



UNIVERSITY FEES AND GENERAL INFORMATION FOR STUDENTS

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General enquiries and correspondence should be addressed to:

The Head of the Registry
Gilbert Scott Building
University of Glasgow
Glasgow G12 8QQ
Scotland UK

The information contained in this Calendar, particularly that relating to regulations, courses and fees, was correct at the time of going to press in August 2001 but it is subject to alteration without notice. Most courses will be available but if you wish to confirm information, you should write to the Secretary/Clerk of the relevant Faculty.

I MATRICULATION

1.1 Every student of the University must matriculate each year and pay the fees appropriate to his or her course of study or research in the University, or in an Institution recognised by the University Court on the recommendation of the Senate, or in a College associated with the University. No person shall be deemed to be a matriculated student who has not returned to the Head of the Registry a completed and signed Matriculation Form and received from the Head of the Registry written confirmation of matriculation. A matriculated student shall be entitled to the use of the Library and to the exercise of a vote in the election of a Rector.

1.2 In signing the Matriculation Form the student undertakes to observe the *Sponsio Academica* and the Copyright and Data Protection regulations, printed below.

1.3 A person elected to any student office in respect of which the Senate agrees that the incumbent may interrupt his or her course of study or research is deemed to be a matriculated student.

1.4 Teaching and examining may take place on Saturdays.

Entrants from Abroad – Financial guarantee

1.5 A guarantee of financial solvency during the period of study is required of all overseas applicants.

Students in Continuing Education and Preparatory Courses

1.6 Students in Continuing Education and Preparatory Courses are not normally eligible for matriculation as students of the University. The Senate does, however, recognise for the purpose of matriculation certain departmental courses which, though not of a qualifying standard for any degree or equivalent award of the University of Glasgow, are nevertheless offered for students designated for subsequent admission to qualifying courses of the University. The fees for courses so recognised are announced from time to time.

Students with Dyslexia

1.7 If students know they have or believe they may have a specific learning difficulty such as dyslexia, either before or during their University career, they should make contact with the Special Needs Advisers, Ground Floor, John McIntyre Building, University of Glasgow, Glasgow G12 8QQ at the earliest opportunity. The Advisers can give advice on procedures and provision at the University for students with dyslexia. It will be necessary for students to obtain an up-to-date full assessment carried out by a Chartered Educational Psychologist accredited by the Dyslexia Institute and approved by the University. The Advisers can arrange for this to be carried out. There is a substantial fee for this, but it may be possible for the University to provide some interim financial assistance.

1.8 Students who have been assessed as dyslexic are eligible to make application to the SAAS for the Disabled Students' Allowance and this may include reimbursement of the dyslexia assessment fee. The arrangements for students funded by LEA's in England and Wales are slightly different and the Adviser can provide the necessary guidance.

1.9 It is essential that the recommendations arising from the dyslexia assessment should be presented to your Adviser of Studies and Head(s) of Department as soon as possible and at least four weeks in advance of any examination, so that flexibility may be allowed for in examination arrangements. The Adviser can assist with this process.

1.10 The Dyslexia Institute is able to offer advice to students and is housed in the SCET Building, 74 Victoria Crescent Road, Glasgow G12 9JN. Telephone 0141 334 4549.

Guide for Students with Disabilities and Special Needs

1.11 The University's *Accessibility 2000 – a Guide for Students with Disabilities and Special Needs* can be found on the World Wide Web at <http://www.gla.ac.uk/access2000>. Details of Special Examination and other Assessment arrangements for students with disabilities and special needs, can be found in Section XXII.

Statement on HIV Infection

1.12 A statement on HIV infection is available for consultation by students and others in the offices of the Faculty Secretaries/Clerks.

II SPONSIO ACADEMICA – University Oath

2.1 *Ego in Universitate Glasguensi discipulus sancte polliceor me Senatui Academico parituum ita ut quae ab eo secundum leges academiae praescribuntur praestem et animadversioni eius reverenter me subiciam; ipsius academiae dignitatem atque salutem quantum in me fuerit per reliquam vitam procuraturum.*

Translation:

2.2 I a student in the University of Glasgow solemnly promise that I will fulfil the requirements made by the *Senatus Academicus* in accordance with the regulations of the University and will conform to its discipline and that for the rest of my life, so far as in me lies, I will maintain the honour and welfare of the University.

III PERSONAL DATA

3.1 The University collects information about its students for various academic, administrative, health and safety reasons. This information is processed in accordance with the *Data Protection Act (1998)*, and is disclosed to third parties only with the subject's consent or in order to meet statutory obligation.

IV LIMITATION OF ADMISSION TO QUALIFYING COURSES

4.1 The Senate reserves the right to refuse admission to any particular qualifying course because of restricted facilities either of accommodation or of teaching or for such other reason as in the opinion of the Senate requires it to do so.

V ANNUAL FEES

5.1 The fee stated below is payable for Session 2001–02. The fee is for matriculation, for tuition, for the use of laboratories and for one entry to the examinations appropriate to the course. It also includes, in the case of full-time students (but not for students of Associated Institutions), Students' Union fees and fees for recreational facilities.

Payment

5.2 **All fees are payable on Matriculation.** Details of methods of payment are obtainable from the Registry. Students who do not meet their obligation to pay tuition fees at the commencement of their attendance may incur interest charges on the fees outstanding at a rate determined annually by the Head of the Registry.

5.3 **No student who has not matriculated and arranged payment of fees shall be permitted to continue in course after 31 October, except with the written permission of the Head of the Registry. Such permission may be withdrawn in the event of any breach in the written conditions laid down by the Head of the Registry. The Head of the Registry reserves the right to withhold publication of the examination results of students in breach of these written conditions.**

5.4 Students who matriculate late are liable to pay a late fee of £10 and are not guaranteed a clash-free examination timetable.

5.5 Students who have obtained permission, or are required, to withdraw from the University during the course of a Session may apply to the Head of the Registry for a refund of tuition fees paid on a pro-rata basis.

Definition of an Overseas Student for fee purposes

5.6 In accordance with *The Education (Fees and Awards) Regulations, 1983* (as amended), higher (overseas) levels of fee are payable by students who do not have a 'relevant connection' with the United Kingdom.

5.7 Students who have a 'relevant connection' will be charged the home levels of fee. In order to establish this 'relevant connection', certain elements are required, as follows:

- (a) the student has been ordinarily resident in the UK throughout the three-year period preceding 1 September, 1 January or 1 April closest to the beginning of the first term of his or her course; **and**

- (b) the student has not been resident therein, during any part of that three-year period, wholly or mainly for the purpose of receiving full-time education;
and
- (c) **any overseas applicant who satisfies the ordinarily resident criteria in (a) and (b) must also have settled status in the United Kingdom (*i.e.*, there must be no restriction on the length of stay in the UK).**

Conditions (a), (b) and (c) must be satisfied in order that the student may establish the 'relevant connection', and be liable for the home level of fee.

5.8 Excepted Students. There are certain categories of 'excepted students' who, although they do not have a 'relevant connection' with the UK are liable to pay only the home rates of fee. These include:

refugees recognised in the UK, their spouses and children

persons granted exceptional leave to remain or enter as the result of an asylum application, their spouses and children

nationals of the EU¹ meeting residence requirements in the EEA² and their children

reciprocal exchange students

EEA migrant workers in the UK, their spouses and children

Further details regarding the definition and exceptions can be provided by the Student Recruitment and Admissions Service on request, or reference made to the Regulations referred to above.

Course Fees Payable, 2001–02

5.9 The following tables show the fees for all courses available in Session 2001–02:

FEES FOR FULL-TIME STUDY

Home and EU undergraduates	£1075
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Home and EU postgraduates (but see exceptions listed)	£2805
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New entrant Overseas Undergraduates (but see exceptions listed)

Arts/Divinity/Law & Financial Studies/Social Sciences/ Education/Crichton College	£7300
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¹ Currently: Austria, Belgium, Denmark (excluding the Faroe Islands), Finland, France (including the overseas departments of Guadeloupe, Martinique, French Guiana, Réunion, St Pierre and Miquelon), Andorra, Monaco, Germany, Gibraltar, Greece, the Republic of Ireland, Italy, San Marino, Luxembourg, the Netherlands, Portugal, Spain (excluding the Canary Islands), Sweden, and the United Kingdom.

² The EEA also includes Iceland, Norway (including Svalbard) and Leichtenstein.

Science/Engineering/Nursing and Midwifery	£9300
BVMS	£14200
MBCbB	£14330
BDS (Pre-Clinical)	£9520
MBCbB (Old Curriculum – Clinical)/BDS (Clinical)	£17660

New entrant Overseas Postgraduates (but see exceptions listed)

Arts/Divinity/Law & Financial Studies/Social Sciences/ Education/Crichton College	£7300
Science/Engineering/Nursing and Midwifery	£9300
Medicine/Dentistry/Veterinary Medicine (Non-Clinical)	£10800
Medicine/Dentistry/Veterinary Medicine (Clinical)	£17660

FEES FOR PART-TIME STUDY

Home and EU undergraduates	Up to 10 credits	£90 ³
	11–20 credits	£180
	21–30 credits	£270
	31–40 credits	£360
	41–50 credits	£450
	51–60 credits	£540
	61–70 credits	£630
	71–80 credits	£720
	81–90 credits	£810
	91–100 credits	£900 ⁴
Home and EU Postgraduates		£1405

EXCEPTIONS TO STANDARD FEES

	<i>Full-time Home & EU £</i>	<i>Full-time Overseas £</i>	<i>Part-time Home & EU £</i>
LLB (Graduate Entry)	5550	7300	—
BVMS (Graduate Entry)	14200	14200	—
Diploma/MSc in Clinical Audit	(⁵)	—	(⁵)

³ minimum part-time fee⁴ maximum part-time fee payable⁵ Fee not known at time of going to press.

	<i>Full-time Home & EU £</i>	<i>Full-time Overseas £</i>	<i>Part-time Home & EU £</i>
MPhil in Decorative Arts	7000	7000	—
Diploma in Decorative Arts	6500	6500	—
Diploma/MPhil in English, Educational & Cultural Studies	—	3300	—
Diploma/MPhil in Housing Studies	—	—	1495 modular 525/course \geq 20 credits 265/course < 20 credits 997 PATH
Diploma/MPhil in Medical Law	—	—	3000 – home & EU students 3500 – overseas students 750 dissertation
Diploma in Palliative Care	—	—	560/core course 280/option
Diploma/MPhil in Therapeutic Studies	—	—	272
Diploma in Travel Medicine	—	—	2000
MAcc.	3390	7615	1695
Diploma in Business Administration	7500	—	—
MBA	8000	11000	4000
Certificate in Business Administration	—	—	2400
MPH	2805	10800	303/credit
MPhil in: International Finance	3310	7430	1655
MPhil in: Agricultural Policy Analysis or Economic Development or Economic Planning or Monetary Economics	2960	7300	1655
MSc(MedSci) Orthodontics	3805	18660	2405
MSc(MedSci) in Sport & Exercise Science/Sports Medicine	2805	9300	—
Research, Accounting & Finance	3390	7615	1695
Diploma in Human Nutrition	1405	5400	702

	<i>Full-time Home & EU £</i>	<i>Full-time Overseas £</i>	<i>Part-time Home & EU £</i>
MSc Dental Primary Care	(⁵)	(⁵)	—
Doctorate in Clinical Psychology	4335	—	—
MSc (MedSci) Maxillo- Facial Surgery	3805	18660	2405
Diploma in Dental Technology	—	9870	—
Postgraduate Diploma in School Leadership & Management	—	—	3300
Additional Teaching Qualifi- cation in Religious Edu- cation – Postgraduate Certificate	—	—	1140
Additional Teaching Qualifi- cation in Religious Edu- cation – Postgraduate Diploma	—	—	1780
All other Postgraduate Certificates and Postgraduate Diplomas in Support for Learning and Guidance and Pastoral Care	—	—	175/module

Notes:

1. Special fee levels apply to students whose place of ordinary residence is the Channel Islands or the Isle of Man. Details may be obtained from the Registry.
2. Fees are for new entrants. Lower fees may apply to some continuing students. Details may be obtained from the Registry.
3. Overseas students may, in certain limited circumstances, be admitted to part-time study paying an appropriate percentage of the relevant full-time overseas fee.
4. Special fees apply to members of staff undertaking part-time study. Details may be obtained from the Registry or Human Resources or at <http://www.gla.ac.uk/services/humanresources/stafffees.htm>.
5. Different fee levels apply to some courses in the Department of Adult and Continuing Education. Details may be obtained from that department.

⁵ Fee not known at time of going to press.

6. A 3% administration charge is payable to students arranging to pay fees by instalment. This charge does not apply to home undergraduates with a tuition fee liability assessed by an ELB or LEA.
7. Interest is charged at 1% per month for late payment of fees.
8. The exceptions to standard fees noted are correct at the time of going to press. However, a student should check the fee level applicable to his or her course at the time of admission.

Additional Fees

5.10 The following additional fees are applicable to postgraduate research students:

1. The Annual Fees for Research Students cover matriculation, supervision of research or study and examination. An additional Fee of £304 is payable by students offering themselves as candidates on a second or subsequent occasion.
2. For the Higher Degrees of DLitt, DMus, LLD, DVM, DSc, DEng and PhD by published work, all candidates pay a fee of £620 (inclusive of a £62 precognition fee where preliminary application for the degree is required by the Regulations) on submission and, where re-submission is authorised, on re-submission of the thesis.
3. A fee of £64 is due when a thesis is submitted after the period allowed for submission has lapsed.
4. Those members of the University Staff in receipt of a tuition fee scholarship pay a fee of £482 on submission or re-submission for the degree.
5. Research students whose full-time attendance and fee payment began after the first term of their first year, pay the full-time tuition fee due up to the end of the period of supervision recommended by their Supervisor.
6. Research students who are certified by the Head of Department as having completed practical work and as not requiring further supervision or departmental facilities may matriculate for use of the Library as non-supervised students at a fee of £34.

VI DEGREE EXAMINATION ENROLMENT – Undergraduate, Diploma and Other Courses

6.1 Students who have matriculated and enrolled in courses of the University are deemed to be entered once for the degree examinations appropriate to those courses. Fees for subsequent entries to examinations are set out below. These fees may be waived at the discretion of the Head of the Registry in the case of students prevented by illness, duly certified, or by other circumstances outwith their control, from appearing at the earlier examination.

6.2 Students who are eligible by virtue of previous attendances to sit degree examinations must enter for the examinations at the normal matriculation period at the beginning of the session and pay a fee of £34 in lieu of matriculation in addition to the prescribed examination fees.

Re-entry fee for examinations in the same session	£35 per examination with a maximum of £81
Late re-entry	£10

6.3 The following fees are payable on entry for the examinations named:

- (i) For students granted exemption from attendance on the corresponding first-year courses: First Examination in the Faculty of Engineering, per subject, £81.
- (ii) Final MBChB and BDS Degree Examinations (referred students) £212.

VII TRANSCRIPT CHARGES

7.1 Students requiring a transcript of a complete or partially complete curriculum or the issue of special certificates of student status or performance pay a charge on a scale fixed annually by the Head of the Registry.

VIII GRADUATION AND GENERAL COUNCIL MEMBERSHIP

8.1 All candidates proceeding to graduation after examination who are not already members of the General Council are required to enrol as members of the Council and pay the fee of £46.

8.2 Graduands are required to enrol for Graduation within the enrolment period as required by notices displayed throughout the University.

8.3 Once a student has graduated from the University he or she is deemed to have accepted the recommendation of the Board of Examiners and hence an appeal from that student in connection with the award of the Degree will not be entertained.

IX PAYMENT OF MONIES DUE TO THE UNIVERSITY

9.1 No person shall be permitted to matriculate as a student of the University or to receive any degree, diploma or other qualification conferred by the University unless all arrears of fees for tuition and residence and any other sums due to the University have been paid.

X RECREATION FEE

10.1 All full-time students for whom fees are paid to the University are entitled to use the Student Union and recreational facilities provided by the University. An annual fee is payable by all full-time students who wish to use the facilities of the Sport and Recreation Service. For students paying part-time fees,

members of staff registered as Research Students, students enrolling for examination purposes only, and all Non-graduating Students an annual fee is also payable. Any student who also wishes to join the Glasgow University Sports Association (the student body looking after representative student sport) will be required to pay an additional fee.

XI AWARDS AND LOANS FOR UNDERGRADUATES

11.1 Details of awards and loans for undergraduates may be obtained from the Student Awards Agency for Scotland (Gyleview House, 3 Redheughs Rigg, Edinburgh, EH12 9HH), Local Education Authorities or Northern Ireland Education and Library Boards.

XII HARDSHIP FUNDS

12.1 The Government has made limited funds available to universities and other institutions of higher education to provide financial help to students who face financial hardship. Further information about these funds is available from the Registry (Financial Aid Section).

XIII MATURE STUDENT BURSARIES

13.1 The Government has made funds available to assist mature students with a mature student premium and particularly with registered childcare, housing and excess travel costs. Further information about this Fund is available from the Registry (Financial Aid Section).

XIV AWARDS FROM THE STUDENT HARDSHIP (COMMON BURSARIES) FUND

14.1 Awards of varying value can be made to students of the University who, due to circumstances beyond their control, are experiencing real financial hardship. The applicant must be a matriculated student (undergraduate or postgraduate) of the University, except that students matriculated for a degree of the University but studying at an Associated Institution such as the Glasgow School of Art or the Scottish Agricultural College Auchincruive are not eligible to apply.

14.2 Application should be made on the relevant application form which is available, with further details, from: The Registry (Financial Aid Section), University of Glasgow.

XV THE CARNEGIE TRUST FOR THE UNIVERSITIES OF SCOTLAND

Assistance with the Payment of Fees

15.1 The scheme derives from the intention of the Trust founder, Andrew Carnegie, 'to render attendance at the Universities of Scotland and the enjoyment of their advantages more available to the deserving and qualified youth of Scotland to whom the payment of fees might act as a barrier'. Application can

be made only in respect of study at one or other of the Scottish Universities and, in all cases, courses of study acceptable for Trust support must be directly connected with the acquisition of a *first* degree from a Scottish University.

15.2 Information concerning the conditions of award of assistance, and application forms, may be obtained from the Secretary and Treasurer, the Carnegie Trust for the Universities of Scotland, Cameron House, Abbey Park Place, Dunfermline, Fife KY12 7PZ.

XVI PRIZES, BURSARIES, FELLOWSHIPS AND SCHOLARSHIPS

16.1 Details of the University's Prizes, Bursaries, Fellowships and Scholarships are set out in a separate booklet, which can be obtained from the Senate Office.

XVII APPEALS BY STUDENTS

17.1 The Senate is charged by the *Universities (Scotland) Acts* with a duty to superintend the teaching of the University. This is understood to include examining. The Senate has authorised the establishment of Faculty Committees to hear appeals in the first instance, as specified in the Code of Procedure for Appeals to a Faculty Appeals Committee, which is set out below.

17.2 A student may further appeal from the decision of the relevant Faculty Appeals Committee to the Senate. The Code of Procedure for Appeals to the Senate is set out, after the Faculty Appeals Code (see Section XIX). The Senate Appeals Committee also receives appeals directly from postgraduate research students.

17.3 Students are advised to consult the Secretary/Clerk of the relevant Faculty before lodging an appeal to the Faculty Appeals Committee, and the Head of the Senate Office before lodging an appeal to the Senate Appeals Committee.

17.4 Appeals will not be entertained against marks or decisions of examiners, or other matters of academic judgement, but only on grounds of unfair procedure or medical evidence.

17.5 An appeal by a student will not be entertained once that student has graduated from the University; he or she is deemed to have accepted, by graduating, the recommendation of the Board of Examiners and the decision of the appropriate Faculty.

17.6 Any appeal, giving all the grounds of that appeal, must be despatched in writing to reach the Secretary/Clerk of the relevant Faculty or the Clerk of Senate, as appropriate, within 14 days of the intimation to the student of the decision against which he or she is appealing.

XVIII CODE OF PROCEDURE FOR APPEALS TO A FACULTY APPEALS COMMITTEE**For Undergraduate and Taught Postgraduate Students****Faculty Appeals Committee – Constitution**

18.1 Each Faculty shall establish a Faculty Appeals Committee (hereinafter referred to as the Committee) which shall have full powers to decide appeals.

- (a) The Committee shall consist of the Dean (Convener), and not more than twelve members of the Faculty with experience of University teaching, one of whom shall be nominated as Vice Convener. The names of the Committee members shall be reported to Senate for approval.
- (b) No member of the Senate Appeals Committee or of the University Court shall be entitled to serve on the Committee. Where a member of the Committee has participated directly in the decision appealed against, that member shall not sit for that individual appeal.
- (c) The quorum of the Committee shall be three.

Jurisdiction

18.2 The jurisdiction of the Committee shall comprise all academic decisions affecting students, but not proceedings under the Code of Discipline. In particular, the jurisdiction shall include (a) to (c) below.

- (a) *Class Certificates:* An appeal may be made to the Committee against the refusal of, or a restriction placed upon, the award of a class certificate. Where it is not possible to hear the appeal before the degree examination, the Convener shall permit the student to attempt the degree examination paper(s). In such a case, the examination shall be held unmarked until the appeal is heard and thereafter shall be destroyed or marked as appropriate.

An undergraduate who does not appeal in writing until after the degree examination has begun and whose appeal is subsequently upheld, is not entitled to a diet of examination in place of that which has been missed.

- (b) *Progress in Studies:* An appeal may be made to the Committee against the application of published progress regulations. Where a student whose progress has been found unsatisfactory by the Committee after an appeal wishes to adduce new evidence which could not reasonably have been given earlier, the matter shall be referred again to the Committee by the Faculty Secretary/Clerk on receipt of the new evidence and note of appeal.
- (c) *Degree Examinations:* An appeal may be made to the Committee against a decision reached by a Board of Examiners only on the grounds that the examination was not conducted in accordance with the Code of Assessment.

Evidence of Medical or other Adverse Personal Circumstances

18.3 Evidence of medical conditions or other circumstances affecting a student's performance must be provided as follows:

- (a) *Class Certificates and Progress in Studies*: an appellant who wishes to appeal on grounds of medical or other adverse personal circumstances against either the refusal of, or a restriction placed upon, the award of a class certificate, or against the application of published progress regulations, should obtain a medical report or a report on the other adverse circumstances and should submit it promptly to the Faculty Clerk with the note of appeal, or no later than the date of the hearing.
- (b) *Degree Examinations*: an appellant who wishes to appeal on grounds of medical or other adverse personal circumstances against a decision reached by a Board of Examiners is referred to Section XXIII entitled *Code of Practice on Incomplete Assessment and Good Cause* (p. Gen.37).

Lodging an Appeal

Time for Appeal

18.4 A student who wishes to appeal against a decision must do so to the Faculty Secretary/Clerk in writing within fourteen days following intimation or publication of the decision. This period will not be extended, unless the student satisfies the Committee that, in the special circumstances of the case, the appeal could not have been lodged in time.

18.5 In such cases the letter of appeal should set out details of the circumstances which prevented the appellant from notifying the Head of the Registry at the proper time.

Content of Note of Appeal

18.6 The note of an appeal must state:

- (a) the name, address and, if possible, telephone number of the appellant;
- (b) the grounds on which the student considers that the decision should be revised; additional grounds may be admitted at the hearing of the appeal only at the discretion of the Committee;
- (c) the remedy, or remedies, which the student seeks;
- (d) whether the student wishes to make oral representations at a hearing;
- (e) whether the student intends to be assisted or represented by any person, and if so the name, address and occupation of that person.

Preliminary Disposal

18.7 Upon receipt of a written appeal the Dean, or the Vice-Convener, after consultation with two members of the Faculty Appeals Committee, may make a preliminary disposal. This may result in:

- (a) dismissal of the appeal because no competent grounds have been stated, or because the appeal is out of time; or
- (b) referral of the appeal to the Faculty Appeals Committee.
- (c) referral of the appeal directly to the Department or Board of Examiners for reconsideration where Clause (ii) of the *Code of Practice on Incomplete Assessment and Good Cause* (see Section XXIII) has been satisfied and where it is clear that the Department or Board was unaware of the medical or personal circumstances described in the letter of appeal.

Consideration of Appeal

Time of Meeting

18.8 The Committee shall meet within ten days of receipt of the note of appeal, or as soon as practicable thereafter.

Right to Hearing

18.9 The appellant shall, on request, be entitled to be heard by the Committee; otherwise the Committee may proceed without a hearing. At the hearing the appellant may be accompanied or represented by another person. The Committee may hear such person instead of or as well as the appellant.

Arrangements for Hearing

18.10 Where a hearing is requested:

- (a) The Faculty Secretary/Clerk shall:
 - (i) inform the appellant in writing of the date, time and place thereof;
 - (ii) request the appellant to name any persons whom he or she wishes the Committee to examine. The appellant is responsible for arranging the attendance of such persons at the hearing, save that Officers of the University requested by the appellant to attend shall be informed of the arrangements by the Faculty Secretary/Clerk provided adequate notice is given of their names;
 - (iii) request, on the instructions of the Convener, reports and information, including information relating to the manner in which the decision appealed against was reached;
 - (iv) request, on the instructions of the Convener, the attendance of any person whose presence is necessary for the hearing of the appeal; and inform the appellant of the names of such persons.
- (b) The Committee may dispose of the case notwithstanding the failure to attend, without reasonable cause, of the appellant or any person requested to attend under subsections (ii) and (iv) above.

Professional Advice

18.11 The Convener may request professional advice through the Dean of the Faculty of Medicine in respect of any appeal on medical grounds; and in any case may request legal advice through the Dean of the Faculty of Law and Financial Studies.

Availability of Reports

18.12 The Convenor shall place before the Committee all reports relevant to the appeal. Copies of all such reports shall be made available to the appellant, unless any report is certified by the Convener as being confidential. The Committee may found its decision upon a confidential report only if the substance thereof has been disclosed to the appellant.

Procedure of Hearing**Procedure**

18.13 The Committee shall attempt to ascertain all relevant facts with a view to coming to a reasonable disposal:

18.14 The Committee shall consider the appeal in the light of the relevant regulations and practices taking account of the entire circumstances of the case.

Adjournment

18.15 At any stage, it shall be competent for the Committee to adjourn the hearing if it considers this to be necessary.

Statements

18.16 The Committee shall invite the appellant to make an opening statement, or to have a statement made on his or her behalf, and examine the appellant. Thereafter the Committee shall:

- (a) Proceed to examine (i) persons called by the appellant; and (ii) persons who, in the view of the Convener, might contribute to the consideration of the appeal, and shall afford the appellant or the appellant's representative the opportunity to question, through the Committee, those persons;
- (b) Consider all relevant reports and information;
- (c) Afford the appellant an opportunity to make a final statement, or to have one made on his or her behalf.

Disposal

18.17 The Committee shall decide the matter at the conclusion of its consideration of the appeal, or as soon as possible thereafter.

- (a) It may decide by a majority.

- (b) If it sustains the appeal, the Committee shall order whatever remedy it deems appropriate in the circumstances.
- (c) The Convener of the Committee shall intimate the decision in writing to the appellant and to the appropriate University authorities. The Convener shall intimate to the Senate the decision in a successful appeal, along with the reasons for the decision and any recommendations indicated by the Committee relating to the matter which gave rise to the appeal.

Review by the Senate

An Appeal may be made to the Senate against a decision of the Committee. The request for a review should be made to the Clerk of Senate, who will provide the appellant with a copy of the appropriate Code of Procedure.

XIX CODE OF PROCEDURE FOR APPEALS TO THE SENATE APPEALS COMMITTEE

Jurisdiction of the Senate Appeals Committee

19.1 Appeals by postgraduate students in any Faculty undertaking research for the award of a Higher Degree are matters for the consideration of the Senate Appeals Committee.

19.2 The Senate Appeals Committee shall also consider appeals by undergraduates, by diploma students or by students undertaking a taught postgraduate programme against a decision of a Faculty Appeals Committee.

Grounds for Appeal

19.3 The conditions applying to appeals in these two categories are:

(a) *Appeals by Postgraduate Research Students*

Any postgraduate student undertaking research for the award of a Higher Degree, who wishes to appeal, must indicate all the grounds of the appeal in his or her letter of appeal.

(b) *Appeals by Other Categories of Students Against the Decisions of a Faculty Appeals Committee*

The Senate Appeals Committee will entertain an appeal by an undergraduate, a diploma student, or a student undertaking a taught postgraduate programme taught against the decision of a Faculty Appeals Committee only on the grounds that:

1. new evidence has emerged which could not reasonably have been produced to the Faculty Appeals Committee;
2. there has been defective procedure at Faculty level;
3. the disposal at Faculty level was clearly unreasonable.

19.4 A student appealing under §19.2 must note that it is not sufficient to appeal solely on the grounds that the appellant considers that the disposal at Faculty level was clearly unreasonable; the appellant's letter of appeal must clearly specify in what respects he or she believes that the Faculty Appeals Committee erred in coming to its decision or to have been mistaken in its decision.

Constitution

19.5 The Committee shall consist of the Clerk of Senate (Convener) with ten members of the Senate who shall be persons of experience drawn from a Panel appointed by the Senate. The Senate shall appoint a Vice-Convener. No member of the University Court may be appointed to the Committee. No person or member of a body against the decision of whom or which an appeal is brought may serve on the Committee when it is dealing with that appeal. The quorum of the Committee shall be five. Exceptionally the Committee shall have powers to co-opt up to two members of Senate in order to obtain a quorum. The Senate has vested in the Committee full powers to hear and decide appeals, but its decision, with the names of the students, shall be reported to the Senate.

Lodging of Appeal

Time for Appeal

19.6 A student who wishes to appeal must do so in writing to the Clerk of Senate within fourteen days following intimation or publication of the decision appealed against. This period will not be extended, unless the student satisfies the Appeals Committee that in the special circumstances of the case the appeal could not have been lodged in time.

Content of Letter of Appeal

19.7 The letter of appeal must state:

- (a) All the grounds on which the student considers the decision should be changed; no other grounds will be admissible in the disposal of the appeal;
- (b) The remedy which the student seeks;
- (c) Whether the student wishes to make oral representations at a hearing.

Consideration of Appeal

Preliminary Disposal

19.8 Upon receipt of a written appeal, the Clerk of Senate, after consultation with two other members of the Senate Appeals Committee may:

- (a) dismiss the appeal because the appeal is either out of time, or states no arguable ground of dissatisfaction with the decision, or is frivolous or vexatious; or

- (b) dismiss the appeal because it does not establish a *prima facie* case that disposal at Faculty level was clearly unreasonable; or
- (c) refer the appeal to the appropriate Faculty Appeals Committee; or
- (d) refer the appeal to the Senate Appeals Committee, whereupon he or she may take such other interim action as he or she deems appropriate.

Time of Meeting

19.9 The Appeals Committee will meet within ten days after receipt of adequate note of appeal, or as soon as is practicable thereafter, but the Committee shall not normally meet in the month of August.

Right to Hearing

19.10 The appellant shall be offered a hearing by the Committee if he or she so requests; otherwise there will not be a hearing unless the Convener of the Committee decides that a hearing is desirable in the circumstances. At a hearing the appellant may be accompanied by a member of staff or other person whom the Appeals Committee may allow to represent him or her. The Committee may hear such person instead of or as well as the appellant.

Arrangements for Hearing

19.11 When there is to be a hearing the Clerk shall:

- (a) inform the appellant in writing of the date, time and place thereof;
- (b) request the appellant to name any persons whom he or she wishes the Committee to examine. The Clerk shall communicate these names to the Head of Department, the Dean concerned, the Convener of the Board of Examiners and the Convener of the Higher Degrees Committee as appropriate in order that they may call persons to attend. The Clerk shall inform all such persons of the arrangements for the hearing.
- (c) The Committee may dispose of the case, notwithstanding the failure of any person concerned to appear.

Report on the Case Presented

19.12 The Convener shall ask the appropriate member(s) of staff concerned to submit an account of the student's progress and of the procedures already carried out in the matter. This should include the grounds on which the decision appealed against was reached and should make clear the evidence that was available (e.g. personal appearance of the student before a Committee, information from heads of departments, medical certificates). If the member of staff wishes, part of his or her submission to be regarded as confidential, then this should be submitted separately: if the Convener agrees to certify this part as confidential, then the remainder shall be shown to the appellant.

Availability of Reports

19.13 The Convener shall place before the Committee all reports relevant to the appeal. If there is a hearing, copies will be made available to the appellant, unless any report is certified by the Convener as being confidential. The Committee may found its decision upon a confidential report only if the substance thereof has been explored with the appellant (if present).

Procedure of Hearing

Procedure

19.14 The normal procedure at a hearing shall be as described in the paragraphs which follow, but the Committee may adapt the procedure if it considers that an alternative arrangement would be more fitting in the circumstances.

Statements

- (a) The Committee shall examine the appellant and invite him or her to make a statement. The Committee will also admit, at the request of the appellant, a person who may make a statement on the appellant's behalf. The Committee shall proceed to examine other persons called, including any persons who in the view of the Committee might contribute to the consideration of the appeal, and shall afford the appellant and the appropriate member(s) of staff an opportunity to interview the persons involved through the Committee.
- (b) The Committee shall consider any request from an interested person to make a statement or to put questions through the Committee to anyone whom the Committee has examined. When there is no hearing, the Committee shall take into consideration any submission received from such a person.

Adjournment

19.15 At any stage it shall be competent for the Committee to adjourn the hearing if it considers this to be necessary.

Final Statements

19.16 The Committee shall afford the appellant an opportunity to make a final statement, or to have one made on his or her behalf.

Reference back to a Faculty

19.17 The Senate Appeals Committee may refer a case back to a Faculty Appeals Committee where it considers:

- (i) that evidence made available to the Senate Appeals Committee had not been presented to the Faculty Appeals Committee, or
- (ii) that there had been defective procedure at the Faculty level.

19.18 In the first case, it shall be competent for the Senate Appeals Committee to refer the matter to the Faculty Appeals Committee as originally constituted to hear the appeal in order to permit that Committee to hear the case *ab initio*.

19.19 In the second case, the matter shall be considered by a Faculty Appeals Committee newly constituted in the light of paragraph 18.1(b) of the Code of Procedure for Appeals to a Faculty Appeals Committee (see Section XVIII).

19.20 Where an appeal is made to the Senate against the decision of the Faculty Appeals Committee following a reference back, it shall be competent for the Clerk of Senate, in consultation with at least two other members of the original Appeals Committee, either to dismiss the appeal or to recall the Appeals Committee to hear the case.

19.21 Where a case has been referred back to a Faculty Appeals Committee without any other decision being reached, it shall be competent for the Senate Appeals Committee, as originally constituted, to hear the case.

Disposal

19.22 The Committee will decide the matter at the conclusion of its consideration, or of the hearing, or as soon as possible thereafter. It may decide by a majority. The Appeals Committee may, notwithstanding that the point raised in the appeal might be decided in favour of the student, dismiss the appeal if they consider that the student has suffered no material prejudice. If it sustains the appeal, the Committee will order whatever remedy it deems fair in the circumstances. The Clerk shall intimate the decision in writing to the appellant and to the appropriate University authorities. When an appeal is upheld, the Committee shall intimate the grounds for the decision to Senate.

Report to Senate

19.23 In its report to the Senate the Committee may if they desire include any recommendations related to the matter which has given rise to an appeal.

Review by the University Court

19.24 Section 6(2) of the *Universities (Scotland) Act*, 1889, gives the University Court power:

‘to review any decision of the *Senatus Academicus* on a matter within its competency which may be appealed against by a member of the *Senatus*, or other member of the University having an interest in the decision, within such time as may be fixed by the Commissioners ...’

19.25 Any appeal by a student against a decision of the Senate in academic matters affecting him or her must be lodged with the Secretary of the University Court not later than twenty-eight days from the date of the intimation of that decision.

19.26 The Code of Procedure for appeals to the University Court is contained in the following section.

XX APPEALS BY STUDENTS TO THE UNIVERSITY COURT AGAINST DECISIONS OF THE SENATE ON ACADEMIC MATTERS, INCLUDING PROGRESS

Code of Procedure

20.1 Any appeal by a student against a decision of the Senate in academic matters affecting him or her must be lodged with the Secretary of the University Court no later than 28 days from the date of the intimation of that decision.

20.2 Any such appeal must be in writing and state the ground or grounds of appeal. Note that:

- (a) It is not sufficient to intimate that an appeal is being made and that the ground or grounds will follow.
- (b) It is not sufficient to appeal solely on the ground that the appellant disagrees with the Senate's decision: the appellant's statement of appeal must clearly specify in what respect(s) he or she believes the Senate to have erred in coming to its decision or to have been mistaken in its decision.

20.3 On receipt of such a written appeal, the University Court may refer it to a Panel of three of its members with powers finally to dispose of it.

20.4 The Panel will consider the appeal only on the ground(s) specified. It will not normally re-hear *ab initio* a case which has already been heard at Senate or Faculty level.

20.5 The Panel shall require the Senate to state in writing the grounds for its decision.

20.6 The Panel may dispose of the appeal after a hearing, or without a hearing. If a hearing is arranged, not less than seven days notice shall be given to the appellant and to the Clerk of Senate.

20.7 In the event of a hearing,

- (a) a copy of the grounds for the decision of Senate shall be given to the appellant in advance of the hearing;
- (b) the appellant may be accompanied at the hearing by a friend, relative, student-office bearer, or professional adviser, but not more than one person without the agreement of the Chairman of the Panel;
- (c) any statements made at the hearing by or on behalf of the appellant, or of the Senate, shall be made in the presence of the other party;

- (d) the Panel shall announce its decision at the close of the hearing or as soon as reasonably practicable thereafter.

20.8 The Panel may at its discretion decide:

- (a) to uphold the Senate's decision, or
- (b) to set aside the Senate's decision, or
- (c) to set aside the Senate's decision and substitute its own, or
- (d) to refer the matter to the Senate for reconsideration

20.9 The decision of the Panel shall be final and shall not be questioned before the University Court.

XXI CODE OF ASSESSMENT FOR UNDERGRADUATE AND TAUGHT POSTGRADUATE PROGRAMMES

The Code of Assessment, and the Sections referred to therein, replace the Code for Examinations. Any reference in programme regulations to the Code for Examinations should be taken to refer to the Code of Assessment.

General

21.1 Each approved course or module contributing to an award of the University will incorporate a scheme of assessment which:

- (a) assesses candidates' performance against the stated learning objectives⁶ of the course or module;
- (b) includes an appropriate combination of formative and summative elements;
- (c) deploys forms of assessment appropriate to the learning objectives of the course or module, taking due account of its credit rating;
- (d) where re-assessment is provided for in the degree regulations, makes provision for the re-assessment of candidates in accordance with the regulations;
- (e) may be changed only through procedures approved by Senate;
- (f) may be varied exceptionally in a given session in response to specific circumstances subject to the approval of the Clerk of Senate;
- (g) is as far as practicable anonymous.

⁶ Learning objectives are frequently called intended learning outcomes, for example by the Quality Assurance Agency.

21.2 The scheme will be implemented in accordance with the following requirements:

- (a) the scheme shall be fully described in the Departmental Instructions issued in writing to all students enrolled in the course or module (at the beginning of the academic year, or as soon as practicable thereafter), with particular regard to dates, deadlines and formats of required work, weights of components of the assessment scheme, the method of marking (e.g. single marking, blind double marking, etc.), procedures for informing students of results and the returning of work, requirements for progression in the relevant programme and provisions for appeal;
- (b) due notice shall be given of dates, times and places of written and oral examinations and other assessment events;
- (c) the Departmental Instructions shall specify what the student must do in order to qualify as a candidate for assessment and the consequences of failure to qualify;
- (d) appropriate provision shall be made for candidates with designated or temporary special needs in conjunction with a Special Needs Adviser (see Section XXII);
- (e) the Code of Practice on Incomplete Assessment shall apply where appropriate (see Section XXIII);
- (f) candidates shall be supplied with relevant information on assessment criteria and on schemes for grading, classification and aggregation.

21.3 The scheme shall describe how candidates will receive feedback to guide their subsequent learning.

21.4 Where an examination at Honours level involves two or more subjects, the way in which the results of individual papers or units of assessment are to be aggregated, averaged or profiled to produce an overall classification of the degree should be agreed either when the degree is approved or by the time the written papers are set..

21.5 Exceptionally when on an occasion some provisions of this code have not been followed, the examination results shall remain valid provided that the Head of the Registry, in consultation with the Principal and the Clerk of Senate, is satisfied that the examination has been conducted substantially in accordance with the code.

Management of the Assessment Scheme

21.6 Overall responsibility for management of the assessment scheme shall rest with the relevant Head of Department.⁷

⁷ Head of Department means the Head or Heads of Department or Departments responsible for the course, or other equivalent officers.

21.7 The Examiners for the scheme shall comprise Internal Examiners and External Examiners.

- (i) The Internal Examiners shall be:
 - (a) all members of academic staff who teach the course or module;
 - (b) other members of academic staff appointed by the Head of Department;
 - (c) other individuals whose services are to be employed in the assessment process (e.g. Honorary Lecturers, Research Fellows Category A, Graduate Teaching Assistants, staff from Associated Institutions, etc.); such individuals must be nominated by the Head of Department through Faculty (or through Education Committee in the case of Associated Institutions) to the Clerk of Senate for approval on behalf of Senate.
- (ii) At least one External Examiner shall be appointed by Court on the recommendation of the Head of Department and the appropriate Faculty and in accordance with the criteria and procedures agreed by the Senate (see 21.16(i) and (ii) below).

21.8 The Examiners, with the appropriate Assessment Officer(s) in attendance and under the chairmanship of the Head of Department (or his or her nominee), shall constitute a Board of Examiners for the purpose of determining the results of the assessment procedure.

21.9 The Head of Department shall ensure that:

- (a) Internal Examiners who are not members of academic staff of the University receive appropriate training and other preparation relevant to their role in the assessment procedure;
- (b) each External Examiner has access to the necessary information and assessment material required to assist him or her in reaching a reasonable conclusion on assessment performance, and has the opportunity to attend oral examinations and presentations where practicable;
- (c) invigilators are appointed for all examinations and that they are conversant with the relevant regulations (see Sections XXIV, XXV, XXVI, XXVII, XXVIII, XXIX, XXX).

21.10 The Head of Department shall, for each course or module, appoint a member of academic, or academic related, staff as Assessment Officer with the following delegated responsibilities:

- (a) to ensure, in conjunction with the Class Co-ordinator or equivalent, that the relevant course documentation accurately describes the assessment scheme and corresponding procedures;
- (b) to oversee the preparation of the relevant forms of assessment under secure

conditions and ensure compliance with Senate's requirements in respect of printing of examination papers;

- (c) to supervise the arrangements for the assessment procedure including: the preparation of lists of candidates entitled to be assessed; the anonymity of written work, where practicable, throughout its assessment; and any arrangements for candidates with special needs;
- (d) to maintain throughout the assessment period the security of examination papers, other materials to be assessed and records relating to the procedure;
- (e) to confirm arrangements for the invigilation of examinations and the secure collection and delivery of the completed scripts where appropriate;
- (f) to ensure that all Examiners are conversant with the learning objectives of the course or module, the intentions of the forms of assessment and the appropriate grading or classification scheme in use, and are supplied with marking schemes or other guides where these are employed;
- (g) to convey provisional grades and other information pertaining to the course or module, the assessment and the candidates to the External Examiner(s);
- (h) to collate the provisional results of the assessment procedure and take all steps necessary to ensure their accurate reporting to the Board of Examiners;
- (i) to report to the Board of Examiners on the conduct of the assessment procedure, in particular drawing to its attention relevant information pertaining to the circumstances and conduct of individual candidates and any alleged deficiencies in respect of the operation of the procedure;
- (j) to convey the results authenticated by the Board of Examiners to the Registry;
- (k) to oversee the maintenance of appropriate records of assessment outcomes for the purposes of subsequent monitoring of courses.

An individual Assessment Officer may be responsible for more than one course or module. Similarly, some or all of the duties detailed above may be undertaken by one or more individuals at departmental level for some or all courses or modules.

21.11 The Head of Department shall ensure that appeals against the outcomes of assessment are considered in accordance with the relevant provisions of the prevailing Appeals Code.

21.12 A student who believes that illness or other adverse circumstances has prevented a summative assessment being completed at or by the due time or has seriously prejudiced his or her performance in a summative assessment should follow the procedure set out in Section XXIII.

The Assurance of Standards

21.13 Examiners shall be responsible for the assurance of standards through the exercise of their academic judgement both directly in the assessment of students' work and indirectly in the design of specific forms of assessment involving mechanical grading operations.

21.14 Internal Examiners shall:

- (a) have access to the relevant course documentation, possess an appropriate level of knowledge of the subject matter of the course, the course aims and the learning objectives and the corresponding course materials;
- (b) be provided with guidance as to how the grading or classification scheme is to be applied in the context of the particular assessment.

21.15 The method of marking (e.g. single marking, blind double marking, etc.) shall be made clear to students by the Department.

21.16 External Examiners shall:

- (i) be appointed in accordance with the University's agreed procedures (see Section XXXI) on the basis of their possession of substantial prior experience of internal marking at equivalent levels within institutions judged to be delivering courses and making awards of comparable standards; or, exceptionally, on the basis of involvement in a professional capacity at the appropriate level of seniority, in which case at least one External Examiner with the prior experience noted above shall also be appointed for the course or module;
- (ii) have no potential conflict of interest or other impediment to the impartial discharge of the functions of external examining;
- (iii) discharge the following functions:
 - (a) in respect of the design of the assessment scheme:
 - comment on the syllabus, learning objectives and assessment scheme of the course and its delivery mechanism in the light of experiences of candidates' learning outcomes, comparable courses and awards elsewhere and developments within the discipline or field;
 - be consulted regarding proposals for the introduction or modification of a course;
 - (b) in respect of a given assessment diet:
 - comment on, in advance, all summative assessment instruments (or, in cases involving a high volume of continuous assessment, a sample may be provided for advance comment);
 - report on the overall standards achieved by candidates and in particular on the comparability of these standards with those of

candidates on similar courses or programmes in other UK Higher Education institutions;

- report on the relationship between these overall standards, programme specifications and published national subject benchmark statements;
- assess the soundness and fairness of the implementation of the assessment process;
- adjudicate where necessary, subject to the authority of Senate, over the grade or class to be awarded to any particular candidate;
- certify contentment with the assessment outcomes prior to their publication;
- provide an annual written report to the Principal as required by the University.

21.17 All examiners shall maintain the security of examination scripts and other materials to be assessed. Throughout the assessment process examiners must ensure that the identity of any candidate is not disclosed through any form of communication, including e-mail. Examination scripts and other assessed materials must be retained by departments for the periods prescribed by Senate.

21.18 Meetings of the Board of Examiners in respect of a particular course, module or programme shall be formally called and constituted, separately from other meetings such as departmental meetings. All Examiners shall be members of the Board of Examiners and shall be invited to all meetings of the Board: the quorum shall comprise the Head of Department (or his or her nominee), the Assessment Officer, an Internal Examiner and an External Examiner. Exceptionally, where due cause is shown, if no External Examiner is able to be present then written confirmation of the discharge of the functions of the External Examiner may be considered as equivalent to attendance. There may be agreement between the Head of Department, the Assessment Officer(s) and External Examiners that attendance by the External Examiner(s) at Board of Examiners meetings for re-assessments is not required. No person other than Examiners and others with direct responsibilities for examining and related administrative and clerical matters shall attend or observe meetings of the Board of Examiners. The business of the Board of Examiners shall be minuted and particular records kept of the External Examiner's adjudications, comments and recommendations, as well as particular decisions made by the Board in respect of incomplete assessment, good cause and disciplinary matters. Returns of results shall be completed, checked by two persons and confirmed at the meeting of the Board of Examiners.

21.19 If a Board of Examiners suspects, on the basis of evidence before it, that a disciplinary offence has been committed by a candidate in respect of the assessment, the Board shall invoke the provisions of the Statement on Plagiarism (see Section XXXII) or Code of Discipline, as appropriate.

21.20 The Senate Office shall forward External Examiners' reports to departments within eight weeks of receipt identifying points to which a response is required. The Head of Department shall arrange for External Examiners' reports to be considered by a departmental meeting and for appropriate responses to be made to specific recommendations made by the External Examiner: such responses to be conveyed within three months of receipt to the Senate Office.

21.21 The Head of Department shall ensure that the assessment scheme and its operation are monitored through the Annual Course Monitoring Report on the course or module.

21.22 The Head of Department shall encourage staff to take advantage of opportunities provided by the University to develop their knowledge of assessment procedures and practices with a view to ensuring that assessment schemes are effective and appropriate.

Central Administration of Assessment

21.23 Where an examination is a component of a summative assessment scheme the Head of the Registry shall, in conjunction with the Assessment Officer responsible for the course:

- (a) determine a suitable date and time for the examination;
- (b) allocate adequate accommodation, scripts and other materials as appropriate for the number of candidates to be examined;
- (c) provide for secure delivery of the examination paper(s) to the accommodation.

The Head of Registry may delegate all or part of this to the Assessment Officer responsible for the course.

21.24 The Senate Office shall determine and administer procedures to be followed in respect of the appointment, reporting, remuneration and payment of expenses of External Examiners. Procedures shall include provision for the instruction of individual External Examiners to ensure that they understand and can fulfil their responsibilities.

21.25 The Head of Registry shall:

- (a) provide lists of candidates upon which the official return of the results shall be made by the Assessment Officer;
- (b) prescribe the way in which each result shall be recorded and the completed lists returned;
- (c) reject any returned list which does not conform to the prescription;
- (d) authenticate the accepted lists for releasing the results.

21.26 Responsibility for releasing the results on behalf of Senate shall rest solely with the Head of the Registry who shall determine and administer, subject to the approval of Senate, appropriate procedures for processing the overall assessment results provided by the Assessment Officer(s) for a course or module to enable:

- (a) the publication at designated locations of results in the form of class lists;
- (b) the despatch by post of individual results to the last notified home address of each candidate;
- (c) the recording of results on the candidates' central records maintained by the Registry.

Candidates, nonetheless, are responsible for informing themselves of the results.

21.27 It shall be stated that all released results are subject to correction in the event of detection of an error.

21.28 If an error is detected in the return made to the Registry or in the published result then:

- (a) where the erroneous result is less advantageous than the result to which the candidate is entitled, the Clerk of Senate shall be informed and shall authorise the Head of Registry to correct the result;
- (b) where the erroneous result is more advantageous than the result to which the candidate is entitled, the Head of the Registry shall immediately notify the Clerk of Senate and inform the candidate that the result is suspended; the Clerk of Senate shall initiate a reconsideration of the result in conjunction with the relevant Dean and Head of Department and the Head of Registry; they may decide to sustain or correct the result in the light of all the factors known to them and shall communicate their decision forthwith to the Head of Registry.

In either case the Head of Registry shall communicate the outcome to the candidate in writing, advising, if appropriate, of the right to appeal, and shall correct if necessary the candidate's record in the Registry. Any decisions regarding further progression or award dependent on the incorrect result shall be null and void, and the candidate reconsidered on the basis of the correct result.

Every such instance shall be reported to the next full meeting of Senate.

21.29 The Registry shall produce and make available a transcript of the results obtained by each candidate which shall conform in scope and layout to principles agreed by Senate.

XXII SPECIAL EXAMINATION AND OTHER ASSESSMENT ARRANGEMENTS FOR STUDENTS WITH DISABILITIES AND SPECIAL NEEDS

Introduction

22.1 Special examination and other assessment arrangements may be made for students with temporary or permanent disability and special needs. The special arrangements are intended to enable candidates to perform to the best of their ability; they are not intended to give any unfair advantage to any candidate.

22.2 The following procedures deal primarily with special examination arrangements, but it is recognised that special arrangements may also need to be made in the case of other forms of assessment.

Procedure

22.3 A student with disabilities and special needs should make his or her needs known to the University's Special Needs Advisers and his or her Head(s) of Department at the earliest opportunity to allow adequate time for special arrangements to be made.

22.4 As soon as a Special Needs Adviser has been notified that a student may require permanent special arrangements he or she will advise on any evidence or needs assessment which may be required and will recommend appropriate arrangements.

22.5 Students who are dyslexic must produce an up to-date Dyslexia Assessment Report, which meets the requirements of the University and includes specific mention of recommendations for examinations. The Dyslexia Assessment should normally have been carried out within two to three years prior to entry to higher education. (The University requires that an assessment be carried out by a Chartered Educational Psychologist accredited by the Dyslexia Institute and approved by the University.) If the University considers that an assessment is not sufficiently up-to-date, or the recommendations it contains are not sufficiently relevant to higher education, it may require the student to be re-assessed. Arrangements can be made via the Special Needs Advisers for an assessment in respect of dyslexia to be carried out in the University.

22.6 The recommendations of a Special Needs Adviser, together with supporting evidence, will be sent to the Clerk of Senate for approval.

22.7 It is the responsibility of the Clerk of Senate to approve all special examination or assessment arrangements for students with disabilities, both temporary and permanent. In the absence of the Clerk of Senate this responsibility is delegated to the Head of the Senate Office. The approval will normally remain valid for the student's graduating curriculum, provided the circumstances remain broadly similar. If there is a significant change in the student's circumstances, or in the special arrangements needed, fresh evidence and new approval is required.

22.8 The Clerk of Senate's approval will be passed by the Senate Office to the Examinations Officer in the Registry who will arrange for the necessary information to be entered in the student record system. The Senate Office will also notify the Special Needs Advisers who will then send details of the approved special arrangements to the student's Head(s) of Department, Advisers of Studies and Course Co-ordinator(s).

It is the responsibility of Heads of Departments to ensure that the approved special arrangements are made, including any special invigilation, accommodation or equipment requirements. Heads of Department must also ensure that all relevant internal and external examiners are informed. The Special Needs Advisers and the Registry will assist in making the necessary arrangements.

22.9 The Registry will annually extract from the student record system a list of all current students for whom special arrangements have been agreed and this list will be checked by the Special Needs Advisers.

Heads of Department will also be sent a list of students taking courses in their Departments for whom special arrangements have been approved. (This list will normally accompany the final version of the timetable for each diet of examinations.)

22.10 In cases of temporary disability there may be insufficient time to follow the above procedure. In these cases Heads of Department should notify the Registry and the Clerk of Senate as soon as they become aware of the problem. All special arrangements for students with temporary disabilities must be approved by the Clerk of Senate.

Range of provisions

22.11 Examples of special examination arrangements include:

- extra time
- separate accommodation
- use of a scribe
- use of a reader
- use of special equipment or materials

Each of these is described in the paragraphs below.

Extra time to sit an examination

22.12 Depending on the student's disability and special needs and any recommendations made by an assessor, the student may be granted extra time to sit an examination. This is likely to be in the region of ten minutes extra in each hour. The extra time granted may be before the start of the examination or after the end of the examination. In the case of certain disabilities and special needs, it may be necessary to grant rest breaks for the candidate at intervals during the course of the examination.

22.13 Heads of Department and Invigilators should ensure that students granted extra time suffer as little disruption as possible as a result of the arrival or departure of other candidates.

Separate accommodation to sit an examination

22.14 An arrangement to provide separate accommodation to sit an examination may be required to meet the needs of a range of disabilities and special needs, but is most usually required when the use of a scribe or a reader or the use of word processing equipment is recommended. The presence of a separate Invigilator is required in such circumstances.

Use of a scribe

22.15 A scribe may be employed when this is recommended in a needs assessment or when it is determined by the nature of the condition or disability, for example when the candidate

is blind or partially sighted; or

has difficulty in writing, either caused by a physical disability or by dyslexia; or

suffers from undue fatigue when writing for any length of time.

22.16 Selection of a scribe.

The Head(s) of Department, in conjunction with the Special Needs Advisers, is responsible for the selection of a scribe who

is familiar with the subject(s) concerned;

has no personal interest in the success of the candidate;

is not a relative of the candidate;

is not a teacher who is involved in the candidate's study of the subject;

is not a student taking the same course as the candidate;

is of good hearing;

has clearly legible handwriting;

is a person acceptable to the candidate;

should be selected in good time prior to any examination.

22.17 Duties of a scribe

The scribe's duty is to transcribe only what is dictated by the candidate;

The scribe may exercise discretion regarding spelling, punctuation *etc.*;

Except with the agreement of the Head of Department or when specifically employed as a both scribe and reader, the scribe may not read the question paper rubrics or the questions to the candidate;

The scribe may read back the candidate's responses to the candidate, as requested;

The scribe should converse with the candidate only insofar as this is necessary to clarify his or her instructions;

If it is deemed necessary, the scribe may be instructed by the candidate to draw maps, diagrams, graphs, *etc.*, but in such instances, the scribe should do no more than follow the student's explicit instructions;

Generally speaking, the aim of the scribe is to ensure that the candidate is not disadvantaged by his or her disability or condition, while getting no unfair assistance.

22.18 Practice with the candidate

It is advisable for the scribe and the candidate to have the opportunity to practice answering a question paper under examination conditions.

Scribes should be selected sufficiently far in advance of the examination to allow for such practice.

22.19 Payment of a scribe

The candidate is responsible for any payment due for the services of a scribe. The hourly rate is that payable to Postdoctoral Demonstrators as given in the University's *Guidelines and Rates of Pay for Part-time staff*. These rates are also available on the Web at <http://www.gla.ac.uk/Otherdepts/humanresources/ptpay.html>

Students in receipt of a Disabled Students' Allowance may claim this cost under the 'Non-Medical Personal Help' Section D of the AB27 claim form. For students sitting a number of examinations, the cost can be significant and an attempt should be made to claim payment in advance. In the event of delay in reimbursement it may be possible for the University to help by providing a loan or grant from the Student Hardship Fund.

22.20 Change in intention to use a scribe.

If permission to use a scribe has been granted, it will be assumed by the Registry and the Board of Examiners that the scribe has, in fact, been employed in the examination(s) concerned. Should this not be the case, it is important that the Registry, the Head(s) of Department, the Special Needs Advisers and the Board of Examiners be informed.

Use of a reader

22.21 In some circumstances, a reader may be employed in place of a scribe and in such circumstances similar arrangements to those above will apply.

Use of special equipment or materials

22.22 There may be a requirement for some students to use special equipment or materials, such as the following: word processing equipment, coloured paper, or question papers prepared in Braille or enlarged print.

Use of a Computer in an Examination

22.23 Where the Clerk of Senate has given permission for a student to use a computer in an examination, the Head of Department shall ensure that the following guidelines are followed:

22.24 Whether the computer is provided by the Department or the student, the Department shall ensure:

- (i) that the computer is loaded only with a word-processing facility; all other applications and files, with the exception of relevant software in support of the disability, should be deleted;
- (ii) the spell-check and thesaurus should be disabled;
- (iii) the examination answers should be handed in on disk and printed out later in the Department;
- (iv) the student should be advised to save his or her work at regular intervals to avoid loss of material in the event of computer failure.

22.25 If for any reason applications cannot be deleted, an Invigilator should sit directly behind the candidate to ensure that no application other than the word-processing facility, or relevant software in support of the disability, is being used.

Anonymous Marking of Scripts

22.26 The overriding principle is fairness to *all* candidates. This requires that, as far as possible, a uniform and consistent approach be adopted in the marking of anonymous scripts in credit-bearing examinations.

22.27 The script books used by students for whom special examination arrangements have been approved should not be identifiable in any way. (Sometimes, though, as when the use of a word-processor has been approved, breaking of anonymity may be unavoidable.) Coloured paper will not be approved for use in script books; coloured overlays should be used instead, if required. Question papers may, however, be printed on coloured paper.

22.28 The information about a candidate's disability and special needs will be made known to and taken proper account of at, and only at, the meeting of the relevant Board of Examiners.

22.29 If, for any reason, a candidate is not provided with the approved special arrangements (*e.g.* extra time) the Invigilator should report the circumstances to the Head of Department concerned who will inform the relevant Board of

Examiners. The Board of Examiners will determine the appropriate compensation.

XXIII CODE OF PRACTICE ON INCOMPLETE ASSESSMENT AND GOOD CAUSE

23.1 This section sets out the rules covering the treatment of students prevented by good cause from completing an assessment or performing adequately therein.

- (i) For the purposes of this section ‘good cause’ shall mean illness or other adverse personal circumstances serious enough to prevent a candidate from completing a summative assessment at or by the due time; ‘evidence’ shall mean a full medical report, not merely a medical certificate, or a written report detailing the adverse personal circumstances including independent written evidence as appropriate.
- (ii) If a candidate believes that good cause has prevented a piece of summative assessment, including an examination script, being completed at or by the due time or has seriously prejudiced his or her performance in a summative assessment, then he or she must promptly notify the Head of Registry and submit appropriate evidence. Notification later than a week after the due date for completion of the assessment will not normally be taken into account except where circumstances prevented the student from notifying the Head of Registry within this time. The Head of Registry will notify the relevant Head(s) of Department.
- (iii) The Head of Department shall have discretion to set a later completion date for the assessment in question including a special sitting of an examination. The candidate shall have the right to decline such an alternative unless the assessment has been designated as compulsory in the assessment scheme approved by Senate in respect of the course or programme concerned and published in the course data-base. Where the Head of Department does not exercise discretion to set a later completion date, or where the candidate declines such an alternative, the candidate may pursue the claim for good cause.
- (iv) Where the claim for good cause is pursued the evidence submitted shall be considered by the Board of Examiners which shall determine:
 - (a) if the evidence is of sufficient weight to constitute evidence of good cause;
 - (b) if sufficient material has been presented in respect of the summative assessment in question for it to be regarded as completed, rather than merely attempted; in the latter case the assessment shall be treated as though it had been prevented by good cause from being completed.

23.2 If a candidate fails to complete a summative assessment required by a

course without adequate evidence of good cause then he or she shall be awarded zero marks or equivalent for that assessment, and his or her mark or grade for the course shall be calculated accordingly.

Honours Assessment:

23.3 If a candidate for a degree with Honours is adjudged by the Board of Examiners to have been prevented by good cause from completing the assessment of the Honours degree programme, then the following arrangements shall apply:

- (i) The extent of completion of Honours assessment shall be determined as a percentage of the totality of summatively assessed work, based on assessment weightings published in the course data-base, required by the Honours assessment scheme approved by the Senate.:
- (ii) The Board of Examiners shall make an overall judgement of the standard reached in the completed part of the assessment, using as far as possible the same procedures as apply to candidates who have completed the entire Honours assessment.:
- (iii) If the candidate has completed 75 per cent or more of the Honours assessment, then the Board of Examiners shall consider the candidate for the award of a classified Honours degree and shall recommend an appropriate award on the basis of the completed proportion.
- (iv) If a candidate has completed less than 75 per cent but not less than 30 per cent of the Honours assessment, then the Board of Examiners shall recommend that the candidate be awarded an unclassified Honours degree if it holds the view that the completed work is clearly of a third-class Honours standard or better; if it holds the view that the completed work is not clearly of an Honours standard the Board of Examiners shall recommend that no award be made.
- (v) If a candidate has completed less than 30 per cent of the Honours assessment, then the candidate shall be regarded as not having been presented for Honours assessment.
- (vi) The Board of Examiners' decision to award an unclassified degree or to make no award, together with a reasoned case for the decision, shall be communicated to the Clerk of Senate. The Clerk shall invite a candidate who has been recommended for the award of an unclassified Honours degree, and who has not previously refused such an offer, to consent to it. In the event of consent being withheld the candidate shall be regarded as not having been presented for Honours assessment, as shall a candidate recommended for no award.
- (vii) The award of an unclassified Honours degree may be made public separately, so that the normal announcement of the Honours degree results need not be delayed.

Non-honours Assessment:

23.4 If a candidate is adjudged by the Board of Examiners to have been prevented by good cause from completing the assessment of a course, then the following arrangements shall apply:

- (i) The extent of completion of the assessment shall be determined as a percentage of the totality of summatively assessed work, based on assessment weightings published in the course data-base, required by the assessment scheme approved by the Senate.
- (ii) The Board of Examiners shall make an overall judgement of the standard reached in the completed part of the assessment, using as far as possible the same procedures as apply to candidates who have completed the assessment.
- (iii) If the candidate has completed 75 per cent or more of the assessment then the Board of Examiners shall recommend the award of an appropriate grade (or no credit) on the basis of the completed proportion.
- (iv) If the candidate has not completed 75 per cent of the assessment then the candidate shall be regarded as not having attempted the assessment.

23.5 Any questions of principle or procedure regarding the operation of these regulations for incomplete assessment and good cause shall be determined by the Education Committee or, in respect of any individual case, by the Clerk of Senate.

XXIV INSTRUCTIONS TO CANDIDATES ON THEIR CONDUCT IN WRITTEN EXAMINATIONS

24.1 Instructions to candidates on the Conduct of all Examinations held in the University.

1. Candidates are required to obey the instructions of the invigilator. It is the duty of the invigilator to prevent any behaviour likely to cause disturbance to other candidates. Candidates needing to leave the room for any purpose must first ask permission of the invigilator, who may accompany the candidate.
2. Every candidate shall display for the invigilator's inspection a valid matriculation card.
3. Mobile telephones must not be used during examinations. Any mobile telephone in the possession of a candidate must be switched off for the duration of the examination.
4. No paper or book shall be brought into the examination room by any candidate unless with the express written permission of the appropriate Head of Department.⁸

⁸ This permission will normally be in the form of a set of arrangements for an open-book or other non-traditional style of examination and will form part of the information provided to students at the beginning of the course that is being examined.

5. Unless with the express written permission of the appropriate Head of Department,⁹ candidates shall not give or receive any assistance, or communicate by any means with one another or with any person other than an invigilator at any time during the examination period.
6. No calculator, nor any other hand-held electronic device, may be used by a candidate in an examination except with explicit departmental approval. Such approval shall normally take the form of a published notice on departmental notice board(s) together with a statement incorporated into the instructions to candidates in the appropriate examination paper(s). Calculators or other hand-held electronic aids with a facility for either textual storage or display, or for graphical display, are excluded from use in examinations.¹⁰
7. Candidates may not begin writing before the invigilator announces the start of the examination period and must cease writing when the invigilator announces the end of the period.
8. No part of any answer book shall be torn out or removed from the examination room.
9. In examinations of more than two hours duration, no candidate shall be allowed to enter the examination room after the first hour has expired, or to leave it within the first hour or the last half-hour. Except, that an invigilator may, at his or her discretion, allow a candidate to enter after the first hour if no other candidate has left the examination.
10. In shorter examinations, both entry and exit shall be at the absolute discretion of the invigilator.
11. In no case shall a candidate leave until an invigilator has collected his or her scripts or other examinable material.
12. These arrangements shall apply to all examinations, including those for the purpose of continuous assessment, held in the University.

Any candidate who contravenes any of these instructions will be liable to penalties, which may include expulsion from the University.

XXV USE OF A COMPUTER IN AN EXAMINATION

25.1 Where the Clerk of Senate has given permission for a student to use a computer in an examination, the Head of Department shall ensure that the following guidelines are followed:

⁹ The extent to which collaboration may be allowed will form part of the information provided to students at the beginning of the course.

¹⁰ Any change in this regulation requires the prior agreement of the Senate.

25.2 Whether the computer is provided by the Department or the student, the Department shall ensure:

- (i) that the computer is loaded only with a word-processing facility; all other applications and files, with the exception of relevant software in support of the disability, should be deleted;
- (ii) the spell-check and thesaurus should be disabled;
- (iii) the examination answers should be handed in on disk and printed out later in the Department;
- (iv) the student should be advised to save his or her work at regular intervals to avoid loss of material in the event of computer failure.

25.3 If for any reason applications cannot be deleted, an Invigilator should sit directly behind the candidate to ensure that no application other than the word-processing facility, or relevant software in support of the disability, is being used.

XXVI USE OF DICTIONARIES BY STUDENTS IN EXAMINATIONS

26.1 Heads of Department may, at their discretion, permit students whose mother-tongue is not English to employ an appropriate dictionary in a class or degree examination. Such permission should not be granted where the mother-tongue, or its literature, is the subject under examination.

26.2 Heads of Department should keep a record of all cases where permission has been granted, and deliver that information to the appropriate invigilator(s).

26.3 Dictionaries to be authorised for use in an examination should be lodged by the student with the Head of Department at least 24 hours prior to the start of the examination. Following inspection by the department, the authorised dictionaries should be handed to the student(s) by the invigilator at the start of the examination.

XXVII USE OF ELECTRONIC CALCULATORS BY STUDENTS IN EXAMINATIONS

27.1 No calculator, nor any other hand-held electronic device, may be used by a candidate in an examination except with explicit departmental approval. Such approval shall normally take the form of a published notice on departmental notice board(s) together with a statement incorporated into the instructions to candidates in the appropriate examination paper(s). Calculators or other hand-held electronic aids with a facility for either textual storage or display, or for graphical display, are excluded from use in examinations.¹¹

¹¹ Any change in this regulation requires the prior agreement of the Senate.

XXVIII INVIGILATION

28.1 For each examination the Head of Department shall name Invigilators as prescribed by Senate and shall be responsible for informing Invigilators of their period and conditions of duty, including the obligation to be present fifteen minutes before the examination begins. The Head of Department shall provide each Invigilator with a copy of the Rules of Invigilation.

28.2 The Head of Department concerned must advise the Head of the Registry as soon as it is apparent that a candidate might have special needs or disabilities to be taken into account when sitting examinations. The Head of the Registry, in consultation with the Special Needs Adviser and the Clerk of Senate, shall decide what special arrangements, if any, are appropriate to the circumstances of the case and shall inform the Head of Department accordingly.

28.3 Where an examinee has to be examined separately the arrangements shall be made by the Department and approved by the Head of the Registry and the Clerk of Senate.

28.4 The Rules of Invigilation (see below) shall be available to all Invigilators at the Examination Halls and must be followed by all Invigilators.

XXIX RULES OF INVIGILATION**Appointment of Invigilators**

29.1 Heads of Departments appoint Invigilators and provide them with timetables giving the days, hours and places of the various examinations and lists of the candidates enrolled for examination. Heads of Departments shall provide each invigilator with a copy of the Rules of Invigilation.

Attendance and Distribution of Papers

29.2 Each Invigilator must be present in the examination room at least fifteen minutes before the examination begins and during the whole examination except for any period for which he or she has arranged relief. Janitorial staff will be on duty and will give all needful assistance in the distribution and collection of papers.

Instructions to Candidates

29.3 The following Instructions to Candidates on the Conduct of Examinations form part of the Rules for Invigilators:

1. Candidates are required to obey the instructions of the invigilator. It is the duty of the invigilator to prevent any behaviour likely to cause disturbance to other candidates. Candidates needing to leave the room for any purpose must first ask permission of the invigilator, who may accompany the candidate.

2. Every candidate shall display for the invigilator's inspection a valid matriculation card.
3. Mobile telephones must not be used during examinations. Any mobile telephone in the possession of a candidate must be switched off for the duration of the examination.
4. No paper or book shall be brought into the examination room by any candidate unless with the express written permission of the appropriate Head of Department.¹²
5. Unless with the express written permission of the appropriate Head of Department,¹³ candidates shall not give or receive any assistance, or communicate by any means with one another or with any person other than an invigilator at any time during the examination period.
6. No calculator, nor any other hand-held electronic device, may be used by a candidate in an examination except with explicit departmental approval. Such approval shall normally take the form of a published notice on departmental notice board(s) together with a statement incorporated into the instructions to candidates in the appropriate examination paper(s). Calculators or other hand-held electronic aids with a facility for either textual storage or display, or for graphical display, are excluded from use in examinations.¹⁴
7. Candidates may not begin writing before the invigilator announces the start of the examination period and must cease writing when the invigilator announces the end of the period.
8. No part of any answer book shall be torn out or removed from the examination room.
9. In examinations of more than two hours duration, no candidate shall be allowed to enter the examination room after the first hour has expired, or to leave it within the first hour or the last half-hour. Except, that an invigilator may, at his or her discretion, allow a candidate to enter after the first hour if no other candidate has left the examination.
10. In shorter examinations, both entry and exit shall be at the absolute discretion of the invigilator.
11. In no case shall a candidate leave until an invigilator has collected his or her scripts or other examinable material.

¹² This permission will normally be in the form of a set of arrangements for an open-book or other non-traditional style of examination and will form part of the information provided to students at the beginning of the course that is being examined.

¹³ The extent to which collaboration may be allowed will form part of the information provided to students at the beginning of the course.

¹⁴ Any change in this regulation requires the prior agreement of the Senate.

12. These arrangements shall apply to all examinations, including those for the purpose of continuous assessment, held in the University.

Duties during the Examination

29.4 Invigilators, while on duty, must give their whole attention to watching the candidates, and must on no account read or engage in any occupation which would distract their attention from their proper duty. Invigilators are not to answer inquiries by candidates regarding the meaning of examination questions: the candidate is simply to be told to take a reasonable view of the meaning of the question, and in cases where there is any doubt, to note in his or her answer what view of the meaning he or she does take; but an Invigilator or other member of the department may remedy defects in the form of the printed examination papers, such as a defective rubric or a serious misprint, by announcement.

29.5 Invigilators should:

- (1) instruct candidates to complete a Candidate's Attendance Form and immediately collect it;
- (2) check matriculation cards; where a candidate has no card, the candidate's Attendance Form and script books together should be annotated by an Invigilator and lodged with the Head of Department who shall satisfy himself or herself of the *bona fides* of the student before releasing the scripts for marking.

Improper Behaviour of Candidates

29.6 If an Invigilator has reason to suspect a candidate of giving or receiving information in the examination room, the candidate's name and table number should be noted and the circumstances reported to the Clerk of Senate. If copying or other improper behaviour be clearly established, the Invigilator may require the candidate(s) concerned to leave the examination room and shall report the circumstances to the Clerk of Senate.

First Aid Cover

29.7 A copy of the First Aid notice on display in every Examination Hall will be provided to invigilators.

Conclusion of Examination

29.8 All scripts must be collected from each candidate individually and retained by the Invigilators on behalf of the department. The Library envelope should be sent to the University Librarian by internal mail. The Departmental envelope should be taken or sent back to the department. Before leaving the room, an Invigilator in each subject must complete a report to the Registry on the form provided showing the number of candidates at the examination and the number of scripts collected: this report should be handed to the Janitor on duty.

29.9 On return to the Department, Invigilators must check the scripts received against the list of candidates and cross-check with the Candidate's Attendance Form in the event of any discrepancy. To preserve the anonymity of scripts all Candidate Lists and Attendance Forms must be lodged with the Head of Department or other designated co-ordinator before the scripts are distributed for marking.

XXX CODE OF PRACTICE FOR SPECIAL OVERSEAS EXAMINATION ARRANGEMENTS

30.1 Special overseas examination arrangements may be made for students in certain cases. Such students will normally have their place of ordinary residence outside the UK and have difficulty returning to the University to sit examinations. In exceptional circumstances students whose place of ordinary residence is in the UK may also have overseas examination arrangements made in terms of clause 5 below.

30.2 Procedure

1. Any overseas student requesting special arrangements to be made should submit the request to the Head of the Registry at the earliest opportunity to allow time for the special arrangements to be made. (Requests must, in any case, be submitted prior to the relevant enrolment period for the examinations.)
2. The Head of the Registry will check that the student's recorded place of ordinary residence is outside the UK and that a suitable location for the examination can be found. The agreement of the relevant Head of Department will be sought regarding the appropriateness of the arrangements proposed.
3. All necessary arrangements will be made by the Registry.
4. The overseas examination must take place at the same time as the examination held in Glasgow.
5. Any requests for special arrangements away from Glasgow outwith the terms of these rules will require the approval of the Clerk of Senate as well as the appropriate Head of Department.
6. Students will be required to pay an administrative charge to cover the costs of the special arrangements made. Details of current charges are available from the Registry.

XXXI APPOINTMENT OF EXTERNAL EXAMINERS FOR TAUGHT COURSES AT UNDERGRADUATE AND POSTGRADUATE LEVEL

31.1 External examiners are usually appointed for four years, commencing on 1 October and completing their term of office on 30 September four years later. Once an external examiner's four-year term of office has expired, he or she

may not be re-appointed as an external examiner for the University until four years have elapsed.

Occasionally, an external examiner may have been appointed for a term of office of less than four years. In such cases, the examiner's term of office may be extended, on application to the Senate Office.

The Senate Office advises Heads of Departments when an external examiner's appointment is due to expire and requests that steps be taken to appoint a replacement.

Appointment Process

1. Head(s) of Department completes a nomination form (see <http://senate.gla.ac.uk/quality/examiners/eeforms.html>) and signs it. The form must be signed by the Head(s) of Department.
2. The form is then passed to Faculty Office for Faculty Approval.
3. After Faculty have approved the nomination the Faculty Secretary/Clerk signs the form and sends it to the Senate Office.
4. After consideration and approval, an appointment letter is sent to the examiner. Copies of this appointment letter are also sent to the Head of Department and Faculty Secretary/Clerk.

Appointment

When external examiners are appointed, they receive an information pack containing the following:

- Note of Guidance for External Examiners for Undergraduate and Postgraduate Courses
- Note of Guidance on Fees and Expenses
- Code of Assessment for Undergraduate and Taught Postgraduate Programmes
- Examiners' Report Form
- Remuneration Payment Form
- Expenses Claim Form
- General Dental Council Book (Dental Examiners only).

XXXII PLAGIARISM

This statement is under review and is subject to change.

32.1 The University's degrees and other academic awards are given in recognition of the candidate's personal achievement. Plagiarism is therefore considered as an act of academic fraudulence and as an offence against University discipline.

32.2 Plagiarism is defined as the submission or presentation of work, in any form, which is not one's own, without acknowledgement of the sources. (With regard to essays, reports and dissertations, a simple rule dictates when it is necessary to acknowledge sources. If a student obtains information or ideas from an outside source, that source must be acknowledged. Another rule to follow is that any direct quotation must be placed in quotation marks, and the source immediately cited.)

32.3 Where a student is suspected of plagiarism the relevant Head of Department shall refer the case, together with all appropriate documentary evidence, to the Clerk of Senate or the Head of the Senate Office who will refer the report to the Senate Assessors for Discipline.

32.4 The Senate Assessors for Discipline will then conduct an investigation in accordance with the provisions of the Code of Discipline.

32.5 In the light of their investigations the Senate Assessors for Discipline may impose a penalty in relation to the seriousness of the offence and may also make a recommendation to the appropriate Board of Examiners as to whether the Board should impose an academic penalty.

XXXIII CODE OF DISCIPLINE

The Code of Discipline will be governed by a Resolution of the University Court, which at the date of going to press had yet to come into effect.

Basis of Jurisdiction

33.1 Under the Universities (Scotland) Acts all students of the University are subject to the jurisdiction of the Senate, in respect both of their studies and of their conduct. In this regard, the Senate shall act through Assessors and a Disciplinary Committee. Students attending Associated Institutions are, in addition, subject to the disciplinary procedure of these Institutions (published separately); but no such student may be subject to this Code and the disciplinary procedure of an Associated Institution in respect of the same disciplinary offence.

33.2 This Code does not seek to reflect or incorporate the approach of the criminal law. The foregoing notwithstanding, at all times the principles of natural justice shall be observed.

33.3 Where a Head of Department believes it to be in the interests of an individual student, or of other students or staff, he or she may recommend to the Clerk of Senate or, in his or her absence, the Principal, that a student be suspended from the University, or any part thereof as specified, pending further investigation under this Code. Whilst due cognisance will be taken of the outcomes of any such investigation, the Principal may decide that a suspension should continue.

Disciplinary Offences

33.4 All students of the University are required at all times to be of good behaviour and to observe all regulations which may be made from time to time by the University. By matriculating, or by enrolling on any University course, a student becomes subject to the discipline of the University.

33.5 There is no definitive enumeration of disciplinary offences. Examples of conduct which would be regarded as disciplinary offences are:

- (a) making use of unfair means in any University assessment or assisting a candidate making use of such unfair means;
- (b) falsification or serious misuse of University documents, including diplomas or certificates;
- (c) personation or false pretences;
- (d) theft, misappropriation or misapplication of, or gross negligence in dealing with, University funds or property;
- (e) violent or threatening behaviour;
- (f) engaging in conduct which disrupts teaching, study, research or other academic activities or the administration of the University or which unjustifiably infringes freedom of thought or expression;
- (g) obstructing any officer or employee of the University in the execution of his or her duties;
- (h) conduct which brings the reputation of the University into disrepute;
- (i) harassment including sexual or racial harassment;
- (j) such conduct as is likely to render a student unfit to practise any particular profession or calling to which the student's course leads directly.

Where the conduct may constitute a disciplinary offence under this Code and a criminal act, criminal proceedings may follow.

33.6 Detailed regulations governing, for example, libraries, the use of computing facilities, the use of automatically processed personal data (in connection with academic work), membership of the University student unions, Halls of Residence and other University accommodation are published separately. Minor breaches of these regulations may be dealt with in accordance with the provisions of these regulations; major breaches of these regulations may be dealt with under the provisions of this Code.

33.7 A finding of guilt or an acquittal in a criminal court shall not preclude proceedings under this Code in respect of the same incident, provided that in the case of an acquittal no such proceedings shall be taken on allegations considered and rejected in a criminal court. Any sentence or order pronounced by a criminal court shall be taken into account in the imposing of any penalty under this Code.

Assessors for Discipline

33.8 The Senate shall appoint from its members up to five Assessors for Discipline (hereafter described as Assessors), who shall hold office for a period of four years. The Senate shall appoint annually for one year a Senior Assessor from amongst the Assessors. No Assessor shall be a member of the Disciplinary Committee. Any of the duties of the Senior Assessor may be performed by any of the Assessors.

Disciplinary Committee

33.9 A Disciplinary Committee shall be appointed by the Senate. The Committee shall consist of the Principal who shall be the Convener but who may delegate his or her authority to one of the Vice Principals; three members of the Senate nominated by each Faculty who shall be persons of experience, one of whom shall retire annually; and two students who shall be nominated annually in the Martinmas term by the Students' Representative Council. Five members shall constitute a quorum. Decisions of the Committee shall be by a majority, with the Convener having a casting vote, if necessary. The Committee may have the assistance of a legal adviser.

Referral

33.10 Any allegation that a student of the University has committed a disciplinary offence may be reported by or through an officer or member of staff of the University, or by or through any student, to the Senior Assessor through the Clerk of Senate or the Head of the Senate Office.

Procedure before the Assessors

33.11 Prior or subsequent to an interview with the student against whom an allegation under §33.10 is made, an Assessor is entitled to conduct such investigation as he or she considers appropriate. Such investigation may include interviews with the person who reported the alleged offence and officers, members of staff and students of the University and, if necessary, members of the public. After such investigation the Senate Assessor may decide not to proceed any further with the case.

33.12 If the identity of the student against whom an allegation under §33.10 is known, or believed to be known, he or she may be required to attend for an interview with an Assessor. The student will be informed in writing as soon as practicable of the alleged offence and of the requirement to attend for interview.

33.13 The student shall have the right to be accompanied, assisted or represented at the interview by one of the following: a parent or guardian; a fellow student or other friend; an Officer of the Students' Representative Council; a member of University staff; or a legal representative. At the interview, the Assessor will ascertain who is to be the spokesperson for the

student (himself or herself or a representative). The foregoing notwithstanding, the Assessor shall have the right to question the student directly, where necessary. Those accompanying or assisting shall be given the opportunity to contribute at the invitation of the Assessor conducting the interview.

33.14 At the interview the student shall be informed of the particulars of the alleged offence, be given the opportunity to respond and be invited to admit or deny responsibility.

33.15 If responsibility is admitted:

- (a) the Assessor shall invite the student, or any representative, to make a statement in explanation or extenuation of the offence or in mitigation of the penalty;
- (b) thereafter, the Assessor may, as appropriate:
 - (i) admonish the student;
 - (ii) issue a reprimand or a severe reprimand;
 - (iii) order the student to make restitution, without financial limit, for damage done to University or private property or costs incurred by the University or another party;
 - (iv) impose a monetary penalty not exceeding £200;
 - (v) order the student to perform some duty in the service of the University up to a maximum of 12 hours, no more than 2 hours to be undertaken consecutively and subject to such supervision as the Assessor may decide;
 - (vi) rescind the result of the assessment or examination diet in issue;
 - (vii) suspend the student from the University, or part of the University, for a period not exceeding twelve weeks, or permit the student to continue subject to conditions;
 - (viii) select any combination of the above penalties.
- (c) The Assessor may also:
 - (i) submit a recommendation to the relevant Board of Examiners;
 - (ii) require the student to write a letter of apology to a wronged party;
- (d) In the event that a monetary penalty is imposed or where restitution is required, the timing and method of payment will be at the discretion of the Assessor.
- (e) Should the Assessor consider that the penalties available to him or her are inadequate, he or she may refer the matter to the Disciplinary Committee.
- (f) The student has the right of appeal to the Disciplinary Committee in respect of any penalty imposed by the Assessor. A student who wishes to appeal must do so in writing to the Head of the Senate Office within 14

days of the date of the issue of the written decision of the Assessor for Discipline. The letter of appeal must state:

- (i) all grounds on which the student considers the penalty imposed should be changed; no other grounds will be admissible in consideration of the appeal by the Disciplinary Committee;
 - (ii) the remedy the student seeks.
- (g) An appeal against any penalty imposed by the Assessor shall have the effect of suspending, for the duration of the appeal proceedings, any penalty imposed. This provision shall not apply to a suspension under §33.3 of this Code.

33.16 If responsibility is not admitted, the Assessor may:

- (a) determine that no further action is required; or
- (b) refer the matter to the Disciplinary Committee; or
- (c) conduct further investigations, as permitted under §33.11 and then proceed as in (a) or (b) above.

Procedure before the Disciplinary Committee

33.17 Where a student has his or her case referred to the Disciplinary Committee:

- (a) because of denial of responsibility; or
- (b) because the penalties available are considered by the Assessor to be inadequate, or
- (c) where a student appeals against the penalties imposed by the Assessor or where a student appeals against any other disciplinary decision,

the Assessor or other officer exercising discipline, as the case may be, shall furnish to the Committee a written statement of the circumstances of the case, a copy of which shall be sent to the student before the hearing by the Committee.

33.18 At least fourteen days before the hearing the Secretary of the Disciplinary Committee (the Head of the Senate Office, or his or her nominee) shall send to the student notice of the hearing and particulars of the alleged offence and, where appropriate, the penalty imposed by the Assessor or other officer exercising discipline.

33.19 The student shall be entitled to be accompanied, assisted or represented at the hearing by one of the following: a parent or guardian; a fellow student or other friend; an Officer of the Students' Representative Council; a member of University staff; or a legal representative. The student shall inform the Secretary of the Committee at least seven days before the hearing of the name of any legal representative.

33.20 The Disciplinary Committee may decide to take evidence by way of a written statement as opposed to the appearance of the student and or his or her representative before the Committee provided all the other parties to the case agree. The Committee will consider any such written statement in the same way as any oral statement.

33.21 At the hearing, the Convener will ascertain who is to be the spokesperson for the student (himself or herself or a representative). The foregoing notwithstanding, the Committee shall have the right to question the student directly, where necessary. Those accompanying or assisting shall be given the opportunity to contribute at the invitation of the Convener.

33.22 Other persons may attend meetings of the Disciplinary Committee at the discretion of the Committee.

33.23 If the student, who has denied responsibility before the Assessor, wishes to accept responsibility he or she may do so in writing to the Secretary to the Disciplinary Committee before the hearing of the case. The case will then be referred back to the Assessor for consideration in accordance with §33.16.

33.24 The student shall have the right to require that any student member of the Committee withdraw from the hearing. If so required, the student member or members so identified shall withdraw and take no further part in the proceedings.

Denial of responsibility

33.25 Where the case involves a reference from the Assessor because of denial of responsibility:

- (a) evidence shall be led by, or on behalf of, the Assessor;
- (b) the student, or someone on his or her behalf, is entitled to cross-examine any witnesses called by, or on behalf of, the Assessor;
- (c) the student is entitled to call witnesses and to examine them, and to produce before the Committee any evidence relevant to the case;
- (d) the Assessor, or someone acting on his or her behalf, is entitled to cross-examine any witnesses called on behalf of the student;
- (e) the Committee is entitled to question any witnesses;
- (f) the student is entitled, but cannot be required, to give evidence on his or her behalf;
- (g) at the conclusion of the evidence, the student, or someone acting on his or her behalf, and the Assessor, or someone acting on his or her behalf, may make submissions on the evidence;
- (h) thereafter, all persons except the Disciplinary Committee and its Secretary

and any legal adviser appointed under §33.9 shall retire while the Committee considers its decision and shall return to hear that decision delivered;

- (i) The Disciplinary Committee shall determine whether the case presented by, or on behalf of, the Assessor is established on the balance of probabilities.

Penalties available to Assessor are considered inadequate

33.26 Where the Assessor has referred the case because the penalties available were considered by the Assessor to be inadequate:

- (a) the Committee shall invite the Senior Senate Assessor to present the report;
- (b) the Committee shall then invite the student, or someone on his or her behalf, to make a statement in explanation or extenuation of the offence;
- (c) the Committee is entitled to question the student;
- (d) thereafter, all persons except the Disciplinary Committee and its Secretary and any legal adviser appointed under §33.9 shall retire while the Committee considers its decision and shall return to hear that decision delivered;
- (e) the Disciplinary Committee may impose such penalty as it considers appropriate. Such penalty may include rustication or expulsion.

Appeal against a penalty imposed by an Assessor or against any other disciplinary decision

33.27 Where the student has appealed against a penalty imposed by an Assessor or where the student has appealed against any other disciplinary decision:

- (a) the Committee shall invite the student, or someone on his or her behalf, to make a statement in mitigation of the penalty of the Assessor or the decision of another officer exercising discipline;
- (b) the Committee is entitled to question the student;
- (c) the Committee shall invite the Assessor or other officer exercising discipline to comment;
- (d) thereafter, all persons except the Disciplinary Committee and its Secretary and any legal adviser appointed under §33.8 shall retire while the Committee considers its decision and shall return to hear that decision delivered;
- (e) in determining the appeal against a penalty, the Committee may:
 - (i) take into account any record of previous breaches of University discipline admitted by or proved against the student;

- (ii) set aside, vary, or confirm the decision of the Assessor or other officer exercising discipline, provided however that the Committee may not impose any penalty or penalties which exceed the limits of the powers of the Assessor or other officer.

Failure to appear

33.28 If the student does not appear on the date appointed and the Disciplinary Committee is satisfied that he or she has received due notice to appear, the Committee may proceed to deal with the charge and, if it is found to be proved, impose the appropriate penalty in his or her absence.

Failure to comply with the Code of Discipline

33.29 Where a student has failed to comply, without good reason, with the Code of Discipline whether by non-attendance at an interview with the Senate Assessors or at a hearing of the Disciplinary Committee or by defaulting on the penalties or conditions imposed, the University may refuse to allow the student to matriculate or graduate pending compliance.

Appeal to the University Court

33.30 A student has the right of appeal to the University Court against any decision of the Disciplinary Committee.

33.31 Any appeal to the University Court shall be lodged in writing with the Secretary of the University Court within fourteen days from the issue of the decision of the Disciplinary Committee.

33.32 The Secretary of the University Court shall remit the hearing of an appeal to a committee of the Court which shall report to the Court; provided always that any member of the Court who is at the same time an Assessor for Discipline, or a member of the Disciplinary Committee of the Senate or who is otherwise directly concerned in the case shall withdraw from any meeting of the Court when an appeal is being heard or determined, and shall not be eligible as a member of any committee appointed by the Court in terms of this section.

33.33 An appellant may be legally represented and the Court will grant him or her a reasonable time (not less than fourteen days) for the preparation of the case.

33.34 The Court may invite the Senate to be represented for its own interest at any stage of an appeal.

33.35 The Court may, on cause shown, hear evidence.

33.36 The Court may confirm or set aside or otherwise alter the decision of the Senate and may confirm or reduce any penalty imposed by the Senate.

33.37 An appeal against an Assessor's penalty or a decision of the Disciplinary Committee shall have the effect of suspending, for the duration of the appeal

proceedings, any penalty imposed. This provision shall not apply to a suspension under §33.3 of this Code.

Records and Reports

Disciplinary Committee

33.38 The Disciplinary Committee shall keep a record of its proceedings.

Reports to Senate

33.39 In respect of any disciplinary offence found to have been committed, the Disciplinary Committee or the Assessor, as the case may be, shall intimate the disposal thereof to the members of the Senate at its next regular meeting but not sooner than 14 days after the case has been considered or until after appeal has been made and a decision reached. The report will detail the name of the offender, the nature of the offence and any penalty imposed. Where Senate considers it appropriate, the offence and any penalty imposed, but not the name of the offender, shall also be reported to the Students' Representative Council, and may be published.

33.40 The University Court shall intimate to the Senate and to the Students' Representative Council its disposal of any appeal against a decision of the Disciplinary Committee.

The Student Record

33.41 Details of any penalty imposed by the Assessors shall be held in the record of the student concerned in the Senate Office. Any disposal made by the Disciplinary Committee or by the University Court shall be inscribed by the Head of the Registry in the record of the student concerned.

XXXIV PROFESSIONAL PRACTICE ADVISORY PANEL

34.1 An undergraduate or postgraduate student undertaking a course leading to a degree or other award from the University which directly or indirectly qualifies the holder for membership of a professional body may be referred to a Professional Practice Advisory Panel (PPAP) appointed by the Senate to consider their fitness to practise if aspects of their conduct, health or progress in the course warrants such action. The PPAP will consider the case and report to the Clerk of Senate. The Clerk of Senate will refer the report to all appropriate parties.

XXXV COPYRIGHT REGULATIONS

35.1 Regulations under the *Copyright, Designs and Patents Act*, 1988, permit limited photocopying of material under copyright by individuals in connection with their research or private study. In brief, a single copy of no more than one article from any issue of a periodical and no more than 5% or 4,000 words, or one chapter may be copied without further restriction.

35.2 The 5% limit extends to poems, essays and other short literary works which are regarded as complete in themselves, and may not be copied in their entirety, without the permission of the copyright holder given in writing.

35.3 Photocopying beyond these limits can only be permitted if the material is not in copyright (*i.e.* in most cases if the author has been dead for more than seventy years) or if the owner of the copyright gives specific permission in each case.

35.4 More detailed information on limits and procedures is available in the University Library.

35.5 There are many further issues surrounding copyright and intellectual property rights which staff and students need to be aware of in the course of their everyday work in the University. Guidelines are available on the intranetsite: <http://www.gla.ac.uk/copyright>

XXXVI REGULATIONS AND CODE OF CONDUCT FOR USE OF INFORMATION TECHNOLOGY FACILITIES IN THE UNIVERSITY OF GLASGOW¹⁵

Introduction

36.1 These Regulations apply to the use of all computer software, digital information, data networks and computer systems used for University purposes by any Staff, Students, Visitors or others granted access. This includes use of any computer system or digital information accessed over the campus data network or remotely via the Joint Academic Network (JANET) or otherwise.

1. The Rules in Part 1 apply to any member of the University making use of IT Facilities described above.
2. The Rules in Part 2 apply to members of the University in relation to software copyright and the *Code of Conduct for the use of Software* described therein.
3. The Rules in Part 3 apply to any member of the University in relation to the use of data and application of the *Data Protection Principles* described therein.
4. The Rules in Part 4 relate to the use of computer systems by members of the University. It is the responsibility of Users to become familiar with the Rules that apply to the particular IT Facilities and systems they utilise for University purposes.
5. The Rules in Part 5 relate specifically to the use of computer systems run by the Computing Service.

¹⁵ Also at <http://www.gla.ac.uk/services/computing/regulations/regulations.html>

36.2 Any Staff, Students, Visitors or others granted access to Information Technology facilities who breach these Regulations may be dealt with by the appropriate Disciplinary Procedures in force within the University of Glasgow. A breach of these Regulations may constitute a criminal offence.

Definitions

Appropriate Authority:

an individual or a group of individuals under whose control a System is placed;

System or IT Facility:

a system or facility which is within the scope of these Regulations as described above;

User:

any person or persons granted authority to use a System or Systems whether such authority is granted to them individually or by reason of their being a member or part of a group which is authorised to use a System. Authority will only be granted to a person or group where that person or group agrees to be bound by these Regulations.

User ID:

a form of unique identifier which is given to a User by the Appropriate Authority which, together with a personal password of the User, is used to identify and authenticate the User when accessing a System.

Acceptable Use of IT Facilities

36.3 This section, which is available separately, is an integral part of the regulations, but is intended to convey the ethos of the full regulations in an informal style.

1. Before any use is made of computing or networking facilities in the University you must register as a user. If you are a student or a member of staff of the University you are required to adhere to the University's policies and procedures. If your status is properly recorded in the relevant administrative databases you can register as a computer user by a standard process. If you are not a student or a member of staff, as part of the registration process you will sign a form which states that you have read the *Regulations and Code of Conduct for the Use of IT Facilities* and agree to be bound by them. These are a formal statement of the rules that apply to the use of the facilities. Copies of these regulations are posted on notice boards and are published in the *University Calendar*. This document is an informal guide to what constitutes acceptable behaviour when using the University's computing facilities and which will help guarantee conformance with these regulations.
2. When you register you will be given a userid and a password. This userid is your personal identification and along with your password serves to

authenticate you to the system and to grant access to the facilities you are authorised to use. You must keep your password secure and secret. You should not allow any other individual to access the computer facilities by way of your userid nor should you use or attempt to use the facilities through someone else's userid. You should not do anything that attempts to find out another users userid/password combination. All of these activities are technically offences under the *Computer Misuse Act, 1990*. In general, your use of the computing facilities should not interfere with or cause difficulties for other users. Any attempt to gain access to information or facilities owned by another user and to which you have not been granted authorisation is prohibited.

3. As a user you will have access to electronic mail facilities. These are provided to improve communications among staff and students for matters relating to their roles within the University and for career development. Personal use is permitted so long as it is demonstrably reasonable and judicious. It should be noted that sending electronic mail to a bulletin board or even to a list of recipients constitutes publishing the contents and the *Guidelines for Electronic Publishing* should be followed.
4. As a user you will also have access to the vast quantities of information that is available on the internet, particularly via the World Wide Web. Again these facilities are provided to enable access to information relevant to your work within the University and for career development. Personal use is again permitted so long as it is demonstrably reasonable and judicious. Specifically use should not involve access to material of a nature which might bring discredit to you or the University, e.g. material of a pornographic, criminal or offensive nature. If you need to access information as part of your particular university work which might be questionable, you should clear this use in advance with your Head of Department and the Director of the Computing Services should be notified.
5. There are many ways that as a user you will be able to make information available to other users, both other users of the University's network or externally to users of the internet. In particular, many of you will be able to publish material on the World Wide Web. The *Guidelines for Electronic Publishing* should be followed, and nothing should be published in this way which could be considered to be discreditable. Again, if publication of questionable material is essential as part of your academic work, this should be cleared with your Head of Department and the Computing Service Department.
6. The University operates on the basis of trust. However, if there are reasonable grounds for suspecting that an individual is engaging in activities which are in breach of the regulations or of the various guidelines, the University reserves the right to investigate fully. In the

event that misuse is suspected the University will take appropriate action to investigate the matter which may include direct monitoring of the use made by the user. Such monitoring will require the permission of the Secretary of the University Court or his or her nominee. If misuse is established, disciplinary action will be taken, referring the matter to the police in the event of contravention of legislation.

7. As a feature of your use of the computing facilities you will gain access to a large amount of software and other computer based information. Virtually all of this material is subject to copyright. Copies of this material may not be made without the approval of the copyright owner; software in particular may not be copied for use on other machines nor may it be passed on to other people or even other users within the University unless explicit permission to do so has been obtained.

Part 1. General Rules

36.4 Users must ensure that their use of IT Facilities complies with all applicable laws. These include the following:

Data Protection Acts, 1984 and 1998

Telecommunications Act, 1984

Computer Copyright Software Amendment Act, 1985

Copyright, Designs and Patents Act, 1988

Computer Misuse Act, 1990

Criminal Justice and Public Order Act, 1994

36.5 Members of the University using computing equipment owned, leased or operated by the University or connecting their own equipment to the University Network must comply with the regulations set down by any Appropriate Authority within the University. Users must ensure that network connections are not utilised for unauthorised access to Systems. Users seeking further information about network usage should consult the Director of the Computing Service. Rules that apply to centrally operated equipment are delineated in Part 5. Where other special rules may apply, the advice of the Director of the Computing Service, or other Appropriate Authority should be sought before any commitments are made. These special rules will cover payments due to the University for the use of its equipment and will protect the University from any claims for damages etc. which may arise from such use.

36.6 The University will not accept unreserved responsibility for any loss of software or data which has not been entered into a system backed up regularly by the University, nor for any inconvenience caused to users of IT Facilities by such loss or by any breakdown of computing equipment.

36.7 IT Facilities may not be used in a way which improperly interferes with other Users' legitimate use of the facilities. Users may not by any wilful or deliberate act endanger the integrity of the equipment, its system programs or

any other stored information. 'Hacking' and other unauthorised use of computing equipment, whether situated on University premises or elsewhere, is explicitly forbidden.

36.8 Any commercial exploitation of programs developed using University IT Facilities must be carried out according to regulations issued by the University from time to time. Information on these regulations can be obtained from the Director of Research and Enterprise.

Part 2. Rules for Use of Software

36.9 Users must ensure that all the requirements of the agreements or contracts under which licensed software is made available by the University (including Public Domain or 'Shareware' conditions of use) are maintained and must comply with any published usage restrictions. They must also comply with the Code of Practice for the Use of Software, given below.

Code of Practice for the Use of Software

- a. Software will be used for educational purposes only, unless explicit arrangements have been made for other purposes. A definition of 'Educational Use' is provided below.
- b. The University will maintain a central record of software available for use in the Institution together with details of licensing arrangements. (Records of centrally licensed software are maintained by the Computing Service. Departments are responsible for maintaining lists of currently held software and for establishing the legality of all their holdings.)
- c. All users of software are expected to make themselves aware of the conditions under which it may be used before starting to use a particular product.
- d. The University will organise arrangements for back-up, copying and distribution of software and documentation subject to the conditions of the licence. (This activity is supported by the Computing Service.)
- e. In the event of termination of the licence, users will be notified and should endeavour to remove all active copies of the software and take steps to ensure that archive copies are not used.

Definition of 'Educational Use'

36.10 The Educational Use of a Software Product is use by any person authorised under the terms of the Licensee for the purposes of the normal business of an Educational Establishment. Such use of the Software Product includes the following:

- a. Teaching.
- b. Research.

- c. Personal educational development.
- d. Administration and management of courses and the educational policy of the Educational Institution.
- e. Development work associated with any of the above.

The following are excluded:

- a. Consultancy or services where the Software Product is commercially exploited.
- b. Work of significant benefit to the employer of students on industrial placement or part-time courses.

Part 3. Rules Concerning the Use of Data

36.11 Members of Staff processing personal data are responsible for ensuring that this is carried out in accordance with the *Data Protection Acts, 1984 and 1998*, and with the Data Protection Principles (see below). Any holdings of personal data must be registered internally with the University's Data Protection Officer. The control of students using such data is the responsibility of the member of staff supervising them. The Secretary of Court shall have the power to withdraw access to IT Facilities from any person deemed to be in breach of the requirements of the Act, and to require the modification or deletion of personal data in order to ensure compliance with the Act. Copies of Guidelines on the Act are available from the Data Protection Officer. It is the user's responsibility to comply with these guidelines; in particular the Senate Regulations concerning the disclosure of examination marks must be observed. Users must treat as privileged any information not provided or generated by themselves which may become available to them through their use of IT Facilities; no part of such information may be copied, modified, disseminated or used without the permission of the appropriate person or body.

36.12 Users of personal data should take appropriate security measures against unauthorised access to, or alteration, disclosure or destruction of, that data and against its accidental loss or destruction.

The Data Protection Principles

1. Personal data shall be processed fairly and lawfully and not processed unless certain conditions are met and in the case of "sensitive" personal data further conditions are met. [processing includes collection]
2. Personal data shall be obtained for one or more specified and lawful purposes and must not be processed in any manner that is incompatible with that purpose or purposes.
3. Personal data shall be adequate, relevant and not excessive in relation to the purpose or purposes for which they are processed.
4. Personal data shall be accurate and, where necessary, kept up to date.

5. Personal data held for any purpose or purposes shall not be kept for longer than is necessary for that purpose or those purposes.
6. Personal data shall be processed in accordance with the rights of data subjects under the 1998 Act.
[An individual shall be entitled at reasonable intervals and without undue delay or expense:
 - to be informed by any data user whether he holds personal data of which that individual is the subject; and
 - to have access to any such data held by a data user;
 - and where appropriate: to have such data corrected or, in some cases, destroyed.]
7. Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
8. Personal data shall not be transferred to a country outside the European Economic Area, unless that country or territory ensures an adequate level of protection for the rights and freedoms of data subjects in relation to the processing of personal data.

Part 4. Rules for the Use of All IT Facilities

36.13 Each System will be under the control of an Appropriate Authority.

36.14 The Appropriate Authority of a System has the power to set out the conditions of use of that System by a User and to modify these from time to time.

36.15 The conditions of use will include the Appropriate Authority issuing a User ID to a user and will require the User to adopt a personal password for the purposes of identifying and authenticating the User when accessing a System.

36.16 Any authority granted to a User to use a System is limited to the User to whom authority has been granted, in particular:

- a. authority given to a User may not be extended or transferred to any other person or persons;
- b. the User may not allow any other person (whether a User or otherwise) to access a System by way of his or her personal User ID and personal password. A User is required to keep and maintain as secret his or her personal password;
- c. a User must not use or access a System for any illegal or unauthorised purpose;
- d. a User must not store or to make publicly accessible any data, text, image or programme which is unlawful or, whether lawful or not, is discreditable

to the University or does not accord with the aims or objectives of the University.

Access to a system without appropriate authority constitutes, at least, a technical offence under the Computer Misuse Act.

36.17 The Director of the Computing Service shall have the power to remove from the University data network, any System which is interfering with the operation of the network or which is being used for purposes which contravene these regulations.

Part 5. Rules for the Use of Computing Service IT Facilities

36.18 No person or persons may use the facilities of the Computing Service without due authorisation given, where required, by the Computing Service on behalf of the University. Computing Service facilities may be utilised by members of the University in accordance with the appropriate arrangements for access and booking.

36.19 Permission to access computer systems and data networks is given on the understanding that the facilities are used only for approved purposes and only by the person or persons by whom or on whose behalf the request or booking was made. Use must not be made of computing resources allocated to another person or group of persons unless such use has been specifically authorised by the Computing Service.

36.20 Any user of confidential information is responsible for the confidentiality of this information. The Service cannot give any warranty or undertaking about the security or confidentiality of data or other material submitted to or processed by the Computing Service or otherwise deposited or left in the Computing Service areas, except for data and other material covered by the *Data Protection Act* and notified to the Computing Service under the provisions of Rule 3.

36.21 Although the Computing Service will take all possible care to prevent the corruption of information, it cannot guarantee the integrity of information stored on its equipment. Users should make particular arrangements to protect their information from the effects of computer viruses. It is the responsibility of the User to maintain adequate backup copies of valuable information.

36.22 In the event of an apparent breach of these rules by a User, the Director of the Computing Service has the authority summarily to withdraw the facilities allowed to the User.

36.23 Use of Computers by Students.

1. Permission is granted to students to access computer systems to carry out only bona fide University work and for other approved purposes. Where a

specific allocation of computer resources has been made, a student is not entitled to authorise any other person to use his or her facilities, nor to use facilities provided for anyone else, save with the permission of a Member of Staff having overall responsibility for the work. If a student has been given access to group facilities, use of them must be strictly limited to the purpose for which access to them was authorised. Students must observe local rules that apply in the case of particular microcomputer clusters.

2. *Bona fide* University work is that authorised and supervised by a responsible Member of Staff. Work carried out in fulfilment of course requirements meets this condition; other work is permitted only subject to its being authorised by and supervised by a Member of Staff.
3. Where a student violates the Regulations and Code of Conduct set out above, minor infringements shall be dealt with by the Director of the Computing Service or his or her nominee. The Director of the Computing Service may report major breaches of the Regulations and Code of Conduct to the Clerk of Senate or the Head of the Senate Office for action under the Code of Discipline where there was *prima facie* evidence of intention to breach the Regulations and Code of Conduct, and where sanctions beyond those set out in the Code dealing with minor infringements might be invoked.

XXXVII CERTIFICATE OF BASIC IT COMPETENCE: REGULATIONS

37.1 The Certificate of Basic IT Competence (referred to hereinafter as ‘the Certificate’) may be conferred by the University of Glasgow.

37.2 The courses of study leading to the award of the Certificate will be agreed by the *Senatus Academicus*.

General Regulations

1. *The IT Baseline*

The Certificate is awarded to students who demonstrate the achievement to an acceptable level of a set of IT competencies known as the IT Baseline. The IT Baseline is defined by the IT Education Unit of the University of Glasgow, and is revised each year.

2. *Baseline Courses*

In order to be awarded the Certificate, a student must *either* complete a course of study offered by the IT Education Unit as delivering the competencies making up the IT Baseline with the award of a pass *or* gain an exemption from the IT Education Unit course programme through one of the routes indicated in paragraph 6 of these regulations.

3. *Accreditation*

Courses whose only purpose is to offer students the IT Baseline

competencies carry no credits. The credit value of courses in particular subject areas which are, additionally, approved by the IT Education Unit as delivering the IT Baseline competencies is not altered by such approval.

4. *Assessment*

Student achievement on courses offered through the IT Education Unit leading to the award of the Certificate is classified as pass or fail. In order to gain a pass, students must obtain a mark of at least 80% through a scheme of assessment approved by the *Senatus Academicus*.

5. *Resits*

Students failing to gain a pass on a course offered by the IT Education Unit leading to the award of the Certificate will be given written guidance on how to proceed. They may:

- (i) be required to resubmit one or more of the course assessment exercises;
- (ii) be invited to retake the whole course;
- (iii) be invited to take a different approved course; or
- (iv) be given appropriate individual guidance.

There is no limit on the number of times a student may retake a Baseline course provided by the IT Education Unit.

6. *Exemptions*

Exemption from the IT Education Unit course programme may be gained through the following routes:

- (i) Students who have successfully completed a course offered at this or another University which is recognised by the IT Education Unit as covering the Baseline competencies may, on production of documentary evidence of successful completion of the course, be awarded the Certificate.
- (ii) Students possessing a certificate or other award recognised by the IT Education Unit as being evidence of Baseline competence, may, on production of documentary evidence of receipt of the award, be awarded the Certificate.
- (iii) Students with a *prima facie* case for exemption on grounds of previous or current experience with IT may take a test of IT competence administered by the IT Education Unit. Those passing the test will be awarded the Certificate.

7. *Eligibility*

The Certificate may be awarded, on satisfaction of the requirements stated in these regulations, to:

- (i) matriculated students of the University of Glasgow;
- (ii) persons registered for courses offered by the University of Glasgow but who are not matriculated;
- (iii) persons undertaking courses or programmes in collaboration with or on licence from the University of Glasgow, which are approved by the IT Education Unit as coming within the scope of these regulations.

8. *Disciplinary Matters*

Disciplinary matters related to the award of the Certificate will be referred when appropriate to the *Senatus Academicus*.

XXXVIII STATEMENT ON ALCOHOL, DRUGS AND SUBSTANCE MISUSE

38.1 Alcohol, drug or substance misuse is defined as the intermittent or continual use of alcohol or any drug or other substance which causes detriment to an individual's health, social functioning or work performance and which affects his or her efficiency, productivity, safety, attendance, punctuality or conduct. While the University recognises that such misuse is rare, it will not condone nor will it otherwise approve of excessive and inappropriate use of alcohol or the misuse of drugs either illicit or prescribed.

38.2 The University has a responsibility to ensure a safe and healthy working environment for all of its staff and students. This objective is put at risk by staff or students who misuse alcohol or other drugs. Students should be aware of the University's Code of Discipline and the University's Code of Behaviour for Students in Residences which may be applied to students as a result of alcohol, drug or substance misuse.

38.3 The University wishes to promote the health and wellbeing of its staff and students and to minimise problems arising from misuse of alcohol and drugs by encouraging safe and sensible drinking habits and a drug free lifestyle. The University will offer guidance and support and actively encourage members or employees known to have alcohol or drug related problems to seek appropriate help. However, the University will report to the Police all incidents involving the supply or taking of illegal drugs on its premises, as required by the *Misuse of Drugs Act, 1971*.

List of Agencies for Advice or Guidance

University Health Service *Tel:* 0141 330 4538
Own General Practitioner
Glasgow Council on Alcohol *Tel:* 0141 226 3883
National Drugs Helpline *Tel:* 0800 776600

XXXIX SEXUAL OR RACIAL HARASSMENT POLICY & PROCEDURES FOR STUDENTS

Policy Statement

'The University of Glasgow is committed to a working and learning environment that is free of discrimination. Sexual or racial harassment can seriously worsen working and social conditions for staff and students at the University. Any incidents of harassment will be regarded extremely seriously and can be grounds for disciplinary action which may include dismissal or expulsion.'

Policy on Harassment

39.1 The University recognises that sexual or racial harassment of one member of the University community by another is wholly unacceptable, and it is the University's policy to take appropriate action in every case:

- (a) When reported, complaints of harassment will be considered with all possible speed and the University will take appropriate action as quickly as possible.
- (b) Though some cases of harassment may be resolved informally, harassment may provide grounds for disciplinary action up to and including dismissal or expulsion from the University.
- (c) The University will treat as confidential all records concerning allegations or complaints of harassment. Cases of alleged harassment will be investigated impartially by the University, which will ensure that both parties have the opportunity to be represented and to state their cases.
- (d) Appropriate members of the University's staff will receive training in dealing with sexual or racial harassment, and will be available to any student or member of staff to offer in confidence advice and information as required, channel complaints and negotiate between parties.

Physical, sexual or racial assault

39.2 If you have been physically assaulted, seek help immediately and report the incident to the police.

Harassment – definitions

39.3 Sexual or racial harassment can be a source of great stress to an individual. It may be so serious and unrelenting that the person who is being, or has been, harassed feels it necessary to change job or change course of study. All members of the University, staff and students, are responsible for helping to ensure that individuals do not suffer any form of sexual or racial harassment, and that they are encouraged and supported in any legitimate complaint.

39.4 Harassment may occur where the harasser has a position of authority (for example, where a lecturer, supervisor or administrator is able to affect another person's job, career or grade); harassment in other contexts (for

example, by students of fellow-students or of staff members) may equally occur. Differences of attitude or culture and the misinterpretation of social signals can mean that what is not perceived as sexual or racial harassment by one person may seem so to another.

39.5 Difficulty in defining what constitutes sexual or racial harassment should not deter anyone from complaining of behaviour which causes them distress. Nor should anyone be deterred from making a complaint because of embarrassment or fear of intimidation or publicity. The University will respect the particular sensitivity of sexual or racial harassment complaints and their consequences as well as the need for the utmost confidentiality.

Sexual Harassment

39.6 For the purpose of this procedure, sexual harassment is defined as any unwanted or repeated verbal or sexual advances, sexually derogatory statements or sexually discriminatory remarks made by someone in the University which are offensive or objectionable to the recipient, or which cause the recipient discomfort or humiliation, or which the recipient believes interferes with his or her study or research or creates a threatening or intimidating work environment. It includes unnecessary touching or unwanted physical contact, sexually suggestive or derogatory remarks, leering at a person's body, compromising invitations or presents, requests or demands for sexual favours, displays of sexually suggestive or degrading pictures or objects, and any comments which imply that gender impairs a person's ability.

Racial Harassment

39.7 Racial harassment is defined for the purpose of this procedure as any unwanted or repeated racially derogative statements or racially discriminatory remarks made by someone in the University which are offensive or objectionable to the recipient, or which cause the recipient discomfort or humiliation, or which the recipient believes interferes with his or her study or research or creates a threatening, intimidating or hostile work environment. It includes unwanted physical contact or physical attack, verbal abuse or threats, racially suggestive or derogatory remarks, insults, ridicule or racist jokes, displays of racially suggestive or degrading pictures or graffiti or objects, comments which imply that race impairs a person's ability, and incitement to commit any of the foregoing acts.

Action which may be taken in cases of harassment

39.8 There are two basic ways in which you may deal with harassment, the informal approach and the formal approach, both of which are outlined below. You are encouraged, if at all possible, to adopt the informal approach in the first instance; that may be sufficient to stop the harassment.

Informal Approach

39.9 If you feel that you are being subjected to sexual or racial harassment in any form by a fellow-student or a member of staff, do not feel that it is your fault or that you have to tolerate it.

39.10 You may discuss the matter informally with your friends or any of the organisations or individuals named on the attached list. Any of the people mentioned could advise you on a course of action or take the matter up on your behalf. Do not hesitate to contact someone even when an incident occurs only once, if you are concerned about it. Any discussions will be confidential and further action involving you will not normally be taken without your express permission; in particular the person about whom you are complaining will not be given your name as a complainant without your express permission. You are encouraged to advise the person causing you offence that his or her behaviour is unwelcome, is interpreted as sexual or racial harassment as defined by this policy statement and must be stopped. This may be sufficient to stop the offensive behaviour. If you feel unable to tackle the person concerned, this does not constitute consent to the harassment nor will it prejudice any complaint you may wish to bring.

39.11 If the harassment continues or cannot be dealt with as suggested above, you or a person designated by you, from the attached list, from the SRC or a friend, may informally approach your tutor or supervisor or the Head of the Department who shall attempt to resolve the problem by discussing the matter informally with the alleged harasser. Before doing so, he or she should seek the advice of a designated officer (see *p.* Gen.71). He or she shall advise you or your representative of the outcome of the discussion without delay.

Formal Approach

Stage 1

39.12 If you are dissatisfied with the reply following the informal approach, or the harassment does not cease, or it has not been possible to approach the harasser outwith the formal procedure, then you or an SRC representative or University friend as representative shall take up the matter in writing with the appropriate University representative. This shall normally be the Head of Department or other officer who is senior to the person complained against (hereafter referred to as the University officer).

39.13 The University officer shall deal with the complaint as follows:

- (a) As promptly as possible and in a way which meets the needs and merits of each situation. At all times the matter shall be dealt with as tactfully as possible and the requirements of confidentiality must be fully observed.
- (b) The University officer shall inform the person causing you offence that a formal complaint has been made and that he or she has the right to seek representation from a trade union, the SRC or a colleague (as appropriate).

- (c) In dealing with the grievance, the University officer should seek assistance from a designated officer in the investigation of, and in dealing with, the complaint.
- (d) The University officer shall call separate investigatory meetings with yourself and the alleged harasser, together with their representatives if so desired, to attempt to resolve the matter. (Should both parties agree, a joint meeting may be convened instead of separate investigatory meetings.)
- (e) The University officer shall as soon as possible reply in writing to all parties advising of the outcome of the investigation.

Stage 2

39.14 If the University officer feels it is appropriate and/or you continue to be aggrieved, the University officer, you or your representative may submit the grievance in writing:

- (a) to the appropriate Human Resources Manager if the alleged harasser is an employee of the University – in such cases the matter will be dealt with under Stage 2 of the formal Sexual and Racial Harassment Policy and Procedures for Staff, copies of which are available from Human Resources; or
- (b) to the Senate Assessor for Discipline if the alleged harasser is a student – in such cases the procedures outlined in the Code of Discipline will be followed.

Stage 3

39.15 If you are of the view that there has been an irregularity in the procedure followed up to and including Stage 2, you shall have the right of appeal to the University Court within 14 calendar days of receipt of confirmation of the outcome of the preceding stage(s).

39.16 The appeal should be made in writing, specifying the grounds for appeal, to the Secretary of Court, who will arrange an appeals committee comprising three members from a panel nominated by the University Court. These members will be trained in sexual or racial harassment policy and procedures.

39.17 The appeals committee shall be convened within 10 working days after receipt of the written request. It shall communicate its decision in writing to all parties concerned as soon as possible thereafter.

Summary

39.18 The key terms of this agreement are:

Grievances will be handled with all possible speed, tact and confidentiality;

There is an opportunity to deal with the complaint informally before anything is put in writing;

Once a complaint is made the alleged harasser has the right to be informed;

Before formal investigation takes place an informal meeting can be held to try to resolve the problem;

If appropriate, disciplinary action will be taken under the existing disciplinary procedures for each category of staff and students;

There is a right of appeal for complainant(s);

There is a right of appeal for the harasser within the terms of the disciplinary procedure;

File references regarding sexual or racial harassment will be kept to a necessary minimum and full confidentiality will be maintained.

Review

The Policy and Procedures will be subject to ongoing review.

Designated Officers

Academic Secretary

Ms J. Hulme, Gilbert Scott Building, 0141 330 4102

Student Counselling and Advisory Service

Ms D. McManus and Dr J. Kelly,
65 Oakfield Avenue, 0141 330 4528

Equal Opportunities Officer (Staff)

Mrs J. Chandler, Gilbert Scott Building, 0141 330 6810

Sources of Help for Students

Student's Tutor, Supervisor or Adviser of Studies

Heads of Departments

Students' Representative Council Welfare Officer

Ms J. Keen, John McIntyre Building, 0141 339 8541/2/3

Students' Representative Council President

Students' Representative Council Vice-President (Race Relations)

Students' Representative Council Vice-President (Welfare)

Students' Representative Council Vice-President (University Affairs)

John McIntyre Building, 0141 339 8541/2/3

(Further information is available from the SRC concerning counselling for victims of sexual or racial harassment)

University Health Service

Dr G. Hamilton, 63 Oakfield Avenue, 0141 330 4538

International Student Adviser
Ms A. MacGregor, 3 The Square, 0141 330 6064

Halls of Residence Wardens

University Chaplaincy
The University Chaplain, 11 The Square, 0141 330 5419

Human Resources Managers
Gilbert Scott Building, 0141 330 4168

The Senate Assessors for Discipline
c/o Assistant Clerk of Senate, Senate Office,
Gilbert Scott Building, 0141 330 ext 2787/6063

The Clerk of Senate
Professor J.M. Thomson, Gilbert Scott Building, 0141 330 4242/6063

The Head of the Registry
Mrs C.R. Lowther, Gilbert Scott Building, 0141 330 5911

The Secretary of Court
Mr D.M. Mackie, Gilbert Scott Building, 0141 330 4246

XL STUDENT COMPLAINTS PROCEDURE

40.1 A *complaint* is an expression of grievance or dissatisfaction by a matriculated student, or an applicant, or a formerly matriculated student, to the effect that the University (which includes its employees and its students) has failed in its dealings with the complainant to meet either its own promised standards or standards that would reasonably be expected. This code does *not* deal with matters subject to academic appeals (*e.g.* assessment, progress) or sexual or racial harassment; these are covered by separate codes (*see* Sections XVIII, XIX and XXXIX).

40.2 A complaint may, at any stage, be transmitted through a third party acting on behalf of the complainant, but normally such action must be accompanied by a signed statement from the actual complainant.

Informal Procedure

40.3 Complaints arising out of the day-to-day activities of the University are normally able to be dealt with quickly and effectively, and the University wishes this to continue. No student should feel inhibited from raising a genuine grievance as close to the source as possible.

40.4 Complaints relating to University services should be directed to the head of the service concerned. Some of the main University services are listed below:

Accommodation	Director of Residential Accommodation
Hospitality Services	Director of Hospitality
Computing	Director of the Computing Service

Student Counselling and Advisory Service	Head of the Student Counselling and Advisory Service
Registry	The Head of the Registry
Sport and Recreation	Director of the Sport and Recreation Service
University Health Service	The University Medical Officer
University Library	Acting Director of Library Services
Media Services	Director of Media Services

40.5 Complaints about services provided by the University student organisations (The Glasgow University Union, The Queen Margaret Union, The Students' Representative Council, The Research Club, The Glasgow University Athletic Club) should be taken up in the first instance with the relevant organisation.

40.6 Complaints about courses or their delivery should, in the first instance, be raised at Class or Departmental level. The students in every Class are represented by one or more Class Representatives who sit on a Staff/Student Committee the purpose of which is to convey matters of student concern to the Head of Department. This mechanism has existed for many years and is very effective. In some cases, perhaps where urgency of action is required, it may be more appropriate to go directly to the Head of Department (in doing so, the complainant may be re-directed to someone who will act for the Head of Department, such as a Deputy or a Course Convener).

40.7 In pursuing a complaint at Departmental level it should be borne in mind that some legitimate complaints have no straight-forward resolution. A complaint about the comfort of the seats in a lecture theatre will be recorded, but it is very unlikely that it will of itself result in the refurbishment of the theatre. If, on the other hand, the complainant suffered from a disability which made the seating intolerable to him or her then some sensible resolution could easily be reached.

40.8 In some cases the informal procedure may not resolve the issue to the complainant's satisfaction, or the problem may be such that there is reluctance to raise the complaint in that way. In these cases the following Formal Procedure is available.

Formal Procedure

40.9 The Senate is charged under the *Universities (Scotland) Act, 1889* with the power to regulate and superintend the teaching and discipline of the University (subject to review by the University Court).

40.10 The complainant or his or her representative should inform the Clerk of Senate of the complaint, providing a written statement. Should the complaint appear at the outset to concern discipline or sexual or racial harassment, it will be dealt with under the relevant University Code. The Clerk of Senate after consultation, as he or she sees fit, will either pass the complaint to the Head of Department or Dean of Faculty or other appropriate officer or body and require

that it be dealt with, or, in cases of a serious nature, will decide to deal with the matter at Senate level.

40.11 In each case the procedure set out below will be followed. When the complaint has been investigated and a remedy decided upon the Clerk will arrange a meeting with the complainant and his or her representatives to explain the actions taken, if any, in response to the complaint and seek agreement that the complaint has been properly and fairly resolved.

40.12 The steps to be followed in each case are as follows. The *Investigating Officer* is the Head of Department, Dean, Head of Service or other appropriate officer to whom the matter has been referred by the Clerk of Senate. The investigating officer will not be a member of any Department or Service which is the subject of the complaint.

- (a) The complaint will be addressed as promptly as possible and in a way which meets the needs and merits of the situation. At all times the matter will be dealt with as tactfully as possible and the requirements of confidentiality will be fully observed. However, in some cases it will be necessary to identify the complainant to the person(s) complained about; this will be done only with the complainant's written permission, but refusal of such permission may make it impossible to pursue the complaint.
- (b) The investigating officer will inform any person(s) complained about and their Head of Department that a formal complaint has been made. Where a complaint is against an individual, he or she has the right to representation by a trade union, the SRC or a colleague (as appropriate).
- (c) In dealing with the complaint, the investigating officer will seek assistance from appropriate persons.
- (d) If appropriate, the investigating officer will call separate investigatory meetings with the complainant and parties complained about to attempt to resolve the matter. Should both parties agree, a joint meeting may be convened instead of, or in addition to, separate investigatory meetings.
- (e) The investigating officer will as soon as possible write to all parties notifying them of the outcome of the investigation. File references relating to any person complained about will be kept to a necessary minimum; that person will have access to these references and full confidentiality will be maintained.
- (f) A report dealing with the result of the investigation and the resolution, if any, of the complaint will be sent to the Clerk of Senate.
- (g) Notwithstanding (e), if the investigation reveals *prima facie* a breach of the Code of Discipline or the Code on Harassment on the part of the individual complained about this will be noted in the report to the Clerk of Senate.

40.13 On receipt of the report of the investigating officer the Clerk of Senate will determine what further action should be taken. Any recommendation for action that involves expenditure or the unplanned deployment of University resources will be referred to the Secretary of Court.

Review

40.14 If the complainant or any person complained about is of the view that there has been an irregularity in the procedure set out above, they have the right to request a review by the University Court within 14 calendar days of receipt of notification of the outcome.

40.15 The request for a review should be made in writing, specifying the grounds for the request, to the Secretary of the University Court who will arrange a Review Committee comprising three members of the University Court. This committee will be chaired by a lay member of the Court.

40.16 It shall be open to the Court Review Committee to refer the matter back to the Senate or to resolve the complaint as it sees fit.

XLI PROCEDURE FOR INVESTIGATING AND RESOLVING ALLEGATIONS OF RESEARCH MISCONDUCT

41.1 The University Court has approved a Code and Procedures for dealing with allegations of misconduct in research. Copies may be obtained from the Senate Office or from the Office of the Vice-Principal(Research). The document is also available at <http://www.gla.ac.uk/R-E/pub/policies/research-misconduct-final-draft-8jun2000.rtf>

XLII GOVERNING LAW

42.1 If, after the conclusion of all appropriate procedures within the University for the determination of appeals or complaints or matters of discipline, a student still wishes to seek redress through the Courts, then the procedures to be used shall be in accordance with Scots Law and the student thereby submits to the jurisdiction of the Scottish Courts. The submission to such jurisdiction shall not (and shall not be construed so as to) limit the right of the University to take proceedings against the student in any other Court of competent jurisdiction, nor shall the taking of proceedings in any one or more jurisdiction preclude the taking of proceedings in any other jurisdiction, whether concurrently or not.

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