.

The University representative shall put the case in the presence of the student and his/her representative and may call witnesses.

The student (or his/her representative) shall have the opportunity to ask questions of the University representative and of any witnesses.

The Committee members shall have the opportunity to ask questions of the University representative and witnesses.

The student (or his/her representative) shall make a response in the presence of the University representative and may call witnesses.

The University representative shall have the opportunity to ask questions of the student and of any witnesses.

The Committee members shall have the opportunity to ask questions of the student and of any witnesses.

The University representative followed by the student (or his/her representative) shall have the opportunity to sum up their cases if they so wish.

The student's personal tutor or counsellor shall present his or her report.

The University representative, the student (or his/her representative) and the Committee members shall have an opportunity to ask questions of the student's personal tutor or counsellor.

The University representative, the student and his/her representative and the student's personal tutor or counsellor shall withdraw.

Witnesses may not be present prior to giving evidence and will withdraw after giving evidence but may be recalled.

The Committee shall deliberate in private, only calling the University representative and the student (or his/her representative) to clear points of uncertainty on facts already given. If recall is necessary both parties are to return even if the point giving rise to doubt concerns only one of the parties.

If it is decided that the allegations have been substantiated, all the parties will be informed of the decision and the disciplinary action. In exceptional circumstances, the decision may be postponed until further information is available.

The decision will be confirmed in writing to the student and his/her representative within 7 days.

7.14 Misconduct which is also a Criminal Offence

The following procedures apply where the alleged misconduct would also constitute an offence under the criminal law if proved in a court of law:

- (i) Where the offence under the criminal law is considered by the University not to be serious, action under these regulations may continue but such action may be deferred pending any police investigation or prosecution.
- (ii) In the case of all other offences under the criminal law, no disciplinary action (other than investigatory suspension pursuant to 7.10 above) may be taken under these regulations unless the matter has been reported to the police and either prosecuted, or a decision has been taken not to prosecute, at which time the Vice-Chancellor may decide whether disciplinary action under these regulations may be taken.
- (iii) Where a finding of misconduct is made and the student has also been sentenced by a criminal court in respect of the same facts, the court's penalty shall be taken into consideration in determining the penalty under these regulations.

7.15 Disciplinary Appeals

Students have the right of appeal against the decision taken by a Disciplinary Committee. At the appeal hearing, students have the right to be accompanied by a Students' Union representative or 'friend'.

Appeals shall be made within 14 days of the date of being informed of the decision to the Clerk to the Board of Governors, who will make arrangements for such appeals to be heard by a committee of the Board of Governors.

The Clerk shall put the appeal before a Committee of the Board of Governors appointed by them to consider the appeal. Any Governor who has been concerned in the proceedings of the Disciplinary Committee shall not take part in the meeting of the Committee at which any appeal from the Disciplinary Committee's decision is considered.

The student may make representations about his or her case (including oral representations, and may be accompanied by a chosen representative) to the Committee considering the appeal. Legal representation will not be allowed.

The decision of the Committee considering the appeal shall be final and shall be notified to the student within a period of 7 working days following the meeting by first class post to the last known address of the student. If the appeal is successful, the University will ensure so far as possible that the student has not been disadvantaged by any disciplinary action or suspension.

In the event that the student is not satisfied with the outcome of an appeal, he/she is entitled to take the issue to the Office of the Independent Adjudicator (OIA) for Higher Education. Full details of the procedure are available from the Quality Assurance Unit or from the OIA website: www.oiahe.org.uk.

7.16 Procedures for Student Complaints and Appeals

All staff and students have every right to expect to be treated fairly and the University takes its responsibility in this respect very seriously. Appeals by students against academic assessment and progression decisions are dealt with under the Procedures for Academic Appeals. Complaints in the form of the expression of a specific concern about the provision of a module, a Programme of Study, a related academic service or a related support service are addressed within the Procedure for Student Complaints. Full details of the University's policy for dealing with such issues can be found in the *Procedures for Academic Appeals and Complaints* document which is available on the University web-site, intranet or from the Faculty Offices. Any other student grievances are addressed by the Student Grievance Policy.

7.17 Student Grievance Policy

7.17.1 General Principles

For the purposes of this policy, grievances could be concerns, problems or complaints that arise within the context of being a student of Trinity University College. The University will seek to ensure that all student grievances are dealt with fairly, seriously, constructively, promptly, with due regard for confidentiality and as near to their source as possible. In some circumstances, in order to deal with a grievance, it may be necessary to disclose information to third parties. In such circumstances, the aggrieved person and any individual who is the subject of the grievance will be informed of the intent to make such disclosure before the disclosure is made.

It is recognised that grievances may focus on allegations directed against another person as distinct from a grievance against University policy or against a decision made by a University representative. Any individual against whom a grievance is made will have similar rights to the aggrieved person at all stages of the procedure, including the right to be represented.

Students who bring forward grievances shall not suffer any disadvantage or recrimination as a result of making a grievance in good faith, irrespective of whether the grievance is found to be justified (upheld) or not.

If a grievance is upheld, the University shall take appropriate action, which shall be referred to as the 'remedy'.

7.17.2 Scope

This Grievance Policy applies to all students of the University. The term 'student' refers to any person enrolled or registered to follow a Programme of Study or module(s) delivered by Trinity University College.

This policy covers non-academic grievances. The procedures for dealing with grievances relating to academic issues can be found in the *Procedure for Academic Appeals and Complaints* document, which is available from the University web-site, intranet or *Academic Quality Handbook*.

Anonymous grievances will not be dealt with under this policy. Staff who receive anonymous grievances will be expected to use their discretion and judgement in dealing with them. However, any member of staff who is unsure how to deal with an anonymous grievance should refer it to his/her line manager in the first instance or to the Pro Vice-Chancellor (Academic). Due to the nature of the grievance, it will not be possible to provide a response to an anonymous grievance. Accordingly, students are advised to provide contact details, so that they can be informed of any outcome.

In the event of a student commencing any legal proceedings in relation to a grievance, the University procedures for dealing with grievance matters will be suspended or abandoned.

7.17.3 Informal Grievance Procedure

Most grievances can be resolved quite simply and swiftly in an informal manner, at local level, by discussing the issue or concern with the relevant person.

If the grievance is against a member of staff at Trinity University College, the matter should first be raised with the individual concerned, so that any possible misunderstandings can be clarified. If this does not resolve the issue, the student(s) making the grievance and the individual concerned should arrange to meet with the individual's line manager.

If the grievance is about a service expected to be provided by Trinity University College, the student(s) making the grievance should arrange to meet with the person responsible (usually this will be the manager of the unit involved, e.g. Student Services, Learning Resources, or Estates).

If the grievance relates to another student (or group of students), the student(s) making the grievance should discuss the matter with the Director of Student Services or the Students' Union in the first instance.

If the grievance cannot be settled informally, at local level, then it should be dealt with under the Formal Grievance Procedure.

7.17.4 Formal Grievance Procedure

- (i) A grievance, either by an individual student or group of students (the aggrieved), shall be made in writing to the Director of Student Services on the Application for the Consideration of a Grievance Form. Full details of the grievance shall be provided.
- (ii) The Director of Student Services shall request that the aggrieved person(s) authorises in writing the disclosure of the written grievance, if it transpires that a person is the subject of the grievance.
- (iii) The Director of Student Services (or his/her representative) shall investigate the grievance, normally within three weeks of the grievance being received, and shall determine whether to uphold or reject the grievance. His/her decision shall be communicated in writing to the aggrieved, normally within three weeks of the submission of an Application for the Consideration of a Grievance. The aggrieved should also be provided with an explanation of reasons for the decision and, if appropriate, details of the proposed remedy. In giving due consideration to the grievance, the Director of Student Services shall have discretion to consult, as appropriate, with relevant colleagues and the aggrieved. If the aggrieved is invited to appear before the Director of Student Services he/she shall have the right to be accompanied by a person of his or her choosing. Legal representation shall not be allowed. An accompanying person will be permitted to address the meeting in order to present and sum up the case of the aggrieved and to confer with the aggrieved but will not have the right to answer questions on behalf of the aggrieved.
- (iv) If a grievance is rejected, the aggrieved shall have the right of appeal. Appeals will be considered by a Grievance Board. Such appeals should be submitted in writing to the Pro Vice-Chancellor (Academic) within two weeks of being informed in writing of the outcome of the grievance. Full details of the grounds on which the appeal is being

made against the decision not to uphold the grievance should be provided by the student.

- (v) A meeting of the Grievance Board will be convened within three weeks of receipt of a written appeal from the student following the rejection of a grievance.
- (vi) The decision of the Grievance Board shall be communicated to the appellant in writing, by means of a Completion of Procedures letter, normally within three weeks of the meeting of the Grievance Board. The letter will include an explanation of the decision and, if appropriate, details of the proposed remedy.
- (vii) The decision of the Grievance Board is final. In the event that the student is not prepared to accept the decision, the student will be advised, via the Completion of Procedures letter, that he/she can take his/her grievance to the Office of the Independent Adjudicator (OIA) for Higher Education.
- (viii) Complaints to the Office of the Independent Adjudicator (OIA) for Higher Education must be made within three months of the date of the Completion of Procedures letter. Full details of the procedure will be available from the Quality Assurance Unit or from the OIA website: www.oiahe.org.uk.

7.17.5 Grievance Board

A Grievance Board will be convened whenever a student appeals against a decision to reject a grievance. The Grievance Board will be provided with full documentation relating to the grievance. The Grievance Board shall have discretion, as appropriate, to consult with, or take evidence from, relevant colleagues and the appellant (student making the grievance). If an appellant is invited to appear before a Grievance Board he/she shall have the right to be accompanied by a representative of his/her choosing. Legal representation shall not be allowed. A representative will not be permitted to answer questions on the appellant's behalf.

Terms of Reference

- (1) To consider whether there were any defects or irregularities in relation to the implementation of policies or procedures.
- (2) To consider whether there were any defects or irregularities in earlier stages of the process for communicating with the student.
- (3) To consider the information provided in relation to the grievance and the reason(s) for its rejection.
- (4) To uphold the grievance or to confirm the earlier decision to reject the grievance.
- (5) To provide detailed recommendations on the remedy in the event that the grievance is upheld.
- (6) To provide full details of the outcome of the grievance and a summary of the reasons for any decisions.

Membership

The Vice-Chancellor or nominee (Chair)

Two members of academic staff nominated by the Pro Vice-Chancellor (Academic)

An appropriately qualified and experienced external member

Secretary: Central appointment

No member of the Grievance Board shall come from a School in which the student has studied or who has been involved with the grievance in any way.

7.17.6 During the Grievance Meeting

The appellant shall present the grievance in the presence of the University Representative (normally the Director of Student Services) and may call witnesses.

The University Representative shall have the opportunity to ask questions of the appellant and of any witnesses.

Members of the Grievance Committee shall have the opportunity to ask questions of the appellant and of any witnesses.

The University Representative shall make a response in the presence of the appellant and may call witnesses.

The appellant (or his/her representative) shall have the opportunity to ask questions of the University Representative and of any witnesses.

Members of the Grievance Committee shall have the opportunity to ask questions of the University Representative and of any witnesses.

The University Representative followed by the appellant (or his/her representative) shall have the opportunity to sum up their cases if they so wish.

The University Representative, the appellant and his/her representative shall withdraw.

Witnesses may not be present prior to giving evidence and will withdraw after giving evidence but may be recalled.

The Committee shall deliberate in private, only calling the University Representative, the student (and his/her representative) to clear points of uncertainty on facts already given. If recall is necessary both parties are to return even if the point giving rise to doubt concerns only one of the parties.

If it is decided that the appeal is justified (upheld), all the parties will be informed of the decision and the remedy. In exceptional circumstances, the decision may be postponed until further information is available.

The decision will be confirmed in writing to the student and his/her representative within 7 days.

7.17.7 Related Policies

Some areas of grievance are particularly sensitive and might be more appropriately dealt with by means of the Anti-Harassment and Anti-Bullying Policy.

7.17.8 Notes and Records

Notes and records compiled during a grievance investigation will be filed in accordance with Data Protection legislation and in line with the University Data Protection policy.

7.18 Intellectual Property Rights

Intellectual Property Rights means the ownership of any copyright, design rights, invention, discovery or improvement produced by a student or students in the course of their studies. They aim to protect the interests of both the student and the University and are to be interpreted in a spirit of reasonableness. The regulations for issues relating to Intellectual Property Rights are detailed in Chapter 12 of the *Academic Quality Handbook*, a copy of which is available on the University Intranet.

8 About You and Your Personal Tutor

8.1 Pastoral Care

Trinity University College has been particularly commended for the high reputation its support services has established amongst its students, and for the work of all its teaching and support staff in sustaining a caring culture throughout the University.

8.2 Policy statement

The University is committed to providing a thorough, consistent and supportive tutorial programme for all students.

8.3 Guiding principles

- Systems for student support are focused on enabling students to take control of their own personal development, by providing opportunities for the exercise of choice, decision-making, and responsibility. The University environment is supportive of all students.
- Educational, personal and vocational guidance services offer impartial, confidential and readily accessible support and advice to all students and prospective students.
- There is strong commitment to equality of opportunity for all students, with additional resources and strategies being invested in those students who are likely to be disadvantaged in their learning or career development.
- All students are asked to develop a Professional Development Plan (PDP), and they may contact their Personal Tutor and Careers Adviser for further information. A detailed presentation on PDPs is available to all students by accessing the Student Services *Blackboard* site.

8.4 The Personal Tutor System

The Personal Tutor System is recognised by all teaching staff to be an integral part of the academic framework of the University

The role of the University's personal tutor system includes:

- Removing the barriers, both real and perceived, that can exist between staff and students.
- Supporting the student's personal and academic development.
- Serving as a means of internal communication between the University's central services and students.
- Gathering information on reasons for non-completion of Programmes of Study.
- Providing an additional channel whereby student opinion can inform the development of services offered by the University.

The success of the system at Trinity University College can be largely attributed to the excellent informal relationship that exists between staff and students and to the commitment of staff to the welfare of students. The code of practice for personal tutors reflects this ethos of support.

8.5 Code of Practice for Personal Tutors

Personal tutors are required to adhere to the following code of practice at all times:

- To treat all students with respect.
- To treat every student as an individual with unique needs and aspirations.
- To respect confidentiality.
- To be proactive and reactive in combating discrimination in any form.
- To act as a sympathetic friend, mentor and supporter to tutees.

8.6 Personal tutor system - *modus operandi*

- The personal tutor system is part of a University-wide service provided to students in addition to services provided by Student Services (see 8.7). Other components of this network include the Chaplaincy, Careers Service, the Accommodation Officer, Learning Support for students with Specific Learning Difficulties (SpLD), Academic Writing Tutor Support and the Student Counselling Service.
- Personal tutors provide the first point of contact for advice, guidance and support. If they cannot answer the question or help solve the problem themselves, they should, in discussion with the student(s), be able to identify a source of advice.
- All academic staff are potentially Personal Tutors and personal tutorial lists are issued at the beginning of each academic session by the Academic Schools.
- Students will be informed of their Personal Tutor before or during Registration Week and will be provided with an outline of what they can expect from the personal tutorial system, and what they can contribute to it. Students will be asked to sign a statement which indicates that they have been given these details.
- Students will normally remain with the same Personal Tutor for the duration of their time at University. If a tutor leaves University or is otherwise unavailable to continue with the duties of a personal tutor, students in his/her care will be assigned another personal tutor.

8.7 Student Services

Student Services is there to offer advice, information, guidance, support and counselling to any student who needs assistance.

Student Services offers a range of services to students including:

- Careers Service;
- Student Counselling Service;

- Academic Writing Support – advice on studying, preparing and presenting assignments etc;
- Screening for Specific Learning Difficulties (SpLD);
- Learning Support for students with specific learning difficulties;
- Additional Needs support (Disability);
- Limited number of visual and audio aids for students with vision and/or hearing impairments;
- Financial assistance from the Financial Contingency Fund, advice regarding the Student Loan Company, Scholarships & University Bursaries etc;
- Money Doctors – Guidance on managing student debt;
- Support in relation to Disabled Student Allowance (DSA) applications
- Undergraduate Fee Waiver Scheme;
- Accommodation and Hostel Wardens.

The Student Services Centre, Myddfai Building (behind the Students' Union), is open throughout the year between 8:45am and 5:00pm from Monday to Thursday and between 8:45am and 4:30pm on Fridays. The Centre is open until 6:00pm on every second and fourth Thursday of every month during Term time.

Most of the services are delivered throughout the year, whilst some services are limited to University term-time only.

9 About You and University Resources

This section outlines the general resources available in terms of Information Services and the Learning Resources Centre. Details of the availability of resources of a more specialist nature are provided in Programme of Study Handbooks.

9.1 Information Services

Trinity University College recognises that Information Technology (IT) is an indispensable tool in the delivery and management of learning today and is essential to support both the academic and administrative activities of the University.

There are a number of laboratories and other strategically situated facilities on campus run by the Network Systems and User Support team. The laboratories are shared, priority being given to time-tabled teaching, but otherwise available for student use.

Access to networked facilities, including e-mail, and to the Internet is made available to all students registered at Trinity University College. Wireless access to the Internet is possible from most rooms in halls of residence on campus, as well as in some other key areas across campus.

Most workstations carry the standard University software set including Microsoft Office suite and Microsoft Internet Explorer. Other course-specific software may also be made available. Beside the Main system, two smaller separate systems facilitate the specific suite of applications for: a) Primary Education; and b) Media Studies.

Technical support is available during office hours, resources permitting. All requests are dealt with taking account of priority.

Students need to be aware that a range of regulations govern the use of the University's IT facilities which they are required to acquaint themselves with.

9.2 Learning Resources Centre (LRC)

The University's Learning Resources Centre has in excess of 120,000 items available to support the University's learning and teaching activities. The majority of these are on open access and indexed in the LRC's catalogue with some additional older items held in store to support research and which are retrievable on request. Physically, the Centre occupies two separate areas in the University - the Library, which holds the majority of the Centre's printed resources and also features networked computers and wireless Internet access, and a new purpose-built zone for social and technology enhanced learning due to open in Autumn 2009 which will include a café, staff and student photocopying services, quiet and group study areas, a mix of portable, wireless and wired devices and more.

In addition to books, the Learning Resources Centre provides:

- subscriptions to a wide range of journals and newspapers in electronic and paper format;
- a growing collection of e-books on a variety of subjects;

- a comprehensive range of databases;
- DVDs; Blu-Ray discs, videos and CDs with playback facilities;
- laptop computers, netbooks, scanners, digital still cameras and a camcorder for loan;
- reading magnifiers and a TV reader to assist users with visual impairment;
- artefacts;
- photocopying, printing and scanning, subject to copyright regulations;
- document binding;
- networked computers providing access to the Internet, email and the Microsoft Office suite;
- wireless Internet access.

HIP, the LRC's catalogue is searchable via the Internet which enables you to renew or reserve materials on or off campus. Self service machines are also available within the LRC to allow quick and easy borrowing and return of material.

To ensure the most effective use of its stock, the LRC operates a number of different loan categories. This flexibility enables heavily used items to be consulted by many students within a short period of time in order to meet assignment deadlines or to facilitate group seminar work. If the LRC does not stock the material you are looking for, you can request it through the Suggest a Resource scheme. Suggestion forms are available in the Learning Resources Centre, and an electronic form is available on the LRC website

The Centre is a signatory to local and national Higher Education Library access agreements to support you in your studies. In those cases where travelling is impractical, an inter-library loans scheme operates to supply such material. The Centre is also a member of local borrowing schemes which enable access for the wider community, as well as allowing University students and staff to access material held in local public and academic libraries.

In line with the shift to directed but independent study, Learning Resources Centre staff help and support students in a number of ways. One particular aspect of support is the delivery of information literacy skills training which is carried out at a formal level to timetabled groups and informally to individuals on a needs basis. Personalised information skills consultations providing assistance with finding and evaluating resources can be booked for a time which is convenient for you, and study skills consultations providing support with academic writing and referencing are also available in conjunction with Student Services. To book an information or study skills consultation please email lrc@trinity-cm.ac.uk with your LRC card number, details of the assistance you require, the course you are studying and a contact telephone number.

The LRC staff includes a team of Learning Resources Advisers who have responsibility for specific subject areas. They are assisted by a support team of Learning Resources Facilitators trained in the use of information technology and customer care skills.

Further information regarding the Learning Resources Centre's services, including opening hours, is available at: <http://lrc.trinity-cm.ac.uk/> or by contacting the Learning Resources Centre.

Email: lrc@trinity-cm.ac.uk / Tel: 01267 676780

10 General Information

The University is committed to providing the best possible portfolio of services to its students. We would particularly draw your attention to the following individuals and services. They have been provided for your use, and you should avail yourselves of them:

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| Pro Vice-Chancellor (Academic) | Tel: 01267 676691 e-mail: c.e.thomas@trinity-cm.ac.uk |
| Pro Vice-Chancellor (Finance and Resources) | Tel: 01267 676767 e-mail: g.tobias@trinity-cm.ac.uk |
| Pro Vice-Chancellor (Innovation, Skills and Community) | Tel: 01267 676627 e-mail: m.huws@trinity-cm.ac.uk |
| Registrar | Tel: 01267 676816 e-mail: b.clarke@trinity-cm.ac.uk |
| Accommodation Officer | Tel: 01267 676714 e-mail: d.doyle@trinity-cm.ac.uk |
| Director of Student Services Student Services | Tel: 01267 676677 e-mail: d.rogers@trinity-cm.ac.uk Tel: 01267 676830 e-mail: studentservices@trinity-cm.ac.uk |
| Health and Safety | Tel: 01267 676816 e-mail: HealthAndSafety@trinity-cm.ac.uk |
| Chaplaincy | Tel: 01267 676607 e-mail: chaplaincy@trinity-cm.ac.uk |
| Learning Resources Centre Director of Learning Resources | Tel: 01267 676780 (Library) 01267 676786 (Teaching Resources Centre) e-mail: lrc@trinity-cm.ac.uk Tel: 01267 676778 e-mail: s.a.wilkinson@trinity-cm.ac.uk |
| IT Service Desk | Tel: 01267 676759 Tel: 01267 676930 e-mail: ITCentre@trinity-cm.ac.uk |
| Students' Union | Tel: 01267 237794 e-mail: supresident@trinity-cm.ac.uk |

The Union offers a wide range of services.