

ANGLIA RUSKIN UNIVERSITY – POLICIES AND REGULATIONS

RULES, REGULATIONS AND PROCEDURES FOR STUDENTS

Anglia Ruskin University Higher Education Corporation

Rules, regulations and procedures for students

20th Edition

Amended July 2019

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

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

Any rule, regulation or procedure which refers to an individual student equally applies to groups of students and vice versa.

Students at Partner Institutions

Our partner institutions will tell you which rules and regulations do and do not apply and what other local rules and regulations apply instead. Some of the rules and regulations will not apply to you if you are studying with our partner institutions.

Complaints by students at one of our partner institutions should be made to the partner using the partner's complaints procedure.

Anglia Ruskin University Higher Education Corporation

Rules, regulations and procedures for students

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**Anglia Ruskin University
Higher Education Corporation**

Rules, regulations and procedures for students

Definitions

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

- 1** Anglia Ruskin University – Anglia Ruskin University Higher Education Corporation and any of our wholly owned subsidiary companies.
- 2** Excluded – restricting attendance at, or, access to, Anglia Ruskin University or not allowing someone to carry out the duties of any office or committee membership in Anglia Ruskin University or the Students’ Union. We will confirm the exact details to the individual in writing.
- 3** Expelled – permanently excluding someone from Anglia Ruskin University and ending their status as a student or member of Anglia Ruskin University.
- 4** Intermit – temporarily leaving your studies in line with our rules.
- 5** Maladministration – where we have not correctly followed our own procedures, or we have discriminated unfairly.
- 6** We – Anglia Ruskin University Higher Education Corporation and any of our wholly owned subsidiary companies.
- 7.** You - a student who is registered and studying on one of our modules and/or courses, this includes degree apprenticeships. Your membership of Anglia Ruskin University will, unless we end it earlier under these rules, end one month after the date of the meeting of the Senate’s Awards Board which confers your final award (or other academic status). If you intermit your studies, in line with our rules, you will still be covered by these rules, regulations and procedures for students. However, you do not have to pay tuition fees.

Anglia Ruskin University Higher Education Corporation

Code of Conduct for Students

Our Code of Conduct

The purpose of our Code is to:

- prioritise the protection of our students and staff, whilst upholding dignity and respect for all when misconduct occurs.
- provide clarity about the behaviours which are not acceptable within our University community.
- foster a culture where everyone in our community feels safe, valued, and respected.

Our Corporate Values

At Anglia Ruskin University, we are committed to making sure that everyone in our community is treated with dignity and respect. These principles are supported by our corporate values:

Ambition

We are determined to achieve our goals and continually strive to enhance our University for the benefit of all.

Innovation

We will apply our collective and individual creativity to conceive and develop new ideas, implementing them for the benefit of the communities we serve.

Courage

We are bold in taking the decisions we feel are right, even when it is difficult to do so.

Community

We greatly value working collaboratively, supporting each other and helping everyone to achieve their potential.

Integrity

We do what we say we will do and are fair and transparent in our decision-making and actions.

Responsibility

We take decisions and act in a way which respects environmental, societal and economic considerations, and which best supports those who study and work with us.

Our expectations of our students

As a student you need to:

- a. respect and observe our rules and regulations, which we set out below;
- b. co-operate in the running of the University through our academic, administrative, sporting, social or other activities;
- c. help us to meet our obligations in respect of immigration law;
- d. act with honesty and integrity in undertaking your studies and assessments;

- e. respect the rights and privacy of others;
- f. respect the University's commitment to the freedom of speech;
- g. respect the property of the University and that of students, employees and visitors;
- h. behave in an orderly manner in your academic and recreational activities on and off campus, in University accommodation, and in your daily life;
- i. represent the University in a manner that best promotes its reputation;
- j. take shared responsibility for your guests when on University premises and when engaging in University activities;
- k. take appropriate action when you see others acting inappropriately, which may include bringing it to the attention of the University rather than intervening yourself;
- l. follow the relevant standards when undertaking professional training and undertaking organised sporting activities.

What we consider to be misconduct

Misconduct is behaviour which interferes with how we work or action which otherwise damages our reputation.

Harassment, bullying, discrimination, hate crimes, physical violence, sexual harassment and violence, and victimisation are unacceptable. We will not tolerate unacceptable behaviour against a student, employee or visitor.

We provide examples of what we consider to be misconduct in the Annex. The Annex forms part of this Code.

The circumstances under which we might initiate disciplinary action

We may take disciplinary action in connection with our facilities, services, or student activities. This may include misconduct that:

- interferes with our academic or administrative activities or legal obligations;
- takes place in or near our premises managed;
- affects our interests and reputation irrespective of where it takes place;
- happens during off-campus activities such as sporting events, work experience, placements and field trips;
- happens on social media and through any electronic means;
- takes place outside term time as well as during term time.

The behaviour may have affected:

- the University;
- one or more of our students or employees;
- others visiting, working, or studying the University; or
- a member of the public.

Work experience and placements

If you are removed, dismissed, or rejected from work experience or a placement because of your lack of competence, poor behaviour, attendance, or other legitimate concerns, we may initiate disciplinary or fitness to practise procedures.

Initiation of disciplinary action

We may take disciplinary action against a student who acts contrary to this Code of Conduct. If we take disciplinary action, we will use the Student Disciplinary Procedures.

Only a designated ARU manager initiates disciplinary action. The Designated Manager may be in a Faculty or central service. The procedure includes residential services and sporting activities.

All members of the Anglia Ruskin community are responsible for behaving appropriately and respectfully towards others. A student may complain about another student's behaviour. We will consider the complaint and decide on what action to take using our Student Disciplinary Procedures which can be found on page 24

How a student can make a complaint about the behaviour of another student

Our disciplinary procedures are intended to address misconduct by students rather than to resolve disputes between individuals. If you have concerns about the behaviour of another student, you may wish to seek advice before making a complaint. You can get advice from:

Anglia Ruskin Students' Union www.angliastudent.com/advice

The Students' Union Advice Team can advise you on the options available to you to address the concerns you have and support or represent you if you choose to make a formal complaint; and

Anglia Ruskin University Harassment Support Network <http://arul.ink/harassmentsupport>

The Harassment Support Network consists of trained ARU staff who can offer you support and information if you have experienced bullying, discrimination, harassment, hate crime or sexual violence. It includes staff who are trained Sexual Violence Liaison Officers (SVLOs).

If you need to make a formal complaint about the behaviour of another student, you can do so by writing to the Office of the Secretary and Clerk at complaints@anglia.ac.uk. We will follow our student disciplinary procedures.

How a student can make a complaint about the behaviour of a member of staff

If you have concerns about the behaviour of a member of staff, you may wish to seek advice before making a complaint. You can get advice from the Students' Union Advice Team and from the Anglia Ruskin University Harassment Support Network, please see links above.

If you need to make a formal complaint about the behaviour of a member of staff, you can do so by writing to the Office of the Secretary and Clerk at complaints@anglia.ac.uk

We will conduct any investigation about a member of staff under the Staff Disciplinary Policy and Procedure, which is overseen by HR Services.

Core principles when dealing with misconduct

There can be serious consequences for misconduct. We intend our Student Disciplinary Procedures to enable us to undertake a fair and proportionate investigation. We will reach a conclusion based on the evidence we are able to collect.

These are our core principles in dealing with misconduct:

1. We will listen to, acknowledge and address all reports of behaviour promptly and sensitively.
2. We will fully and fairly investigate reports, engaging with reporting parties and respondents through a clearly staged process.
3. We will take steps to protect both staff and students from victimisation or retaliation during any investigation.
4. Students who report incidents of misconduct, or are subject to an investigation, will have access to appropriate support.
5. For a student to be found to have engaged in misconduct, the University needs satisfaction on the meeting of the civil standard of proof, the balance of probabilities. Where the sanction is more severe, the greater weight is required in terms of the balance of the probability. Responsibility for proving misconduct on the balance of probabilities rests with the University.
6. We will communicate our commitment to this Code of Conduct to students and staff through training, induction, and key documentation.

Referral to the Police

We may refer a matter to the police for investigation.

If the potential criminal offence is against the University, we decide whether to report the incident to the police. We do this based on the facts of the case.

If the victim is an individual, we usually allow the victim to decide whether to make a report to the police. If the victim is a member of the University community who wishes to make a report, we will support them in the process. If the person decides against reporting to the police we normally respect that decision.

In exceptional circumstances, we may report an alleged crime to the police contrary to the wishes of the victim. The circumstance in which we make a report need justifying. We may make a report to protect the victim (or others) from harm or to prevent a further crime taking place.

The University Secretary, or designated delegate, takes all decisions on referrals to the police.

If there is a referral to the police, we may suspend our procedures. We would do so until the police conclude their enquiries. We will follow our Student Disciplinary Procedures in suspending our procedures.

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Annex to the Code of Conduct for Students

What we consider to be misconduct

In this annex, we provide examples of misconduct that may be subject to disciplinary action.

(1) Disruption of the work of the University

Our University is large and complex. We need to organise our work for the benefit of all our students, staff, and visitors. We may need to initiate disciplinary action against a student because of misconduct that prevents this from happening. These are examples where we might have to act against you:

- a** If you disrupt, or interfere with, our academic, administrative, sporting, social or other activities, whether on university premises or elsewhere.
- b** If you obstruct, or interfere with, the work, duties or activities of other students, members of staff or visitors to Anglia Ruskin University.
- c** If you act fraudulently, deceptively, or dishonestly towards us as a university, our staff, or other students. This includes taking property without proper authorisation.
- d** If you break our code of practice on the freedom of speech or any of our rules or regulations.
- e** If you are dishonest in any way in academic assessments and examinations.
- f** If you deliberately or recklessly damage our property or the property of other students, members of staff or visitors.
- g** If you misuse our premises or items of property, including computers.
- h** If you do anything which adversely affects our reputation.
- i** If you fail to give your name and other relevant details to us if it is reasonable for us to ask for that information.
- j** If you fail to keep to a previously-imposed penalty under the Student Disciplinary Procedure.

(2) Allegations of criminal behaviour

We may initiate the disciplinary procedures if there are allegations of criminal behaviour that:

- (i) takes place on our premises, or at an event we control; and/or
- (ii) affects or concerns other members of our community; and/or
- (iii) adversely affects our reputation; and/or
- (iv) is treated as misconduct under the terms of this Code; and/or
- (v) is one of dishonesty, if you hold a responsible position in Anglia Ruskin University.

(3) Acts of bullying

Bullying is offensive, intimidating, malicious or insulting behaviour involving the misuse of power, position or knowledge. Bullying is intentional and can make a person feel humiliated, threatened, undermined and vulnerable. Victims may not always recognise what is happening and so may feel trapped, isolated or powerless.

Bullying tends to happen persistently, often without witnesses, over time. It can involve one individual against another or involve groups of people. Bullying can take the form of physical, verbal, and non-verbal conduct and so can include social media communications, telephone communications, filming or taking pictures of people and/or using these without their knowledge or consent.

This is not an exhaustive list, but examples of bullying may include:

- being shouted at, being sarcastic towards, ridiculing or demeaning others;
- deliberately excluding or ignoring an individual;
- physical or psychological threats;
- unfair or excessive supervision or monitoring;
- unfair blaming for mistakes or unwarranted fault finding;
- singling out or treating an individual unfairly.

It is important to make the distinction between bullying and firm management. Bullying is unfair and can undermine a person's best efforts to perform well. Legitimate, reasonable, and constructive criticism of performance or behaviour, or reasonable instructions given to staff during their employment will not amount to bullying on their own.

(4) Acts of discrimination

Discrimination is contrary to the Equality Act 2010 and takes place when an individual or a group of people is treated less favourably than others based on one of the nine protected characteristics:

- age
- disability
- gender
- gender reassignment
- marriage and civil partnership (employees only)
- pregnancy and maternity (we will also consider the same for paternity leave, parental leave or shared parental leave)
- race
- religion or belief (including lack of belief)
- sexual orientation

Discrimination can be direct or indirect.

Direct discrimination occurs when someone is treated less favourably than another person because of a protected characteristic they have or are thought to have, or because they associate with someone who has a protected characteristic.

Indirect discrimination can happen when there is a condition, rule, policy or practice that applies to everyone but particularly disadvantages people who share a protected characteristic. However, it isn't classed as indirect discrimination if it can be shown that the condition, rule, policy or practice is reasonable.

(5) Acts of harassment

Harassment is unwanted behaviour which violates a person's dignity, or creates an intimidating, hostile, degrading, humiliating or offensive environment. Harassment is against the law when the unwanted behaviour occurs because of, or connected to, one or more of the following protected characteristics:

- age
- disability
- gender
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race

- religion or belief (including lack of belief)
- sexual orientation

Harassment is often persistent, although a single incident may be serious enough to constitute it. Harassment can be deliberate or unintentional, however the effect on the victim is the main factor to be considered in claims of harassment, not the intention behind it.

Harassment can take the form of physical, verbal and non-verbal conduct and so can include social media communications, telephone communications, filming or taking pictures of people and/or using these without their knowledge or consent.

This is not an exhaustive list, but examples of harassment may include:

- unwanted physical conduct or 'horseplay' including touching pinching, pushing, grabbing, brushing past someone, invading their personal space and more serious forms of physical or sexual assault;
- offensive or intimidating comments or gestures, or insensitive jokes or pranks;
- mocking, mimicking, or belittling a person's disability;
- racist, sexist, homophobic or ageist jokes, or derogatory or stereotypical remarks about an ethnic or religious group or gender;
- outing or threatening to out someone as gay, lesbian, bisexual or trans;
- ignoring or shunning someone, for example, by deliberately excluding them from a conversation or a social activity.

(6) Hate crime

'Hate incidents' and 'hate crimes' are terms used to describe acts of violence or hostility directed at people, which appear to the victim or anyone else to be, because of who they are or who someone thinks they are. They are motivated by hostility or prejudice based on one or more of the following:

- disability
- race
- religion
- sexual orientation
- transgender identity.

Hate incidents can be against a person or against property and includes materials posted online.

This is not an exhaustive list, but some examples of hate incidents may include:

- abusive phone calls
- bullying
- graffiti
- harassment
- intimidation
- abuse through the means of any form of electronic media
- threats of violence
- verbal abuse

When hate incidents become criminal offences they are known as hate crimes. A criminal offence is something that breaks the law. This is not an exhaustive list, but some examples of hate crimes may include:

- assault;
- burglary;
- criminal damage;
- fraud;
- harassment;

- hate mail;
- murder;
- sexual assault;
- theft.

(7) Physical misconduct

Physical misconduct is unwanted physical contact which has the purpose of violating a person's dignity or causing them distress or harm, whether or not there is personal injury.

This is not an exhaustive list, but examples of physical misconduct may include:

- punching;
- kicking;
- slapping;
- pulling hair;
- biting;
- pushing;
- shoving.

(8) Sexual misconduct

Sexual misconduct is unwanted conduct of a sexual nature which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment. You don't need to have previously objected to someone's behaviour for it to be considered unwanted.

This is not an exhaustive list, but examples of sexual misconduct may include:

- sexual intercourse or engaging in a sexual act without consent;
- attempting to engage in sexual intercourse or engaging in a sexual act without consent;
- sharing private sexual materials of another person without consent;
- kissing without consent;
- touching inappropriately through clothes without consent;
- inappropriately showing sexual organs to another person;
- repeatedly following another person without good reason;
- making unwanted remarks of a sexual nature.

A person must have the capacity to give free agreement (consent) to sexual activity. A person consents if he/she agrees by choice and has the freedom and capacity to make that choice. Capacity is based on the person:

- being the right age
- being sober
- having the mental and physical ability to agree freely
- not being threatened or afraid of harm
- not being detained against their will

The University may investigate allegations of sexual misconduct. However, we need sufficient evidence to show the alleged misconduct took place and the accused was responsible.

Sexual assault is a criminal offence and is committed if another person intentionally touches someone, the touching is sexual, and the person does not consent. It is often more appropriate for the police to investigate given their greater powers of investigation.

We usually allow the victim to decide whether to make a report to the police. If the victim is a member of the University community who wishes to make a report, we will support them in the process. We will

work with the police in such matters. In fairness, we would also provide support for a student who is the subject of the complaint.

If the person decides against reporting to the police we normally respect that decision. In exceptional circumstances we may report an alleged crime to the police contrary to the wishes of the victim. The circumstance in which we make a report need justifying. We may make a report to protect the victim (or others) from harm or to prevent a further crime taking place.

The University Secretary, or designated delegate, takes all decisions on referral to the police.

If there is a referral to the police, we may suspend our procedures. We would do so until the police conclude their enquiries. We will follow our Student Disciplinary Procedures in suspending our procedures.

(9) Acts of victimisation

Victimisation is when a person is punished or treated unfairly because they have made a complaint; they are believed to have made a complaint; they have supported someone who has made a complaint; or it is suspected that they might make a complaint.

Anglia Ruskin University Higher Education Corporation

Rules and regulations for students

A. Disruption to the provision of services

1. We will take all reasonable steps to provide the teaching, assessment and other educational services set out in our prospectus and handbooks. If we are unable to do so, we will activate our Student Protection Plan.
2. If industrial action or some other cause beyond our control affects our ability to provide educational services, we will take reasonable steps to reduce any disruption to the affected services.

B. Attending university

3. Attending university is of benefit to you in engaging with your studies and your attainment outcomes. You must attend your timetabled teaching sessions as they appear on e-vision regularly and on time. We monitor attendance at teaching sessions. If your attendance is unsatisfactory, we will take appropriate action. This is because students who attend regularly are in a much better position to succeed in their studies.
4. You must inform us promptly of changes your enrolment information, such as your name, home address, term-time address, personal e-mail, and sponsor. This is so that we can keep in touch with you or your sponsor
5. If you wish to take leave of absence or withdraw (temporarily or permanently) from Anglia Ruskin University, you must apply in advance. The University considers each case on its merits but reserves the right to refuse a request because we would not be able to continue to support you in your studies.
6. If you appeal, we will consider you to be a student until the appeal is over. As a result, you are legally responsible for paying fees during the appeal period. If the outcome of the appeal leads to your period of study at the University ending, we will refund any fees paid for the appeal period.

C. Making use of our facilities

7. We aim to provide a conducive environment for teaching and learning. This includes setting rules to benefit all those who make use of our facilities,

Restrictions on the consumption of refreshments

8. We only allow eating and drinking in those areas of our buildings set aside for these purposes.
9. You cannot eat and drink in areas used for teaching, open-access areas and laboratories.
10. Separate rules apply to libraries as set out in the University Library rules.

Smoking

11. You may only smoke in designated smoking areas.
12. No smoking is permitted inside any building or substantially enclosed space.

Taking care of our equipment and premises

13. You need to respect our premises and property, including equipment that we lend you. If you damage our property, you must, when required, pay the full cost of the repair or replacement.

Student identity card

14. When you register as a student, we will give you a student identity card.
15. You need to carry this card at all times on our premises.
16. You need to produce it if any member of our staff or other authorised representatives ask to see it. This helps us keep our premises safe.

Keeping or driving a car in Cambridge

17. No full-time student (except approved disabled students, students whose permanent family home is within the City of Cambridge or students that need a vehicle for placement reasons) will be allowed to keep or drive a motor vehicle, other than a moped or motorcycle, in the City of Cambridge.
18. The Office of the Director of Student Services will issue you a permit if you may keep or drive a motor vehicle, in line with the above paragraph. These permits will only be allowed for a certain period to reduce the possibility of non-authorised copying or use. You need to apply for a permit and prove you are entitled to a permit in line with the above paragraph.

Parking cars and driving on campus

19. You cannot park a car, cycle or motorcycle depending on the campus concerned, anywhere other than in designated areas. You must also keep to on-campus speed restrictions.
20. Student parking at the Cambridge or Chelmsford campus is restricted to cycles, motorcycles and drivers with an accessibility ("blue") badge.
21. If you are a disabled student or have a temporary impairment you can apply to Student Services for a temporary parking permit to access Accessibility bays at our Chelmsford campus. These permits will only be allowed for a certain time period to reduce the possibility of non-authorised copying or use. You will need to apply for a permit and provide medical evidence confirming your disability.
22. Residential Services, security and other members of our staff will carry out spot checks to make sure that nobody is breaking parking control regulations on the campus concerned.
23. We will investigate all claims of the regulations being broken and, where appropriate, take necessary disciplinary action under the Student Disciplinary Procedure

D. Health and safety

24. We have a duty to ensure that we have proper provision for health and safety within the University. You also have a role to play in ensuring a safe environment. You must keep to our safety regulations. These are set out here: https://web.anglia.ac.uk/onet/staff/sec_clerk/RiskManagement/Welcome.phtml You also need to follow any safety rules that your course requires. When on placement, you need to follow the health and safety rules of the provider.
25. You should report any accident, as quickly as possible, to your faculty office, and complete an accident report form. This is important so that we can investigate the accident and identify any improvements.
26. You must inform Student Services promptly if you are in contact with another person with a notifiable disease. Examples include mumps, meningitis, TB or any other condition that a doctor must report). This is important because we may need to act to safeguard the health of other students, staff and visitors.

E. Awards, certificates and diplomas

27. We will issue all certification of awards and credits in your registered name at the conclusion of your course

28. We will only replace a lost certificate on payment of a fee (as detailed on the Academic Registry's webpages). We will replace a damaged certificate free of charge if you return it to the Academic Registry.
29. We will only issue a replacement certificate which involves a change of name in exceptional circumstances. However, you must provide evidence, return the original certificate or diploma and pay a fee (as detailed on the Academic Registry's webpages). Where the change of name follows gender reassignment there is no charge.

F. Attending graduation ceremonies

30. Awards are celebrated at a graduation ceremony. You need to apply to attend a graduation ceremony in line with arrangements set out and publicised by the Academic Registry.
31. You may not attend a graduation ceremony until you have paid all tuition fees you owe us.
32. You do not have to attend a graduation ceremony. If you do not attend, it will not affect your receipt of your award.

G. Students' Union sabbatical officers

33. We will treat an individual appointed to any office which the Board of Governors approves formally as having Students' Union sabbatical status, as a student of the university.
34. We will register graduates of Anglia Ruskin University as full-time students for the academic year following the academic year in which they graduate if they are elected to one of the offices which the Board of Governors approves formally as having Students' Union sabbatical status. This applies for the following academic year, if re-elected to one of these offices.
35. A student who holds a Students' Union sabbatical office will, during the terms of office, not have to attend Anglia Ruskin University or make satisfactory progress. However, each student must pay a tuition fee of £1.

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Anglia Ruskin University Higher Education Corporation

University tuition fees

A. General

1. A sponsored student is someone whose employer, government agency, embassy or similar organisation agrees with the student to pay the tuition fee on the student's behalf.
2. A student may have the fees paid by the Student Loans Company.
3. A self-paying student pays the tuition fee directly to the University.
4. This policy will not apply to a student registered on a degree apprenticeship

B. Responsibility for payment of tuition fees

5. As a student, you are responsible for the payment of your tuition fees. If a sponsor, or the Student Loans Company, does not pay the tuition fees, you are responsible for payment.
6. If you return for another year of your study, you must complete a registration process before you begin your studies again, including the payment of fees. If you do not register in this way, we may not count any assessment results you receive in a period for which you have not been registered at an Awards Board.

C. Sponsored students

7. If you are sponsored, you must produce, within 10 working days of registering, the full name and address of your sponsor who will be responsible for paying your tuition fees.
8. We must receive your tuition fees within 30 days of the date on our invoice. If your sponsor does not pay, or if we don't receive details of your sponsor, you will have to pay any tuition fees due. You will then become a self-paying student – see E below.
9. If you change your sponsor, you must give us the full name and address of your sponsor who will be responsible for paying your tuition fees. If you do not, you will become responsible for paying any fees due as a self-paying student – see E below.

D. Payment of fees by the Student Loans Company

10. If you have applied for tuition fee loans or grants through the Student Loans Company, you must produce a financial notice, supplied by Student Finance England, as close to the registration process as possible.
11. If you are already a student, you must renew your application with Student Finance England for each year of study and produce the financial notice supplied by Student Finance England.
12. There is a different process if you are a student from Scotland, Wales, or Northern Ireland, or if you live in the Channel Islands or Isle of Man.

E. Self-paying students

13. If you are not eligible for UK Government support or for sponsorship, you must pay the full tuition fees when you register, or before you register, unless we agree in advance to let you pay by instalments.
14. We can arrange for you to pay by instalments if you want to. You must do so in advance of your registration. This is the only situation where instalments will apply.
15. If we agree for you to pay in instalments, you must pay one-third of the fee when you register, or before you register. You must then pay the rest in equal instalments (using a credit or debit card) on our web-payment facility. The number of instalments will depend on the length of your course.

16. You cannot pay by instalments for courses of less than five months.

F. What happens if you fail to pay your tuition fees

17. You must pay your tuition fees promptly.

18. If you fail to make a payment on the due date

- a. we reserve the right to charge you interest at the rate of 2% above the Bank of England Base Rate
- b. we reserve the right to initiate proceedings to exclude and then expel you from this university
- c. we may begin legal proceedings to recover any amounts you owe, including costs to recover the debt.

19. If we plan to exclude a student for not paying fees, the Secretary and Clerk, or an officer of Anglia Ruskin University authorised by the Secretary and Clerk, will issue a notice. The notice will give a deadline for payment. If you contact us before the deadline, the Secretary and Clerk, or any officer of Anglia Ruskin University authorised by the Secretary and Clerk will interview you and:

- a. accept payment in full
- b. agree a proposal for payment after the deadline; or
- c. decide to suspend you

20. If you do not ask for an interview or pay what you owe in full, the Secretary and Clerk may decide to exclude you.

21. If you are excluded and do not make the payment by the deadline in the notice, we may expel you. If you ask us before that deadline, the Secretary Clerk, or an officer of Anglia Ruskin University authorised by the Secretary and Clerk, will interview you, and:

- a. accept payment in full;
- b. agree a proposal for payment after the deadline; or
- c. decide to expel you.

22. If you owe us any money for tuition fees, we will not allow you, other than in exceptional circumstances, to return to the next year of study until you pay us all amounts you owe.

G. Refunding tuition fees

23. In accordance with the Money Laundering Regulations 2007, as amended, refunds are made to the original payer and follow the method by which the University received the money. If the original payment was made using a credit card which has subsequently expired, bank details will be required for the individual or sponsor who made the original payment so that a refund can be made to a bank account in their name.

24. We will only refund your tuition fees for the following reasons

- a. if we cancel your course, and you have already made payment
- b. if you withdraw during the first three weeks of a course. We must receive a properly authorised and dated withdrawal or intermitting notice form (forms R1a and R1b).
- c. if the University agrees a refund following the upholding of a complaint investigated under our Student Complaints Procedure or following a recommendation from the Office of the Independent Adjudicator

25. If you leave during or at the end of your first semester, we will refund only the second semester. If you leave during your second semester, you will not get a refund.

26. If you are funded by Student Finance England and you withdraw from your studies, information about your tuition fee liability can be found here:- <https://web.anglia.ac.uk/finance/studentfinance.phtml>

27. If you are from outside the European Union or the European Economic Area, we will only make refunds into a bank account in your home country if you show us evidence (which proves in our reasonable opinion) that you have transferred to another UK further- or higher-education institution or have left the United Kingdom and no longer plan to study at Anglia Ruskin University.

Approved July 2019

Anglia Ruskin University Higher Education Corporation

University library rules

Introduction

We have designed these rules to make sure that our staff and students get the most benefit from the resources and facilities of the university library.

1 Membership

The following categories of membership are available:

a Staff membership

Current university staff, as defined on the library's website, are entitled to staff membership.

b Student membership

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

c Other memberships

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

d You must:

- keep your membership card, or staff or student ID card, while you are a member;
- carry your membership card, or staff or student ID card, when you use our services;
- let us know about any change of address or email contact;
- renew your membership each year, unless you have staff or student membership;
- keep to the following rules.

2 Borrowing

a Membership cards/ID cards

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

b Loan allowances

You may borrow up to the limit of items allowed in your category of membership, but we may limit the number of items we loan in certain types of materials.

c Period of loan

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

d Special conditions

We can place special conditions on using or loaning any item.

e Overdue items

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

- e1 The date or time of return will be shown for each item issued.
- e2 A charge will apply as soon as the item becomes overdue. It will be charged for each day (or part of a day) or hour (or part of an hour) whichever is appropriate to the type of loan. If you report an item lost after it is overdue, we will charge you as in rule 5b. You will also have to pay the overdue charge due.
- e3 We display the scale of charges on the library's website. We may decide not to make charges under rule 2e2 if there are exceptional circumstances.
- e4 If you have items overdue or you owe money for library charges, you will not be able to borrow any items.

f Licence agreements and copyright restrictions

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

3 Inter-library loans

- a We may loan books and other materials in the university library to other libraries
- b We may borrow books and other materials from other libraries for our members to use. We may charge you for this service according to your category of membership. The service is limited to certain categories of membership.

4 Printing, photocopying and scanning

- a When you print, photocopy or scan an item, you must keep to the terms of current copyright law.

5 Damage to or loss of books and materials

- a We may charge for any damage to or loss of books or materials from the libraries at the current replacement value or repair cost. We will decide whether to repair or replace the item and may also make an administration charge.
- b We will consider any overdue item which is not returned after sending a final overdue reminder as lost. We will assess the cost of replacing the item and charge you accordingly.

6 Security

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

7 Using library spaces

- a We provide library services for the benefit of people at Anglia Ruskin University. If you behave in ways that disturb other library users or disrupt their access to services, we will ask you to leave the library.
- b You must keep to the rules for designated study zones.
- c You cannot drink, except from bottled or lidded drinks, or eat in the libraries. Alcohol is strictly forbidden.
- d You should remove all belongings from tables or rooms whenever you leave the library. We will not be responsible for any personal property you leave in the library.

- e No animals are allowed in the library buildings except assistance dogs.
- f You cannot make or take phone calls in the library except in designated areas. You must always switch mobile phones to silent.
- g You cannot sleep in the library, for wellbeing and security reasons.

8 Closing a library in an emergency

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

9 Library staff work areas

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

10 Withdrawing library facilities

- a If you do not keep to these rules we may withdraw any library privileges you have. Persistently breaking the rules will lead to formal disciplinary action.

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Anglia Ruskin University Higher Education Corporation

Use of Information-Technology resources, systems and services

This is a summary of the governance and expected behaviour relating to the acceptable use of our Information-Technology resources, systems and services, which we will refer to collectively as IT facilities. The tenants of this document apply to all computer hardware and software, whether our property or not, in use on our premises or premises that we control.

You are expected to be familiar with all the core principles of acceptable use, as outlined in our Regulations for the Use of Our IT Resources, Systems and Services, to be found at https://web.anglia.ac.uk/it/policy/it_acceptable_use_2016.pdf. They will help you make best use of a valuable resource while also respecting your rights.

1. Behaviour

- a. Do not waste resources or interfere with others' legitimate use of our IT facilities;
- b. Do not behave towards others in a manner that would be unacceptable in the physical world;
- c. Do not assume that because an action is possible that it is, by implication, either acceptable or permitted;

2. Governance

- a. Abide by all policies, regulations and agreements relating to our IT facilities;
- b. Follow all guidance relating to our IT facilities;
- c. Observe the policies, regulations, agreements and guidance of any third party whose facilities or resources you access, unless they directly contradict our own;
- d. Do not break local or international law;

3. Identity

- a. Do not allow anyone else to use your identity or credentials, including usernames and passwords, under any circumstances;
- b. Do not disguise your online identity;
- c. Do not attempt to obtain or use the credentials or identity details belonging to anyone else;

4. Information

- a. Take precautions to safeguard your personal data at all times;
- b. Respect other people's information;
- c. Do not abuse copyright material;
- d. Remember that mobile devices are not always the most appropriate or secure way to handle, manage or store personal information;
- e. Treat all information that becomes available to you through our IT facilities as privileged. Do not copy, modify or transfer it without the permission of the owner or appropriate organisation;

5. Infrastructure

- a. Ensure that the software installed on your own equipment, including laptops, tablets and other mobile devices, is up to date and that you are adequately protected from viruses and other malware;
- b. Do not put our IT facilities at risk by loading unauthorised software or introducing malware to our systems;
- c. Do not interfere with the hardware that comprises our IT facilities;
- d. Only connect equipment to our IT facilities in line with our policies, regulations, guidance and advice;
- e. Do not attempt to monitor the use of our IT facilities by others or capture any data that is transmitted on our networks with explicit permission to do so;

If you damage any aspect of our IT facilities, including data, we reserve the right to charge you for the full cost of repair or replacement including labour and related costs;

We reserve the right to monitor and record your use of our IT facilities to protect our interests and for the purposes of:

- Effective and efficient planning and operation of our services;
- Detection and prevention of any unacceptable use;
- Investigation of alleged misconduct;

By becoming and continuing to be a student at Anglia Ruskin University you give us implicit permission to do so. For this reason, you may prefer not to use our IT facilities for personal communications.

We will comply with all lawful requests for information from local, national and international governments and law enforcement agencies.

We may suspend your access for up to seven working days, while investigating any suspected misuse of our IT facilities. We may also invoke student disciplinary procedures if you are found to have contravened any of the policies, regulations or agreements that relate to their use.

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Anglia Ruskin University Higher Education Corporation

Student Disciplinary Procedure

About this procedure

1. In this document we set out how we investigate misconduct by Anglia Ruskin University (ARU) students. Our aim is to ensure the proper working of ARU in the broadest sense. This is the benefit of all students, staff, and visitors. This means on occasions we need to take disciplinary action against a student.
2. You need to read this procedure alongside our Student Code of Conduct.
3. We may use this procedure alongside breaches of the University Student Accommodation Agreement.
4. We may use this procedure alongside the Students' Union's disciplinary procedures. We may do this when the Students' Union informs the University Secretary of their use.
5. This procedure applies to disciplinary cases opened after 1 September 2018.
6. The procedure includes residential services and sporting activities.
7. There are other forms of misconduct. We deal with these under different procedures. We tell a student which procedure we will use. The other main procedures are
 - a. Fitness to practise
 - b. Assessment offences
 - c. Library rules
 - d. Use of ICT facilities
 - e. Rules and procedures for borrowing media equipment and using media facilities
 - f. StartupLab TM

If you wish to complain about another student.

1. If you wish to make a formal complaint about the behaviour of another student, you can do so by contacting the Office of the Secretary and Clerk at complaints@anglia.ac.uk providing details of your complaint.
2. These procedures are not designed to resolve disputes between students and we would recommend you speak to the Students' Union Advice Service before bringing a complaint.
3. We will only look into a complaint against another student if the alleged behaviour has breached our regulations.
4. If the alleged behaviour does breach our regulations a complaint will usually follow our published disciplinary procedures.
5. There are other forms of misconduct and if appropriate we may deal with the complaint under a different procedure.

Precautionary action

8. We may take precautionary action against a student subject to allegations of misconduct. This is before the disciplinary investigation. A designated ARU manager may propose precautionary action. A Deputy Vice-Chancellor approves the precautionary action. If a Deputy Vice-Chancellor is unavailable, another senior manager approves precautionary action.
9. The purpose of precautionary action is to:
 - a. protect staff, other students, and visitors; and/ or
 - b. allow a full investigation by either an ARU investigator or as part of a criminal process.
10. Precautionary action is not a penalty or sanction. This means we do not assume a student engaged in misconduct or misconduct that may constitute a criminal offence. Only an investigator decides if this is the case.
11. We ensure precautionary action is reasonable and proportionate. It may include:
 - a. imposing conditions on the reported student. We may require the student not to contact a reporting student and/or witnesses. We may require the student to move from ARU managed accommodation.
 - b. We may decide on the intermitting, exclusion, or expulsion of the reported student.
12. Before taking precautionary action, we undertake a risk assessment. This is so we can identify the nature and extent of the required precautionary action.
13. If a reported student does not comply with precautionary action, we review the risk assessment. This may result in further action.
14. The student can ask for a review of the decision concerning intermitting, exclusion, or expulsion. This is when it has been in place for a continuous period of four weeks or longer. The senior manager taking the original decision undertakes the review. If the senior manager is unavailable, another senior manager may undertake the review.

Criminal offences

15. It may be the alleged misconduct constitutes a criminal offence if proved in a court of law. If there is a police investigation, the Secretary and Clerk decides what happens with the investigation.
 - a. ARU may suspend its investigation until the criminal process ends. We may take precautionary action.
 - b. When a criminal process concludes, the Secretary and Clerk considers whether to recommend action under this procedure. This is irrespective of the outcome of the criminal process. Where appropriate, we may take precautionary action.

Initiation of the disciplinary process

16. Only a designated ARU manager initiates disciplinary action. The designated manager may be in a Faculty or central service. The procedure includes residential services and sporting activities.
 - a. If the matter appears capable of Informal Resolution, the manager nominates a case officer. We explain this in paragraphs 21 to 24.
 - b. If the allegations represent serious misconduct, the manager initiates a formal investigation. We explain this in paragraphs 25 to 29.

17. The disciplinary processes seek to determine:
- a. whether the University can demonstrate that the alleged facts and matters occurred on the balance of probabilities;
 - b. whether those facts and matters amount to misconduct and, if so, the level and seriousness of the misconduct;
 - c. what sanction to impose, if any.

Informal resolution

18. The first stage in the process is to consider if informal resolution is possible. A case officer appointed by the designated manager undertakes the informal resolution.
- a. The student and the case officer discuss the allegations. The discussion may be in person, by telephone or other suitable means.
 - b. If the case officer considers the misconduct to be minor, the case officer disciplines the student. The case officer may impose one or more of the following:
 - (i) Enter a written warning and/or advice on the student's University record. This is removable after twelve months provided there are no further instances of misconduct.
 - (ii) Require the student to give an undertaking in relation to future conduct. This is removable after twelve months provided there are no further instances of misconduct.
 - (iii) Require the student to pay for any damage caused, plus any administrative costs not exceeding £25.
19. If a student contests the case officer's decision relating to informal resolution, the student may request the designated manager appoint an investigator to undertake a formal Investigation.
20. If the case officer considers the misconduct to be serious, or there is evidence of repeated misconduct, the case officer notifies the designated manager.
- (i) The case officer sets out the reasons for the decision.
 - (ii) The case officer provides a written copy to the student.
 - (iii) The designated manager appoints an Investigator to undertake a formal investigation.
21. In exceptional circumstances, the investigator might be from outside the University. If the investigator is from outside the University, a report on the findings is made to the designated manager. The designated manager will determine the imposition of any penalty.

Formal investigation

22. If there is a need for a formal investigation, the designated manager appoints an investigator. The manager informs the student in writing of the alleged misconduct.
23. If the allegations include more than one student, the same investigator normally conducts the investigation for all the students.

24. Before undertaking the investigation, the investigator tells the student of:
 - a. the assistance and support available from the Students' Union Advice Service
 - b. the right for a friend or Students' Union Advice Service representative to accompany the student to any meeting
 - c. the right to provide a written personal statement
 - d. the arrangements for undertaking the investigation
 - e. this procedure, and where to find a copy
25. The investigator decides, considering the evidence, whether there was misconduct on the balance of probability.
26. The aim is to complete the investigation within twenty working days of the investigator's appointment. The exception when the appointment is outside the published term dates for the course. In these circumstances, the aim is to complete the investigation within forty working days of the appointment.

The investigation meeting

27. The student can ask the Students' Union Advice Service for support in preparing the case.
28. The investigator provides a copy of the received written evidence to the student.
29. Before meeting the student, the investigator considers any personal written statement made by the student. The student can ask the Students' Union Advice Service representative to provide support in writing the statement and preparing supporting evidence.
30. If an investigator upholds the student's position based on the student's written case, there is no requirement to meet the student. The student needs to agree this outcome. The student can ask the Students' Union representative to agree this outcome.
31. If the case requires further investigation, the investigator arranges to meet the student. This can be in a face-to-face meeting. If agreed, it can be at a distance using any appropriate means, including telephone.
32. When attending in person, a friend or a representative of the Students' Union Advice Service may accompany the student. In all cases, the friend or representative may speak on the student's behalf.
33. If a student declines to meet the investigator, the investigation continues the investigation based on the evidence collected. Non-attendance at a meeting does not affect any right of appeal.

Potential outcomes from a formal investigation

34. If the investigator finds the student engaged in misconduct, the investigator decides on penalties. The investigator make take one or more of the actions listed below:
 - a. decide to take no further action;
 - b. refer the matter for further investigation under the Fitness to Practise procedures, where appropriate;
 - c. issue a written warning to the student indicating the consequences of future misconduct. The warning appears on the student's record. It is removable at any specified period up to three months after the completion of the course;

- d. require the student to pay for any damage, including an administrative charge not exceeding £25;
 - e. require the student to provide an appropriate apology for any offence or harm caused to the individuals concerned. This can include members of the outside community;
 - f. in the case of student accommodation, require the student to vacate immediately any ARU managed property. . This applies if the student's continued presence affects, or might affect, the safety, security, or welfare of other residents at the property or ARU employees;
 - g. restrict access to any part of the ARU's campuses (including the Students' Union or other managed premises);
 - h. restrict access to any services of ARU;
 - i. recommend exclusion or expulsion of the student with immediate effect. Any decision to exclude or expel a student requires the approval of the Student Discipline Committee, convened through the Office of the Secretary and Clerk.
35. On completing the investigation, the investigator sends the student, as soon as practicable and within five working days, a written notice:
- a. summarising the alleged facts leading to the disciplinary action,
 - b. setting out the outcome of the investigation,
 - c. explaining the reasons for that outcome, and
 - d. detailing any penalty imposed.
36. If the decision leads to recommending exclusion or expulsion from ARU, the investigator provides a written report of the reasons to the Student Discipline Committee, through the Office of the Secretary and Clerk. At the same time, the investigator provides a written copy to the student.
37. If the outcome does not include exclusion or expulsion from ARU, the notice explains the right and method of appealing to the Vice Chancellor, through the Office of the Secretary and Clerk. The student is to appeal within twenty working days of the date of the written notice.

If the recommendation leads to exclusion or expulsion

38. A case officer within the Office of the Secretary and Clerk arranges the Student Discipline Committee. The case officer is to have had no prior dealings with the case.
39. The procedures for a Student Discipline Committee hearing are set out in the schedule.
40. A student who decides to accept the decision of the investigator may notify the case officer in writing. In these circumstances, there will be no convening of the Student Discipline Committee. The Vice Chancellor confirms the decision of the investigator. The Vice Chancellor's confirmation of the investigator's decision includes a statement of the right and method of appealing to the Board of Governors through the Office of the Secretary and Clerk within twenty working days of the date of the confirmation.
41. The Student Discipline Committee may approve, amend, or set aside the recommendations of the investigator. Alternatively, the Committee may determine there should be a further investigation.
- a. The case officer informs the student of the decision, and the reasons, within ten working days of the meeting.

- b. Where the Committee's decision leads to exclusion or expulsion, the Committee notifies the Vice Chancellor in writing for approval. The case officer is responsible for ensuring the Vice Chancellor and student receive the notice. The Vice Chancellor's confirmation of approval includes a statement of the right and method of appealing to the Board of Governors panel through the Office of the Secretary and Clerk.
- c. A member of Vice Chancellor's Group can act on behalf of the Vice Chancellor.
- d. A decision that does not lead to exclusion or expulsion, or a further investigation, represents the completion of the internal procedures of the University.
- e. On completion of our internal procedures, the student may complain to the Office of the Independent Adjudicator for Higher Education (OIA). The Office of the Secretary and Clerk issues a Completion of Procedures letter within twenty working days of the date of the letter.

Appeal arrangements if the recommendation does not lead to exclusion or expulsion

- 42. If the penalty does not lead to exclusion or expulsion from ARU, the student may appeal to the Vice Chancellor against the Investigator's decision, through the Office of the Secretary and Clerk.
- 43. The grounds for appeal are:
 - a. the decision-making process did not follow ARU procedures; and/or
 - b. the decision or sanctions are unreasonable; and/or
 - c. there are new material facts that become known only after the meeting of the panel
- 44. The student is to make the appeal within twenty working days of the date of the written notice.
- 45. In exceptional circumstances, the Secretary and Clerk may extend the time allowed for submission of an appeal for good cause. Such circumstances might include, but are not limited to, the student being ill or having other pressing reasons.
- 46. The Vice Chancellor nominates a suitable individual to act as reviewer. Normally, this is a member of the Corporate Management Team.
 - a. The reviewer decides whether we followed the procedures, the outcome is reasonable and there is no further action ARU should take.
 - b. The reviewer undertakes the review based on the appeal and review of the papers from the investigation and a meeting with the student. This includes a review of the substantive facts of the case.
 - c. If the reviewer considers the ARU decision-making process reasonable, this represents the completion of the internal procedures.
 - d. If the reviewer does not consider the ARU decision-making process reasonable, the reviewer may approve, amend or set aside the recommendations of the investigator, or may determine there should be a further investigation into the case.
 - e. The aim is to complete the review within twenty working days of acknowledgment of receipt. The general exception is if the acknowledgment is outside the published term dates. In these circumstances, the aim is to complete the investigation within forty working days of the acknowledgement.
 - f. On completion of our internal procedures, the student may complain to the Office of the Independent Adjudicator for Higher Education (OIA). The Office of the Secretary and Clerk

issues a Completion of Procedures letter within twenty working days of the date of the letter.

Appeal arrangement if the recommendation included expulsion

47. If the penalty leads to exclusion or expulsion from ARU, the student may appeal to a Governors Appeal panel.
48. The grounds for appeal are
 1. the decision-making process did not follow ARU procedures; and/or
 2. the decision or sanctions are unreasonable; and/or
 3. there are new material facts that become known only after the meeting with the Committee
- 49 The student is to appeal within twenty working days of the date of the written notice. The case officer may extend the period at the student's request for good cause. Such circumstances might include, but are not limited to, the student being ill or having other pressing reasons.
- 50 The case officer constitutes a Governor Appeals Panel, which consists of three members. The panel may include suitable individuals from outside ARU. The case officer considers the advice of the Secretary and Clerk before constituting the panel.
- 51 The case officer explains to the student in writing the arrangements for the hearing.
 - a. The Office of the Secretary and Clerk convenes a meeting with the student not later than twenty working days after notification of this procedure to the student.
 - b. The purpose of the meeting is to determine whether the decision-making process followed ARU procedures and the outcome was reasonable. This will include a hearing on the substantive facts of the case.
 - c. When attending in person, the student has the right for a friend or Students' Union Advice Service representative to accompany the student to any meeting. In all cases, the friend or representative may speak on behalf of the student.
 - d. If the student declines the offer of the meeting, the basis for the review will be the evidence collected.
 - e. If the Governors Appeal Panel considers the ARU decision-making process reasonable, this represents the completion of the internal procedures.
 - f. If the Governors Appeal Panel does not consider the ARU decision-making process reasonable, the Panel may approve, amend, or set aside the recommendations of the Investigator, or may determine there should be a further investigation into the case.
 - g. The final decision is to be sent to the student in writing within seven days of the Panel meeting, unless there is a need to collect further information. Notification of the need to collect further information is sent to the student within seven days of the meeting.
 - h. On completion of our internal procedures, the student may complain to the Office of the Independent Adjudicator for Higher Education (OIA). The Office of the Secretary and Clerk issues a Completion of Procedures letter within twenty working days of the date of the letter.

Extending time scales

49. The investigator, Student Discipline Committee or reviewer may extend the timescale for any stage on the request of, or with the agreement of, the student.
50. If necessary, the investigator, Student Discipline Committee or reviewer may extend a stage for good cause but must inform the student in writing of the reason for, and the length of, the extension.

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Schedule to the Student Disciplinary Procedure

Student Discipline Committee

Membership of the Committee

1. In all cases, the Student Discipline Committee includes
 - i. A Dean of Faculty, who acts as the Chair
 - ii. An elected officer of the Students Union
 - iii. A member of staff from outside the student's Faculty.

Arranging the meeting

2. A case officer within the Office of the Secretary and Clerk arranges the Student Discipline Committee.
3. The case officer tells the student of:
 - the assistance and support available from the Students' Union Advice Service;
 - the right for a friend or Students' Union Advice Service representative to accompany the student to any meeting;
 - the right to provide a written personal statement;
 - the arrangements for the panel meeting, which normally meets within twenty working days from the day on which the Committee referred the case to a panel;
 - this procedure, and where to find a copy.
4. At least fifteen working days before the meeting, the case officer gives the student and investigator written notice of:
 - the date, time, and place of the panel hearing, including the student being able to request the meeting be held by Skype or over the telephone in whole or in part;
 - the student's right to be heard;
 - the student's right to make representations on the penalty imposed;
 - the student's right to be accompanied by a friend or a Students' Union Advice Service representative;
 - the right to provide a written statement or written evidence for the panel to consider at least seven working days before the hearing;
 - the party's responsibility to let witnesses know about the hearing and to make sure they attend; and
 - the party's responsibility to let the case officer know, as soon as possible and at least two working days before the hearing, the names of the witnesses the parties plan to call.
5. At least five working days before the panel, the case officer provides the student and the investigator with a copy of any documents available to the panel.

Conduct of the meeting

6. The case officer oversees the record keeping of the proceedings and can for this purpose appoint a recording clerk.
7. The investigator acts as the presenting officer.

8. Evidence and representations is taken in the following order:
 - From the investigator;
 - From witnesses called by the investigator;
 - From the student (or friend or Students' Union Advice Service representative);
 - From the student's witnesses.
9. The student and the investigator have the right to be present when evidence is taken.
10. The Committee may question anyone making an oral presentation. The student and the investigator may put questions to the witnesses and to each other.
11. After the presentation of evidence and representations, final statements are made in this order:
 - i. the investigator;
 - ii. the student (which the friend or Students' Union Advice Service representative can make).
12. If a student declines to appear at the hearing, the Committee reaches a decision based on the available evidence.
13. The Committee may adjourn proceedings if necessary. The Committee is to put in writing the reason and the expected timescale for completing the proceedings.

Decision making by the Committee

14. The Committee sits in private to make its decision. The case officer is present.
15. The Committee considers the evidence presented and bases the outcome on that evidence. The standard of proof is that of the balance of probability. The burden of proof is on ARU.
16. The Committee has the power to decide one or more of the following:
 - i. To decide there is no case to answer;
 - ii. To issue a written warning to the student indicating the consequences of future misconduct. The warning appears as student's record. It is removable at any specified period up to three months after the completion of the course;
 - iii. To require the student to pay for any damage, including an administrative charge not exceeding £100;
 - iv. To require the student to provide an appropriate apology for any offence or harm caused to the individuals concerned. This can include members of the outside community;
 - v. To exclude the student for a defined period;
 - vi. To expel the student from the University.

Arrangements for appeal

17. Within five working days, the case officer informs the student in writing of the Committee's decision, and the right to appeal to the case officer within twenty working days of the date of the Committee's decision.
18. The grounds for the appeal are:

- the decision-making process did not follow ARU procedures; and/or
- the sanctions are unreasonable; and/or
- there are new material facts that become known only after the meeting with the Committee.

19. After sending the notice of the Committee's decision, the case officer sends the student a set of the minutes, normally within 10 working days.

Record keeping

20. The case officer enters the outcome on the student's course file. The outcome, together with the Committee papers, remains on file for one year after the end of the student's registration at ARU.

Anglia Ruskin University Higher Education Corporation

Fitness to practise procedure

Introduction

1. Statutory Regulatory Bodies (SRBs) are responsible for safeguarding the health and wellbeing of the public. One way is through ensuring registrants are fit to practise. Another way is by dealing swiftly and fairly with those who are unfit to practise. The intention is to ensure we take appropriate action in the best interests of the public, the profession and students.
2. Anglia Ruskin University (ARU) monitors students' fitness to practise on behalf of the SRBs approving our courses. This means ARU acts when we have concerns over a student's fitness to practise. These procedures apply to students undertaking a course leading to eligibility to apply for entry on an SRB register. The procedures do not apply to other students
3. These procedures apply if there is a concern about a student's fitness to practise on a course approved by a SRB. They do not apply to undergraduate Medicine students. There is separate fitness to practise procedure for undergraduate Medicine students.
4. This procedure applies to cases opened after 1 September 2018.

Potential issues that could cause concern

5. Indicative issues that could cause concern include:
 - (i) Health. To be fit to practise, students must be of good health. Good health means that a person must be capable of safe and effective practice without supervision. This does not relate to a student's disability or notified health condition.
 - (ii) Character and conduct. To be fit to practise, students must be of good character and conduct. Practitioners must be honest and trustworthy. We must address allegations of misconduct.
 - (iii) Criminal convictions. Judgments of good character take account of relevant criminal convictions. Safeguarding vulnerable groups underpins the selection of applicants, monitoring on course and progression onto an SRB register.
 - (iv) Non-disclosure of material information. Applicants and students must disclose relevant issues relating to their good character and conduct. When on the course, students must disclose relevant issues relating to their good character and conduct. If a student fails to disclose material information, we may initiate these procedures.

Procedure for dealing with a professional concern

Identification of an issue

6. ARU staff, practice staff, the student, another student or an internal or external agency/person may report a concern relating to fitness to practise.
7. The following are indicative of reasons for acting relating to fitness to practise:
 - evidence of risk posed to patients/ service users/ public;
 - the disclosure of a criminal conviction or caution;
 - the relevance of the issue to the chosen profession, taking account of the circumstances surrounding the issue and the student's explanation;
 - the student's commitment to working safely and effectively, upholding the trust and confidence of patients/service users.
8. The Director of Studies with responsibility for the course receives notifications of concerns about fitness to practise.

9. If more than one Director of Studies has responsibility for the course, the Directors decide between them which one investigates the case.

Precautionary action

10. The Director may recommend precautionary action against a student under the Fitness to Practise procedure. A Deputy Dean approves the precautionary action.
11. The purpose of precautionary action is to protect the student(s), staff, other students, visitors, and service users.
12. Precautionary action is not a penalty or sanction. This means there is no presumption a student is not fit to practise. Only a Fitness to Practise Panel decides if this is the case.
13. We ensure precautionary action is reasonable and proportionate. It may include imposing conditions on the student.
 - i. We may prevent the student from undertaking or continuing with a placement.
 - ii. We may prevent the student from attending sessions within the University.
 - iii. Exceptionally, we may require the intermitting or exclusion of the student, subject to the approval of a Deputy Vice-Chancellor
14. Before taking precautionary action, we undertake a risk assessment. This is so we can identify the nature and extent of the required precautionary action
15. If the student does not comply with a precautionary action, we review the risk assessment. This may result in further action.
16. The student can ask for a review of the decision concerning intermitting or exclusion. This is when it has been in place for a continuous period of four weeks or longer. The senior manager taking the original decision undertakes the review within ten working days of the request. If the senior manager is unavailable, another senior manager may undertake the review.

Stage 1 - initial assessment of concerns

17. The Director of Studies undertakes the initial assessment and investigation of the concern. The Director consults the Module Leader and/or Course Leader to determine if the issue relates to fitness to practise. The Director considers any personal statement from the student.
18. If the Director decides, following consulting with the Module Leader and/or Course Leader and considering any student statement, that there are no fitness to practise issues, the Director closes the case.
 - a. The basis for the decision is the student can maintain practice competence. There is no for further action.
 - b. The Director informs the student, Module Leader, Course Leader and the Head of School or Department in writing. If there was a referral by a third party, the Director confirms closure of the case following the review.
 - c. The Director retains the records relating to the initial review for a period of six months. There is no entry on the student's course record.
19. If the Director considers the issue to be minor, the Director may resolve the matter through meeting the student. A minor matter is one readily correctable through early resolution that does not require professional oversight. The Director may impose one or more of the following:
 - (i) An oral warning. A record is made of an oral warning, which is placed on the student's record. This is removable after twelve months provided there are no further reported

issues. If there is a further minor issue within the six-month period, the matter will be referred to the Support and Progress Committee.

- (ii) Entry of a written warning and/or advice on the student's record. This is removable after twelve months provided there are no further reported issues. If there is a further minor issue within the twelve-month period, the matter will be referred to the Support and Progress Committee. The referral will be within ten working days of the matter becoming known.

In addition, the Director may require the student to:

- (iii) give an undertaking in relation to future conduct. This is removable after twelve months if there are no further reported issues; and/or
- (iv) undertake specified remedial action; and/or
- (v) make a written apology to specified individuals.

Where appropriate, the Director may advise the student to:

- (vi) seek support through support services that may include counselling & wellbeing (including mental health), disability support services, occupational health services, confidential counselling services, the Students' Union Advice Centre and personal tutors.

20. If a student contests the Director's decision, the student may request a meeting with the Support and Progress Committee within ten working days of the written notification of the decision.

If, following the initial review, the Director considers there are reasons for further enquiry, the Director convenes a meeting of the Support and Progress Committee within ten working days after informing the student.

- a. The Director sets out the reasons for the decision to convene the Committee, along with the reasons for concern. The Director provides a written copy to the student and the Module Leader, Course Leader, and the Head of School or Department.
- b. Before convening the Committee, the Director tells the student of:
 - i. the assistance and support available from the Students' Union Advice Service;
 - ii. the right for a friend or Students' Union Advice Service representative to accompany the student to the meeting of the Committee;
 - iii. the right to provide a written personal statement to the Committee;
 - iv. the membership of the Committee;
 - v. the arrangements for meeting of the Committee;
 - vi. the Fitness to Practise Procedures, and where to find a copy.

Stage 2 Support and Progress Committee

21. The purpose of the meeting of the Support and Progress Committee is to enable the student to respond to the professional concerns.

- a. The student can ask the Students' Union Advice Service for support in preparing the case.
- b. When attending in person, a friend or a representative of the Students' Union Advice Service may accompany the student. In all cases, the friend or representative may speak on the student's behalf.

- c. If a student declines to attend the Committee, the investigation continues based on the evidence collected.

22. Following the meeting, the Committee makes one of the following decisions:

- i. There is no need for further action. The Committee closes the case.
 - a. The Director, on behalf of the Committee, informs the student and Module and Course Leader in writing. If there was a referral by a third party, the Director confirms closure of the case following the investigation.
 - b. The Director retains the records of the Committee for the duration of the student's registration on the course.
- ii. Although the student breached professional standards, the issue is resolvable at this stage. This is where the student can continue their study/placement without any form or interruption. The Committee applies an appropriate sanction. The Committee makes an entry on the student's departmental file, retainable for the duration of the course. Potential sanctions include one or more of the following:
 - the issue of a formal warning;
 - requiring the student to produce a written reflection on the issue(s), setting out the professional learning from the experience;
 - requiring the student to make a learning agreement to address the issues in practice, and to provide evidence of improvement and reflection;
 - requiring the student to take specified remedial action;
 - requiring the student to make a written apology to specified individuals;
 - requiring an investigation under the University Disciplinary Policy.

Where there is application of a sanction, the Module or Course Leader offers the student support from a mutually agreed member of staff.

The student may appeal against the decision-making process through requesting a Fitness to Practise Hearing. The request is to be made to the Office of the Secretary and Clerk.

- iii. The student breached professional standards. The issue is not resolvable at this stage. The Committee refers the case to a Fitness to Practise Panel.

23. The Director writes to the student confirming the outcome of the Committee. The Director enters the outcome on the student's course file. Any subsequent incidents may take account of earlier warnings. The outcome, together with the Committee papers, remains on file for one year after the completion of the course.
24. If a student fails to address the Committee's requirements, the Director invites the student to a meeting to discuss any potential mitigating circumstances. The Director determines how the matter should progress. This could, for example, involve additional time to fulfil the sanctions or one resubmission of a written reflection deemed insufficient to meet expected requirements. The Director will agree with the student any support required.

24. If a student does not accept, or address, the sanctions decided by the Committee, the Director refers the case to a Fitness to Practise Panel. The referral is to the Office of the Secretary and Clerk. The Director informs the relevant Module Leader and Course Leader and the Head of School or Department in writing of the decision to make the referral.

25. In line with any regulatory requirements, ARU will report any professional concerns to the relevant Statutory Regulatory Body.

Stage 3 Arranging a Fitness to Practise Panel

26. A case officer within the Office of the Secretary and Clerk arranges the panel.

27. The case officer tells the student of:

- i. the assistance and support available from the Students' Union Advice Service;
- ii. the right for a friend or Students' Union Advice Service representative to accompany the student to any meeting;
- iii. the right to provide a written personal statement;
- iv. the arrangements for the panel meeting, which normally meets within twenty working days from the day on which the Committee referred the case to a panel;
- v. this procedure, and where to find a copy

28. At least 15 working days before the meeting, the case officer gives the student and Director written notice of:

- the date, time, and place of the panel hearing;
- the student's right to be heard;
- the student's right to be accompanied by a friend or a Students' Union Advice Service representative;
- the right to provide a written statement or written evidence for the panel to consider at least seven working days before the hearing;
- the party's responsibility to let witnesses know about the hearing and to make sure they attend; and
- the party's responsibility to let the case officer know, as soon as possible and at least two working days before the hearing, the names of the witnesses the parties plan to call.

29. At least five working days before the panel, the case officer provides the student and the Director of Studies with two copies of any documents available to the panel.

30. The procedures for a Fitness to Practise Panel Hearing for Health and Social Care professionals are set out in the schedule.

The recommendations of the panel

31. The Vice Chancellor may approve the recommendations of the panel. Alternatively, the Vice Chancellor may determine there should be a fresh hearing of the case.

- a. The Vice Chancellor informs the student of the decision within ten working days of the receipt of the report.
- b. An Acting Vice Chancellor can act on behalf of the Vice Chancellor.

Appeal arrangements if the penalty does not lead to exclusion or expulsion

32. If the penalty does not lead to exclusion or expulsion, the student may appeal against the panel's decision, through the case officer.

33. The student is to make the appeal within ten working days of the date of the written notice.

34. In exceptional circumstances, the case officer may extend the time allowed for submission of an appeal for good cause. Such circumstances might include, but are not limited to, the student being ill or having other pressing reasons.
35. A member of Vice Chancellor's Group acts as reviewer.
- a. The reviewer decides whether we followed the procedures, the outcome reasonable and there is no further action ARU should take.
 - b. The reviewer undertakes the review based on the appeal and panel's papers, including the minutes. This includes a review of the facts of the case.
 - c. If the reviewer considers the ARU decision-making process reasonable, this represents the completion of the internal procedures.
 - d. If the reviewer does not consider the ARU decision-making process reasonable, the reviewer determines there should be a fresh panel to hear the case.
 - e. If the reviewer considers the decision-making reasonable but does not consider the imposed penalty proportionate, the reviewer requires the original panel to reconsider the penalty. The original panel may not impose a more severe penalty. The student acquires rights of appeal against the fresh decision of the panel.
 - f. The aim is to complete the review within twenty working days of acknowledgment of receipt. The general exception is if the acknowledgment is outside the published term dates. In these circumstances, the aim is to complete the investigation within forty working days of the acknowledgement.
 - g. On completion of our internal procedures, the student may complain to the Office of the Independent Adjudicator for Higher Education (OIA). The Office of the Secretary and Clerk issues a Completion of Procedures letter within twenty working days of the date of the letter.
36. The case officer enters the outcome on the student's course file. Any subsequent incidents may take account of earlier warnings. The outcome, together with the panel papers, remains on file for one year after the completion of the course.

Appeal arrangements if the decision leads to exclusion or expulsion

37. Where the Vice Chancellor's decision leads to exclusion or expulsion, the notice includes a statement of the right and method of appealing to the Governors Appeal Panel, through the Office of the Secretary and Clerk.
38. The student is to appeal within ten working days of the date of the written notice. The Office of the Secretary and Clerk may extend the period at the student's request for good cause. Such circumstances might include, but are not limited to, the student being ill or having other pressing reasons.
39. A case officer from the Office of the Secretary and Clerk constitutes a Governor Appeals panel, which consists of three members. The panel may include suitable individuals from outside ARU. The case officer considers the advice of the Secretary and Clerk before constituting the panel.
40. The Office of the Secretary and Clerk explains to the student in writing the arrangements for the hearing.
- a. The Office of the Secretary and Clerk convenes a meeting with the student not later than twenty working days after notification of this procedure to the student.
 - b. The purpose of the meeting is to determine whether the decision-making process has followed ARU procedures and the sanctions reasonable. This will include a hearing on the substantive facts of the case.

- c. When attending in person, the right for a friend or Students' Union Advice Service representative to accompany the student to any meeting. In all cases, the friend or representative may speak on behalf of the student.
 - d. If the student declines the offer of the meeting, the basis for the review be the evidence collected.
 - e. If the panel considers the ARU decision-making process reasonable, this represents the completion of the internal procedures.
 - f. If the panel does not consider the ARU decision-making process reasonable, the reviewer determines there should be a fresh panel to hear the case.
 - g. The final decision is to be sent to the student in writing within seven days of the meeting, unless there is a need to collect further information. Notification of the need to collect further information is sent to the student within seven days of the meeting.
 - h. On completion of our internal procedures, the student may complain to the Office of the Independent Adjudicator for Higher Education (OIA). The Office of the Secretary and Clerk issues a Completion of Procedures letter within twenty working days of the date of the letter.
41. The case officer enters the outcome on the student's course file. Any subsequent incidents may take account of earlier warnings. The outcome, together with the panel papers, remains on file for six years after the completion of the course.

Schedule

Fitness to Practise Panel Hearing

21. In all cases, the panel includes:
 - i. A Dean of Faculty, who acts as the Chair;
 - ii. A suitably qualified member staff who is a member of a profession regulated by an SRB;
 - iii. An independent member from outside ARU who is a member of the profession that accredits the course.
22. The case officer oversees the record-keeping of the proceedings and can for this purpose appoint a recording clerk.
23. Evidence and representations are taken in the following order:
 - From the Director of Studies;
 - From witnesses called by the Director of Studies;
 - From the student (or friend or Students' Union Advice Service representative);
 - From the student's witnesses.
24. The student and Director of Studies have the right to be present when evidence is taken.
25. The panel may question anyone making an oral presentation. The student and Director of Studies may put questions to the witnesses and to each other.
26. After the presentation of evidence and representations, final statements are made in this order:
 - i. Director of Studies;
 - ii. the student (which the friend or Students' Union Advice Service representative can make).
27. If a student declines to appear at the hearing, the panel reaches a decision based on the available evidence.
28. The panel may adjourn proceedings if necessary. The panel is to put in writing the reason and the expected timescale for completing the proceedings.
29. The panel sits in private to make its decision. The case officer is present.
30. The panel considers the evidence presented and bases the outcome on that evidence. To apply sanctions, the panel must conclude, based on the presented evidence, the student is not fit to practise. The standard of proof is that of the balance of probability. The burden of proof is on ARU.
31. The panel exercises professional judgement in reaching a conclusion regarding the outcome and sanction. In applying a sanction, the panel ensures it is proportionate to the breach of professional standards that initiated the procedure, and that it addresses fairly the fitness to practise issue(s). Sanctions give primacy to protecting the public and upholding public confidence in the profession.
32. The panel has the power to decide one of the following:
 - i. there were no reasons for concern;
 - ii. there were reasons for concern, but they were not serious enough to determine the student was not fit to practise. Potential sanctions include one or more of the following:

- the issue of a formal warning;
 - requiring the student to produce a written reflection on the issue(s), setting out the professional learning from the experience;
 - requiring the student to make a learning agreement to address the issues in practice, and to provide evidence of improvement and reflection;
 - requiring the student to take specified remedial action;
 - requiring a written apology to be made to specified individuals;
 - requiring the student to retake part of the course;
 - exclusion of the student from the course for a specified period.
- iii. the student is not fit to practise. Potential sanctions include one of the following:
- exclusion of the student from the course, but allowing transfer to another course not leading to professional registration;
 - expulsion from ARU;
 - reporting to the Disclosure and Barring Service (DBS) where there are concerns that the student may have harmed a child or vulnerable adult, or put a child or vulnerable adult at risk of harm.
33. In line with any regulatory requirements, ARU will report any professional concerns to the relevant Statutory Regulatory Body.
34. If the decision leads to exclusion or expulsion from ARU, the case officer provides a written report of the reasons to the Vice Chancellor.
35. Within five working days, the case officer informs the student in writing of the panel's decision, and the right to appeal to the case officer within twenty working days of the date of the panel's decision.
36. The grounds for the appeal are:
- i. the decision-making process did not follow ARU procedures; and/or
 - ii. the sanctions are unreasonable;
 - iii. there are new material facts that become known only after the meeting of the panel.
37. After sending the notice of the panel's decision, the case officer sends the student a set of the minutes, normally within 10 working days.
38. The Director of Studies enters the outcome on the student's course file. Any subsequent incidents may take account of earlier recorded warnings. The outcome, together with the panel papers, remains on file for the duration of the student's registration on the course.

Support and Progress Committee

Membership and Terms of Reference

Membership of the Committee

1. Director of Studies (Chair). In the absence of a Director of Studies, the Dean of Faculty may appoint a person of equivalent standing as Chair.
2. All deputy heads of school or nominated other.

Convening the Committee

The Support and Progress Committee reviews a case

either referred by the Director of Studies;

or where a student contests the Director Studies' decision following an initial assessment of concerns.

Basis for consideration

Reasons for a referral to the Committee (not intended as an exhaustive list) include:

- poor attendance and promptness in attending sessions.
- poor performance in placement assessments.
- the student did not address a previous notification of professional concerns. (This includes any concerns arising as part of the course, even if not previously considered by the Support and Progress Committee)
- ongoing health and social issues impacting on the student's studies, other than for reasons of disability.
- poor attitudes and behaviours impairing the professionalism of the student.
- failing to adhere to a dress code on placements.
- inappropriate use of social media.
- usage of inaccurate records

Consideration depends on the circumstances of the case.

The process is to provide timely intervention rather than waiting until a significant concern arises.

Student's Right of Attendance

The student has the right to attend the meeting of the Committee.

- a. The student can ask the Students' Union Advice Service for support in preparing the case.
- b. When attending in person, a friend or a representative of the Students' Union Advice Service may accompany the student. In all cases, the friend or representative may speak on the student's behalf.
- c. If a student declines to attend the Committee, the investigation continues based on the evidence collected.

The purpose of the meeting is to enable the student to discuss with the Committee allegations of unprofessional conduct.

Terms of Reference

The Committee is to

- (a) Review the identified potential unprofessional conduct taking into consideration the student's previous behaviour.
- (b) Decide whether the student reached the threshold for impairing fitness to practise requiring a referral to a Fitness to Practise Panel. The Committee is to take account of the potential for:
 - any risk to service users or the public; and/or
 - the undermining of public trust in the profession; and/or
 - a breach of a professional code of conduct
- (c) Propose appropriate corrective action if the unprofessional behaviour fails to meet the threshold for a Fitness to Practise Panel but constitutes a low-level concern.

The Committee will consider student behaviour on a case-by-case basis.

The Committee's written record is to set out the reasons for the decision to provide an explanation to the student. Where there is a low-level concern, the record is to set out the arrangements for taking any necessary corrective action.

The Chair writes to the student to confirm the outcome of the committee. This includes the student's right to appeal the outcome of the committee if a sanction has been imposed which is less than a referral to a fitness to practise committee.

These terms of reference need reading in conjunction with the Fitness to Practise Procedure.

Anglia Ruskin University Higher Education Corporation

Student Complaints Procedure

Introduction

At Anglia Ruskin University, we define a complaint as a specific concern regarding an aspect of our course provision or an academic or support service that affects your learning opportunities. This includes a failure to meet our obligations or provide accurate information, our provision of the service and the quality of our resources.

We have some limits to our Student Complaints Procedure:

1. If your complaint concerns assessment or examination regulations, we use the Academic Appeals Procedure. There is information on the Academic Appeals Procedure here: <http://web.anglia.ac.uk/anet/academic/appeals/index.phtml>. Sometimes we need to use both the appeals and the complaints procedure. This is because an issue may include a complaint and an appeal. If this happens, we will tell you the procedure used for different parts of your case. You can ask questions about academic appeals by emailing: student-appeals@anglia.ac.uk.
2. If your complaint concerns another student, you need to use the Student Disciplinary Procedures.
3. The Student Complaints Procedure applies to registered students and not to applicants. There is a separate admissions complaints procedure. We deal with complaints from existing students about applications to a new programme under the admissions complaints procedure.
4. If you are a student at a partner institution, you are to use our partner's complaints procedure. Our partner institution will complete its complaint investigation and if any part of the complaint needs to be considered under this complaints procedure our partner will let you know. Our partner's completion of procedures letter will tell you how you can take your complaint further.

If you are unsure which procedure to use, the Students' Union Advice Service can help you. In addition, the Office of the Secretary and Clerk can offer advice about the complaints procedure.

Our approach to addressing complaints

We will respond to your complaint and set out our reasons for our decision. If we uphold your complaint, we will tell you how we intend to address your complaint.

We see you as a partner in reaching a resolution to your complaint. We consider Early Resolution of complaints as vital. We will expect you to assist us in seeking a resolution to your complaint.

You might feel you need some help. You can ask the Students' Union Advice Service for support at any stage. You might find it helpful to talk to the Students' Union Advice Service at the start of using the procedures. This can help with an Early Resolution of your complaint.

You will suffer no disadvantage if you make a complaint. Therefore, it should be unnecessary to make an anonymous complaint. Raising a concern anonymously can impede the investigation and communication of the outcome. Exceptionally, and where there is a compelling case supported by evidence, we might accept an anonymous complaint. However, there is a limit to the investigation we can undertake.

Our Student Complaints Procedure allows an individual or a group to make a complaint. If you are one of several students with the same complaint, you may make a 'group complaint'. To help manage the complaint, we may ask your group to nominate a representative. When we address a group complaint, we ensure this collective complaint fairly represents the views of the entire group. We follow the same process as an individual complaint. This includes using Early Resolution.

It is difficult to address complaints after a lapse of time. Therefore, we have timescales within the procedures. These time limits allow sufficient time for Early Resolution. We can agree with you changes to the timescales. This may be necessary if there are difficulties in accessing information or in engaging in discussions.

Use of Early Resolution

You need to complain within twenty working days of becoming aware of an issue. The reason is so that we can seek an Early Resolution of your issue. The aim should be to complete Early Resolution within one month. The member of staff will write to you if it is not possible to reach Early Resolution. The member of staff will explain why this is not possible.

For most complaints, it is possible to reach Early Resolution. Usually we can resolve a complaint quickly at the first level of contact.

We see Early Resolution as a vital part of our procedures. If you make a formal complaint, we will look at whether you sought Early Resolution. If there was no attempt at Early Resolution, we may recommend this as a potential solution as a starting point.

There may be times when it is not appropriate to use Early Resolution. You can make a formal complaint if this the case. The Students' Union Advice Service can help you if you think that you need to make a formal complaint immediately.

What you should do if you have a complaint
1. Make your complaint within twenty working days of becoming aware of an issue.
2. You may decide you need some help. You can get help from the Students' Union Advice Service to seek an Early Resolution. The Students' Union Advice Service can act on your behalf if you agree.
3. You need to identify who to approach with a complaint and talk to this person.
<ul style="list-style-type: none">• To complain about your course, talk to your Module Tutor or Course Director/Leader.
<ul style="list-style-type: none">• To complain about one of our services, talk either to the person providing the service or the person's line manager or supervisor.
<ul style="list-style-type: none">• The Students' Union Advice Service can help you identify the best person to approach.
4. Explain your complaint to the member of staff, or the supervisor or manager. Explain what you would like done to resolve the complaint. You can do this in person or in an email. The Students' Union Advice Service can help you.
5. If you are unhappy with the outcome of Early Resolution, you can ask the member of staff to write to you explaining the outcome. If you do not get a written response the Students' Union Advice Service can help you. If you wish, you can make a formal complaint. You need to do this within twenty working days of the date of the response. We can extend the time to forty working days if you can give a good reason for not making the complaint within twenty working days.

Making a formal complaint

If we cannot address your complaint through Early Resolution, you can make a formal complaint.

You need to make a formal complaint within twenty working days of the completion of Early Resolution. You should use a CS1 form to make your complaint. You should ask the person responding to your complaint through Early Resolution to write to you explaining the outcome. This will confirm the end date of the attempt at Early Resolution. It will explain the reason for the decision.

What happens if you wish to make a formal complaint
1. Complete a CS1 form. You need to send it to Office of the Secretary and Clerk within twenty working days of the date of the response following Early Resolution. We can extend the time to forty working days if you can give a good reason for not making the complaint within twenty working days.
2. You may decide you need some help. You can ask the Students' Union Advice Service to help you to complete the CS1 form.
3. If the complaint is about your course, the CS1 form goes to the relevant Deputy Dean of Faculty. If the complaint is about a service, the CS1 form goes to the Deputy Director of a Professional Service or a nominee of the Director of the service. The Deputy Dean or Deputy Director will either investigate the complaint or appoint someone else as an investigator. Alternatively, and depending on the circumstances, the Deputy Dean or Deputy Director can propose mediation as a means of resolving the issue. The investigator will consider your complaint. You will be able to state your case to the investigator. The Students' Union Advice Service can act on your behalf if you agree. The investigator will ask the person responding at the Early Resolution stage to explain the decision.
4. The investigator should respond within twenty working days of receiving the complaint. If this is not possible, the investigator will write to you to tell you the revised date and explain the reason for the delay.
5. The reviewer may offer mediation as a means of reaching a resolution of your complaint. We will explain the nature of mediation to you. You can find out about mediation here
6. If the investigator upholds your complaint, the relevant department will produce an action plan. This will set out how the department will address your complaint. The department will send you the action plan with you within ten working days of the investigator informing you of the outcome. Outside term time, the department will send you the action plan within fifteen working days. The department will seek agreement with you to the plan. If the department cannot agree an action plan with you, you can tell the investigator. The investigator will act as a reconciliator between you and the department. If reconciliation is not possible, the investigator will explain the reason in writing and how you can ask for a review of the decision. You will be told how you can proceed to the next stage if you remain dissatisfied with the outcome. You need to do this within twenty working days of the date of the response. We can extend the time to forty working days if you can give a good reason for not making the complaint within twenty working days.
7. If the investigator does not uphold your complaint, there will be a written explanation of the reason and a copy of the evidence they have relied on will be provided. The investigator will tell you how you can ask for a review of the decision. You will be told how you can proceed to the next stage if you remain dissatisfied with the outcome. You need to do this within twenty working days of the date of the response. We can extend the time to forty working days if you can give a good reason for not making the complaint within twenty working days.

The investigator will send a copy of the reply to the Office of the Secretary and Clerk.

Review of your complaint

If we cannot resolve your complaint at the formal stage, you can ask for a review of our decision. You make the request by completing a CS2 form and you can do so on the following grounds:

1. the decision-making process did not follow ARU procedures; and/or
2. the decision itself is unreasonable; and/or
3. there are new material facts that become known only after the CS1 response was issued

You need to do this within twenty working days of the date of the final response from the investigator. We can extend the time to forty working days if you can give a good reason for not making the complaint within twenty working days.

What happens if you wish to ask for a review of your complaint	
1.	Complete a CS2 form. You need to send it to the Office of the Secretary and Clerk within twenty working days of the date of the final response from the investigator.
2.	You may decide you need some help. You can ask the Students' Union Advice Service to help you to complete the CS2 form.
3.	The CS2 form goes to a senior member of staff, normally a member of the Corporate Management Team. The senior member of staff acts as reviewer of your complaint. The Office of the Secretary and Clerk provides support for the reviewer.
4.	The reviewer may offer mediation as a means of reaching a resolution of your complaint. We will explain the nature of mediation to you. You can find out about mediation here
5.	If there is no offer of mediation, or you do not accept the offer of mediation, the reviewer will look at your case. This will be done by reviewing the documentation from the complaint investigation.
6.	Following the review of your complaint, the reviewer should write to you with the decision within twenty working days of receiving the CS2 form. If this is not possible, the reviewer will write to you to tell you the revised date and explain the delay.
7.	If the reviewer upholds your complaint, the relevant department will produce an action plan. If the review concerned a dispute over the original action plan, the department will produce a revised action plan. This will set out how the department will address your complaint. The department will agree the action plan with you within ten working days of the reviewer informing you of the outcome. Outside term time, the department will send you the action plan within fifteen working days. The department will seek agreement with you to the plan. If the department cannot agree an action plan with you, you can tell the reviewer. The reviewer will act as a reconciliator between you and the department. If reconciliation is not possible, the reviewer will tell you in writing that you can complain to the Office of the Independent Adjudicator for Higher Education (OIA).
8.	If the reviewer does not uphold your complaint, there will be a written explanation of the reason. The reviewer will tell you in writing that you can complain to the Office of the Independent Adjudicator for Higher Education (OIA)

Office of the Independent Adjudicator for Higher Education (OIA)

If you remain unhappy with our decision, you can complain to the Office of the Independent Adjudicator for Higher Education (OIA). The OIA is an independent body that reviews student complaints. There is no charge to a student for complaining to the OIA.

Within twenty working days of the end of the review, we will send you a Completion of Procedures Letter. We will explain in the letter how you can complain to the OIA. You need complain to the OIA within 12 months of the date of our letter. We may suggest you complain to the OIA earlier if we think it is appropriate.

You can find out about the OIA on their website: www.oiahe.org.uk . The OIA decides if your complaint is eligible under their rules.

You can ask the Students' Union Advice Service for help if you decide to complain to the OIA.

Anglia Ruskin University Higher Education Corporation

Right of appeal against termination of UKVI Tier 4 sponsorship (for non-EU students)

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

Approved April 2016
Reviewed July 2019

Anglia Ruskin University Higher Education Corporation

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

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

(a) the union should have a written constitution;

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

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

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

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

(c) a student should have the right – (i) not to be a member of the union, or (ii) in the case of a representative body which is not an association, to signify that they do not wish to be represented by it, and students who exercise that right should not be unfairly disadvantaged, with regard to the provision of services or otherwise, by reason of their having done so;

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

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

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

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

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

The Board has agreed that elections to positions in Anglia Ruskin Students' Union should be supervised by a returning officer nominated by the Students' Union Trustee Board based on their competency to oversee elections and will not be a member of the Students' Union. Such returning officer reports to the Board of Governors, through its Student Matters Committee, within four weeks of any election on the manner in which the election was conducted.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Date of Last Review: July 2019

Rules, Regulations & Procedures for Students

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