Student Complaints & Appeals: update on proposed amendments for 2014-15

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Student Appeals

• a single policy and procedure applicable to all categories of student irrespective of their status or programme of study;

• a much shorter timeframe than now – target: all appeals determined within 16 working weeks from receipt;

• clearer advice to students about grounds for appeal:
  – mitigating circumstances not declared for a good reason;
  – mitigating circumstances not adequately taken into account;
  – procedural irregularity;
  – [research students only] unreasonable decision regarding a request for suspension/extension;
  – [research students only] academic supervision seriously inadequate.
Student Appeals

• triage stage on receipt of appeal;

• use of standard appeal submission form;

• reduce (preferably eliminate) the need to supply hard copy of background information, e.g. Codes of Practice, Handbooks, etc. for Committee hearings;

• agreed administrative support arrangements in schools;
Student Appeals

• comprehensive guidance for students and staff including a FAQ section available on the website;

• more Investigating Officers appointed and trained;

• a regular digest of lessons learned issued.

New Senate Committee: Student Appeals Committee
Academic Malpractice

- self-contained student-facing statements of policy and procedure for dealing with cheating, plagiarism, collusion, academic malpractice, etc.;

- simpler plagiarism penalty system to ensure consistency;

- guidance for staff on the use of tools such as Turnitin for the identification of potential plagiarism;

- develop institutional support for Academic Integrity Officers – induction and standard procedures.

New Senate Committee: Student Progress Committee
Academic Integrity Group

Establish a Standing Group representing the interests of, and reporting to, TSEB, GB and SES to act as a focal point for discussion of policy, procedures and institutional practice in all aspects of academic integrity.