Visual Identity

**University Code of Practice**

**Production of Student Handbooks by Partner Institutions**

**Template A: Undergraduate Provision**

**Version**: Version 17 **Date**: Aug 2023

**Summary/ Description**:

This document sets out the requirements for handbooks to be produced by partner institutions at the level of the appropriate organisational unit (school or equivalent), programme or module. It provides text which **must** be included in all such handbooks and guidance on other information which should be inserted by the partner institution and provides advice on what to include.

The information is identified in the following ways:

Guidance and instructions are in blue

Additional or replacement text has a grey background

~~Deletions are strikethrough~~

Text which must be included is provided in black

In implementing the requirements of the code, partner institutions should consider what information needs to be provided for each handbook by the institution (i.e. as being information which is the same across all programmes) and which information needs to be provided by individual programme leaders (as being programme dependent).

Partner Institutions **must** establish clear lines of responsibility for the accuracy of handbooks, ensuring that all staff are aware of who is responsible for writing and approving/auditing handbooks. Responsibilities for providing handbooks in alternative formats for students with disabilities **must** be defined.

**Changes for 2023/24 include:**

* **Replaces Education Committee with Quality and Standards Committee**
* **Minor addition to Section 8 – Library and IT facilities**

**This template is available in alternative formats from the Quality Support Service**

# UNDERGRADUATE PROVISION

**SECTION A**

Please include the following:

1. **Front Cover**
2. Title of the partner institution and logo.
3. Logo of the University of Hull
4. Title of the programme and the award.
5. Academic year to which the handbook applies.
6. Make it clear that the handbook is available on request in alternative formats and give details.

*PI must ensure they have procedures in place to respond to such requests. This is part of the University and partner institution’s legal responsibility to make ‘reasonable adjustments under disability legislation.*

1. Contents page
2. **Welcome/Introduction**
3. Explain the purpose of the handbook.
4. Invite feedback on its helpfulness and indicate to whom the feedback should be addressed.
5. Please state if the handbook is available online and insert link.

Your programme of study [course] leads to an award of the University of Hull and has been validated by the University to assure the quality of your learning experience and the standards of the award. Validated means that the University of Hull endorses a programme taught at another institution as being equivalent to its other programmes leading to a similar award at the equivalent level. Your institution has designed your programme and is responsible for all your, teaching, support and assessment.

The University has carefully scrutinised the standard of your award and the quality of the learning experience provided by your institution.

This handbook has been produced utilising guidance provided by the University. The handbook sets out your rights and obligations as a student taking a programme delivered by [*name of partner institution*] leading to an award of the University. It points you in the direction of further information, such as full copies of regulations and procedures which will apply to you.

It is your responsibility to familiarise yourself with the contents of this handbook, and make sure that you use it as the first source of information and guidance on matters relating to your programme and status as a student.

Matters detailed in this handbook are subject to review and change during the year. Every effort is made to ensure that the information is accurate and up-to-date at the time of publishing. [*name of Partner Institution*] will inform you of any changes occurring during the year.

1. **General Information about the school/department**
2. Welcome students
3. Outline the aims and objectives of the school/department.
4. Explain how the school/department fits into the PI structure
5. Introduce key members of staff, explain their roles and include contact details.
6. Outline the number of staff and students.
7. Outline the location of rooms, offices, and facilities – include a map, if available.

As students studying a programme validated by the University of Hull, the University is very pleased to welcome you and is delighted that you are beginning or returning to your studies at [*insert name of partner institution*]. The University has a long standing and much valued relationship with its partner institutions and hopes that you find your time in higher education rewarding and enjoyable.

1. **Enrolment**
2. Please outline the enrolment process and timeframes.

When you start your programme of study you will enrol with the [*insert name of Partner Institution*] and also enrol with the University of Hull. Through this process the University will be provided with your personal details which the University will hold on its student record system.

1. **Communication within the school/department**
2. Explain the mechanisms through which the school/department communicates with the student e.g. VLE, emails, noticeboards. (insert links)
3. Explain the importance of keeping contact details up to date and the process for notifying changes of details.
4. Explain your attendance requirements and your policy and approach to attendance monitoring. *(There may be specific attendance requirements for those programmes with professional, statutory and regulatory body and/or professional accreditation conditions).*
5. Explain the rules governing absence and the processes for withdrawal and suspensions of study.
6. Give details on how to access any relevant codes of practice or regulations.
7. **Student Feedback**
8. Explain the value of students feeding back on their experience.
9. Outline the systems you have in place for obtaining and responding to student feedback. Including student questionnaires, student/staff committees/forums, course feedback meetings, Joint Boards of Study etc.
10. Give details on how to access any codes of practice or regulations.
11. **Feedback for students on their submitted work**
12. Please outline the opportunities for obtaining feedback.
13. Explain feedback turnaround times.
14. Remind the student of the relevance of feedback in the context of their learning experience and how they are actively encouraged to seek out feedback, in all its forms, at those times when it is available.

Your full entitlement in regard to feedback is listed in the Assessment section of the University of Hull’s [Quality and Standards website.](https://www.hull.ac.uk/choose-hull/university-and-region/key-documents/quality.aspx)

You may find some or all of the following useful to include:

Feedback on assessed work is an essential process and one that can make a significant contribution to your learning and academic development. As [*insert name of partner institution****]*** student~~s~~, you must receive feedback for all formative and summative assessment. At all times you must be given clear communication regarding feedback on assessment procedures which must address the following:

* A clear statement must be given on the period of time in which your work will be returned with feedback. You are entitled to receive feedback within 20 working days of the assessment deadline in accordance with policies approved at the University ~~Education Committee~~ Quality and Standards Committee and Faculty Education and Student Experience Committee.
* You must be provided with an opportunity to act on the feedback in preparing for further assessments in the same or other related modules.
* Feedback must be clear, and where written, legible.
* Feedback must include specific reference to module learning outcomes or to clear grading criteria derived from learning outcomes.
* The principles on which work is being marked must be made clear to you, whether this is via learning outcomes or grading criteria.
* Feedback should be balanced, to include strengths as well as areas for development.
* Feedback must include some targets for future development (relevant at both mid- and end-module).
* General academic features/study skills.
* Presentation, style, structure.
* Range and use of reading.
* Criticality.
* Focus on the question/establishment of a key and relevant question.
* Feedback must include not only areas for development, but also practical ways to improve these areas.
* Clarification relating to feedback must be made to you on request.

1. **Library and IT facilities**
2. Inform students about the facilities and services available at the partner institution (insert link).
3. Direct them to additional information provided by the service areas themselves (insert link).
4. Summarise the Partner Institution’s Library and Computing Regulations and indicate from where the full version can be obtained (insert link)

**Brynmor Jones Library**

As a student on a programme validated by the University of Hull, you have full reference access to the Brynmor Jones Library (BJL) situated on the Hull Campus.

The Library has a variety of study spaces, including bookable study rooms, silent areas, and social learning spaces with furniture that can be arranged to suit your needs. There are PCs on each floor, and the high-quality Wi-Fi means you can use your own device. The ground floor is home to the Library Café, the University’s Art Gallery, and the Exhibition Space.

If you wish to use the Library you will need to obtain a student card. The student card that you receive on enrolling with the University is also your library card and you will need it to enter and make use of the library.

You will be given details about when you will receive your student card as part of the enrolment process. This enrolment will also provide you with a validated student account.

The Library provides access to a wide range of quality academic resources to support your studies, including books, print journals and reference works. eResource access on campus may also be available, dependent on resource licensing terms. If you wish to use eResources you will need to book ahead of your visit using the Day Visitor scheme.

Further information on the Brynmor Jones Library can be accessed via https://www.hull.ac.uk/library.

1. **Arrangements for Supervision**
2. Explain the arrangements for providing academic and pastoral supervision of students – highlighting the difference between the two.
3. Provide details of the PI’s system for Personal Development Planning (or equivalent process).
4. Give details on how to access any codes of practice or regulations.
5. **Health and Safety**
   1. Provide a summary of your institution’s health and safety

regulations and outline how they are relevant to a specific programme.

* 1. Give details on how to access the full version of the regulations.

**SECTION B – Programme of Study Information**

# Key dates and information

1. Explain the structure of the academic year.
2. Give key dates for trimesters, holidays and examination periods.
3. Make it clear that there is a defined resit period is and that students must make themselves available for this period.
4. There must be an identifier of the name, position and institution of the external examiner for each programme.
5. **Aims, Learning Outcomes/Programme Competencies and Credits**

University awards are designed to comply with the Quality Assurance Agency’s Framework for Higher Education Qualifications and other ‘external reference points’. (Information is available at <http://www.qaa.ac.uk>).

Schools have produced *programme specifications* for all of their programmes, which set out what you can expect to be able to do if you successfully complete the programme. These are referred to as learning outcomes/programme competencies.

1. Include a clear explanation of aims, learning outcomes/programme competencies and credits in the context of modules, programmes and their specifications.
2. Give details on how to access programme and modules specifications (insert link).
3. **University and Partner Institution Regulations**

Provide details of where to access relevant regulations relating to:

* Feedback
* Marking Criteria
* Weightings
* Core, compulsory, optional and elective modules
* Attendance

As indicated in the Introduction, the programme of study for which you have enrolled leads to an award of the University of Hull. Because of this your programme is governed by the University’s Programme Regulations. These ensure consistency irrespective of the subject of your programme of study.

All regulations relating to your programme of study including programme and assessment regulations can be accessed via the University’s [Quality and Standards website.](https://www.hull.ac.uk/choose-hull/university-and-region/key-documents/quality.aspx)

In addition to the above University regulations, your programme of study (set out in the programme specification) details the modules which you must take in each year.

1. **Learning and Teaching Methods**

Outline the chosen approaches to learning and teaching and why they are relevant. These can include:

* Lectures
* Tutorials
* Seminars
* Laboratory classes.

Explain or direct students to your policy on proof reading.

1. **Assessment Procedures**
2. Clearly communicate submission deadlines and how penalties are defined and applied.
3. Explain the use of Turnitin (or equivalent, if applicable).
4. Explain the procedures for providing feedback (as outlined in section 7).

Please include the following:

#### Overlength Assessment

Coursework assessments have a set word length designed to enable students to develop their writing skills and demonstrate that they can present their work in a clear and concise manner.

The University has a clear process in place for work which is deemed to be overlength.

Overlength assessment applies to all forms of assessment with a stipulated length or size. For example, timed performances, presentations or lab work and word counts for essays, reports, or other documented/written tasks.

For summative assessed work, the University will normally not mark beyond the stipulated assignment length.

The full Code of Practice can be accessed via the assessment section of the [Quality and Standards Website.](https://www.hull.ac.uk/Choose-Hull/University-and-region/Key-documents/Quality.aspx)

#### Penalties for Late Submission

It is crucial that you submit your work on time to avoid the university’s penalties for work deemed to have been submitted late. Should you fail to do so, the following penalties will apply:

* Submitting up to and including 24 hours after the deadline will result in a penalty of 10%.
* More than 24 hours and up to and including 7 days after the deadline will result in either a penalty of 10% or the mark awarded will be reduced to the pass mark, whichever results in the lower mark.
* More than 7 days after the deadline will result in a mark of zero being awarded.

The full version of the University of Hull’s regulations relating to assessment is available via the University’s [Quality and Standards website](https://www.hull.ac.uk/choose-hull/university-and-region/key-documents/quality.aspx) under the assessment section.

1. **Exam Boards**
2. Explain module and programme boards. The following wording may be helpful:

**Boards of Examiners**

Your progression on your programme of study (i.e. whether you have passed one year and can move onto the next) and your eligibility for the award and degree classification (if applicable) will be determined by Boards of Examiners governed by the University’s regulations. There are two levels of Boards of Examiners:

*Module Boards* – which decide the mark to be awarded for each module.

*Programme Boards* – which decide whether you can progress to the next year of the programme and the classification of degree if you have reached the end of the Honours level of an Honours degree.

Boards of Examiners include membership from the staff who deliver the programme, staff from the University and the External Examiner(s) appointed by the University to oversee the academic standards of the award. The External Examiner will be a member of staff from another University or similar body who is experienced in the subject area of your programme of study.

## Prizes and Scholarships

1. Explain what is available for students in the department, if applicable.
2. **Examinations and Assessment**
3. Explain the process of providing examinations timetables.
4. Outline dates of examinations.
5. Summarise instructions governing the conduct of examinations and direct students to the full version.
6. Summarise instructions for candidates for written examinations and direct to the full version.
7. Explain how to access results and when they will be available.

Your results will be formally notified to you in writing. You will not be able to get your results before the published deadlines and under no circumstances will your results be given to you over the telephone, nor will they be given to another person on your behalf. You can however notify – to your school - a **correspondence** address to which they can be sent during the summer vacation. Otherwise, they will be sent to your home address. It is the student’s responsibility to keep the institution updated with current address details. If you fail to do so, you may not receive your results, or other correspondence, promptly.

1. Explain about provisional feedback:

Where appropriate, marks for individual pieces of assessed work are given to you during the module~~,~~ to enable you to utilise feedback in completing the module. However, such results are **provisional**, that is they can be changed by the module board - for example on the advice of the external examiner - and they are not, therefore, final until that Board has met. The fact that a Module Board reduces a mark previously notified to you as provisional does not constitute a ground for appeal.

1. Explain how alternative examination arrangements are requested. Such as:

If you have a disability and require alternative arrangements for examination, you should contact your School and/or Student Wellbeing [*or equivalent*]. If you have any other special circumstances which may require alternative arrangements, you should contact your School.

1. Explain how students are required to be available. The following text may be useful:

It is part of the requirement of your degree that you are available during each of the **three** examination periods. Note that only in the most exceptional circumstances will you be given permission to sit an examination other than at the [*name of Partner Institution*].

**Reassessment**

You will always be given the opportunity to undertake reassessment in modules in which you have not achieved the pass mark. Reassessment shall be by:

i. resubmission of the same, amended, piece of work (where appropriate)

ii. resit of an examination, or

iii. submission and assessment of a new piece of work.

The method of reassessment is made clear within the module handbook/specification.

The University regulations state that you have a right to be reassessed in the failed module on one occasion only. This being where you have not achieved a weighted average mark of at least 40% in levels 3, 4, 5, and 6.

The mark for any component of assessment in which you are reassessed shall be capped at the pass mark.

All assessment regulations can be accessed via the University’s [Quality and Standards website.](https://www.hull.ac.uk/choose-hull/university-and-region/key-documents/quality.aspx)

1. Explain how a student can obtain a reference.
2. Explain about transcripts.

You are entitled to an official transcript which sets out the full record of your results for the whole of your programme of study. This will be produced by the [*name of Partner Institution*] in accordance with guidance issued by the University (as the awarding body). You should note that you will be refused a transcript if you are in debt to the [*name of Partner Institution*] for your tuition fees.

**Degree Classification Weighting**

The University has standardised weightings for progression and award across all programmes.

Further information on programme regulations and weightings can be accessed via the University’s [Quality and Standards website](https://www.hull.ac.uk/choose-hull/university-and-region/key-documents/quality.aspx) under programme regulations.

**Guidance on classification**

The basic guide to classification of most qualifications can be summarised as:

|  |  |  |  |
| --- | --- | --- | --- |
| Final Stage Weighted Average | BA/BSc/Integrated Masters | Masters/Integrated Maters (Final stage) | Foundation Degree (Diploma stage) |
| 70-100 | 1st | Distinction1 | Distinction |
| 60-69 | 2i | Merit2 | Merit |
| 50-59 | 2ii | Pass | Pass |
| 40-49 | 3rd |  | Pass |

1 with a mark of no less than 67 in the Masters level

2 with a mark of no less than 57 in the Masters level

**Foundation degrees**

If you are studying a foundation degree, your performance in the Preliminary Certificate, Certificate and Diploma of your degree programme shall not count towards the classification of your Honours degree. Classification is based on the weighted average of level 6 modules alone.

**Ordinary degrees**

An Ordinary Degree will be awarded if you achieve 300 credits on your programme of study (as opposed to the 360 credits required for an Honours Degree). To be awarded an Ordinary Degree, you must achieve 60 credits at Level 6.

You may be given the opportunity to transfer to an Ordinary Degree after your first or second year of study (level 4 or 5) if you do not achieve the required number of credits to proceed to the Honours Degree. Alternatively, an Ordinary Degree could be awarded to you at Level 6 if you do not achieve the full 120 credits for this level. For further information please speak with your Student Hub and/or Personal Supervisor.

# Please provide information on which weightings apply.

# Academic Misconduct – Plagiarism and Cheating

1. Explain Academic Misconduct:

The University Regulations for Academic Misconduct govern all forms of illegitimate academic conduct which may be described as cheating, including: plagiarism, self-plagiarism, collusion, contract cheating and the fabrication or falsification of data. You can view the regulations via the assessment section of the [Quality and Standards Website](https://www.hull.ac.uk/choose-hull/university-and-region/key-documents/quality), where you will find definitions of the above forms of cheating.

Such conduct is punishable when undertaken by any University of Hull student on any programme, whether acting alone or with others, and conduct which amounts to an attempt to use such means is also a breach of the regulations. The regulations define the procedures which must be followed when an allegation is made, stating the rights of the student, including the establishment of an Adjudicating Panel which is required to determine whether the breach of the code has been proven.

It is essential, therefore, that you recognise that the University and [insert name of partner institution] takes very seriously any form of illegitimate conduct, especially plagiarism, and that if you are judged to have breached these Regulations this could result in you not being awarded your degree.

It is your responsibility to ensure that you have understood the guidance you have been given about referencing – and therefore how not to commit plagiarism.

1. Explain the importance of referencing work and direct students to guidance on your chosen referencing system.
2. Direct students to guidance on how to avoid plagiarism.
3. Explain self-plagiarism.
4. Explain how students will be required to complete a plagiarism declaration sheet.

The full version of the University of Hull’s regulations relating to the above is available via the University’s [Quality and Standards website](https://www.hull.ac.uk/choose-hull/university-and-region/key-documents/quality.aspx) under the assessment section.

# Possible Problems and Solutions

1. Explain the importance of communicating problems early:

The following section explains possible solutions to problems which you may experience during your programme and study and which may mean that you are unable to complete your programme as originally planned. In all cases the emphasis is on getting advice from the appropriate person. It is important that you talk through any problems you might be experiencing with appropriate staff, whether with your Personal Supervisor [*or equivalent*] or somebody independent of the department such as Student Support Services or the Library Skills Team.

## Explain the process and deadlines for changing modules or your programme of study, outlining any financial implications.

1. Explain the process and what support is available before a student decides to withdraw, outlining any financial implications.
2. Explain how credit can be transferred:

One of the benefits of the credit accumulation system operated by the University/[name of Partner Institution] is that it is often possible to take any credits gained where you have not completed your programme and use them in the future, for example to resume your studies on the same programme or at another University. The University of Hull considers that credits have a maximum ‘shelf life’ of 9 years, although re-admission would depend on the specific programme of study in question, and therefore a shorter shelf life might apply.

You may also be entitled to an ‘interim award’ if you withdraw before completing the programme as follows:

Successful completion of 120 credits (at the Preliminary Certificate level only):

Foundation Certificate in Higher Education (subject studied)

Successful completion of 120 credits: Certificate in Higher Education (subject studied)

Successful completion of 240 credits: Diploma in Higher Education (subject studied) (excluding Foundation Degrees)

Successful completion of 300 credits (in modules at specified levels): Ordinary Degree.

**Suspension of Study**

1. Explain the process for the suspension of study.

An alternative to withdrawing from your programme of study might be to suspend your studies for a period of time. This might enable you to resolve the difficulties which are affecting your studies, whether medical, personal or financial. Occasionally, suspension of study is also used to enable you to undertake some form of work experience not forming part of the programme of study.

Permission to suspend study requires the approval of the University on the recommendation of the [name of Partner Institution] and must be supported by appropriate supporting documentation and details of the length of time requested, the reasons, and the last date you wish to attend the programme.

The full version of the University of Hull’s regulations relating to the above is available via the University’s [Quality and Standards website](https://www.hull.ac.uk/choose-hull/university-and-region/key-documents/quality.aspx) under the student information section.

1. Explain where to go to for advice.
2. Give details on how to access any relevant partner institution guidance, codes of practice or regulations.

Suspension of study will be granted for a maximum of one year, but can be renewed provided that each level of the programme is completed within 3 years, including any suspension of study period.

There are times when the University may suspend a student continuing with their study if they are posing a risk to themselves or another, as part of the Student Support for Study process. Student Support for Study helps students to participate fully in relation to their academic studies, and as an engaged member of the University of Hull community.

## Explain the process for repeating a trimester or whole year and where to go for guidance.

In very special circumstances some cases may be appropriate to repeat a complete trimester (including the teaching and assessment periods) or a complete year. Repeating the trimester, or year, means you repeat that section, including all assessments, clearing your previous attempt. You must note that a repeat period will only be approved where you can clearly establish written evidence of either medical circumstances or exceptional personal circumstances or, in some cases, disability-related concerns which have been so serious that they have had a significant effect on your ability to undertake your studies, and that they have lasted for a large part of the year. Requests to repeat will not be accepted in cases where a student has simply performed poorly and wants ‘a second chance’. In all cases, you must submit a medical certificate or information from a reliable and verifiable source other than yourself. The above rules also apply to any request to reapply for the same programme of study. Applications to repeat are decided by the University’s Student Cases Committee on the recommendation of the [*name of Partner Institution*].

It is important that you consider the financial implications of this, and inform the Student Loans Company of any changes to your original course end dates.

## Requests for Extensions and Additional Consideration

## Explain Requests for Extensions and Additional Consideration

Extensions and Additional Consideration are unexpected life events, medical or personal issues, which you cannot overcome or manage without an impact on your ability to attend teaching, placements and undertake assessments. There is no definitive list of such situations and the University recognises that difficulties affect people in different ways. More information can be found in the [University Code of Practice: Requests for Extensions and Additional Consideration.](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.hull.ac.uk%2Fchoose-hull%2Funiversity-and-region%2Fkey-documents%2Fdocs%2Fquality%2Fstudent-information%2Fucop-request-for-extensions-and-additional-consideration-v1-00-july-2022.docx&wdOrigin=BROWSELINK)

If you consider that your studies are being affected by circumstances outside of your control and that they are having a negative impact on your studies, you should talk these circumstances through with your [insert partner institution contact person]. The earlier the [insert name of partner institution] is made aware of any impacting circumstances, the earlier support options can be made available.

Requests for extensions must be submitted no later than 48 hours after the assessment deadline, extensions cannot be used for fixed date assessments such as examination. Requests for additional consideration must be submitted within 10 working days of the assessment deadline. Requests submitted after this deadline may not be considered.

1. Explain how to get advice and where to find details of the process. Please note that the University Code of Practice is available via the following link [Quality and Standards](https://www.hull.ac.uk/choose-hull/university-and-region/key-documents/quality.aspx) under Student Information, however provides submission information relating to on campus students only.

**Absence from Examinations and Coursework Extensions**

1. Explain how to get advice and details of the process.
2. Include the following text:

The extending of a submission deadline applies to course work submission only. Other types of assessments such as examinations, for example, are held on fixed dates and therefore an extension is not applicable. It is the responsibility of the student to manage their time according to the assessment submission schedule and ensure that work is submitted by the published deadline. Missing a deadline will generally mean that work is subject to a penalty and may not be marked at all.

If you are unable to submit a piece of assessed work by the date published, you may apply for an extension. An application for an extension can only be approved if applied for no later than 48 hours after the original deadline and supported by appropriate documentary evidence and/or details of the circumstances.

Examples of acceptable forms of evidence are identified in the [University Code of Practice: Requests for Extensions and Additional Consideration](https://view.officeapps.live.com/op/view.aspx?src=https%3A%2F%2Fwww.hull.ac.uk%2Fchoose-hull%2Funiversity-and-region%2Fkey-documents%2Fdocs%2Fquality%2Fstudent-information%2Fucop-request-for-extensions-and-additional-consideration-v1-00-july-2022.docx&wdOrigin=BROWSELINK), available under the student information section of the quality handbook.

1. Explain how to get advice and details of the process. Please note that the University Code of Practice is available via the following link [Quality and Standards](https://www.hull.ac.uk/Choose-Hull/University-and-region/Key-documents/Quality.aspx) under Student Information, however provides submission information relating to on campus students only.

## Academic Appeals

1. Please include following text:

The University and the [*name of Partner Institution*] have a set of procedures governing your right to appeal against a decision about your academic progress.

It is important to be aware that you cannot appeal simply because you disagree with a decision of your department - for example to award 55 for a piece of work. You must be able to show that there has been some defect in the process by which that decision was made, such as not following procedures, bias or prejudice on the part of the examiner, or failure to consider relevant factors (such as additional consideration). Appeals must be lodged within 15 working days of you receiving notification of the decision against which you wish to appeal.

The University will allow students who have submitted an appeal to graduate and also allow students who have graduated to submit an appeal (provided they are within the 15 working day window). The candidate will graduate with the classification awarded and, if the appeal is subsequently upheld, any change will result in a new award being made.

1. Explain how to get advice, the details of the process and how to obtain copies of the full procedures. Include the following text:

If your appeal is heard but rejected by the [*name of Partner Institution*] you will have a final ‘right of challenge’ to the University but only if you can show that the Partner Institution’s Appeal Committee has not acted in accordance with its powers. Details of this right will be provided to you in the event that your appeal within the [*name of Partner Institution*] is turned down.

# Please note that the University Code of Practice: Academic Appeals is available via the following link [Quality and Standards](https://www.hull.ac.uk/choose-hull/university-and-region/key-documents/quality.aspx) under Student Information.

# University of Hull Student Cases Committee

1. Please include the following text:

Student Cases Committee is the University Committee which is responsible for overseeing all matters of student progress.

# Information on Professional Bodies

1. PIs must provide information where applicable on any external body relevant to the discipline. *[Any professional accreditation must have been considered as part of the programme approval process].*
2. **General Regulations**
3. The following text must be included:

Please be aware that as a student you have both rights and obligations in respect of your fellow students, members of staff, and others who come into contact with the [*name of Partner Institution*]. The [*name of Partner Institution*] has a set of general regulations governing the conduct of students, as well as specific policies and procedures governing such matters as freedom of speech, freedom from harassment and data protection. These set out both your rights and your duties to fellow students, staff and others.

1. Provide summaries of relevant regulations etc and how to find copies of the full versions.

# Complaints by Students

1. The following text must be included:

In accordance with the requirements of the University, the [*name of Partner Institution*] has in place a complaints procedure, enabling you to make a complaint if you have cause for concern about any aspect of the [*name of Partner Institution*]’s provision to you as a student. Complaints should be resolvable within the [*name of Partner Institution*].

As a student on a programme leading to an award of the University you have a final right of challenge to the University, but only where you can demonstrate that the partner institution has not considered your complaint in accordance with its published procedures. The University will not reconsider the merits of the complaint. The [*name of Partner Institution*] is responsible for providing you with information about your rights.

1. Provide summaries of relevant regulations etc and how to find copies of the full versions
2. Link back to feedback to emphasise that equally keen to encourage positive feedback and general examples for improvement.

# Support Services

1. Explain what help is available and where to find out more (financial, study advice, welfare, immigration etc) It is strongly recommended that a statement be included, in bold, encouraging students to declare any disability and a further statement encouraging all staff to urge students to report and/or have assessed any suspected (or actual) disability.
2. It is strongly recommended to include a statement of proactive support of an environment in which there are Equal Opportunities for students or staff with disabilities. Clearly define which department and staff can offer advice and support on these matters.
3. Please include a statement stating that international students who require a UK visa to study must familiarise themselves with their immigration responsibilities and state where to find more information and advice.
4. Include a statement of records management i.e. how long records will be kept and what students may expect (when applying for employment elsewhere) in regard of references.
5. **Hull University Students’ Union**

Hull University Student Union (HUSU) is the University of Hull’s award-winning students’ union. It offers a wide range of services and activities, including the multimillion-pound Asylum nightclub and many other amazing facilities. As a partner college student you are able to access all of HUSU’s commercial services, venues and events.

In addition, you have the option to join as an Associate Member for free, which would allow you access to hundreds of HUSU activities as well as over 150 sports clubs and societies. Just visit <https://hulluniunion.com/associate-membership> to find out how you can join. There may be charges for individual activities, and to join sports clubs and societies.

For more information on the above please see [www.hulluniunion.com](http://www.hulluniunion.com) or contact HUSU via email [HUU-Officers@hull.ac.uk](mailto:HUU-Officers@hull.ac.uk)

# Tuition Fees and Financial Support for Students

1. Explain the process and who to contact for making the appropriate arrangements for the payment of tuition fees.
2. Outline who to contact if a student encounters any difficulties in paying their fees and where additional information and support can be found.
3. Explain if there is any help available for students who experience financial difficulties.

**ENDS**