

**MANUAL OF ACADEMIC REGULATIONS  
AND PROCEDURES 2023-24**

**STUDY REGULATIONS**

**(APPLICABLE FROM OCTOBER 2023)**

Academic Quality, Standards and Conduct

Student and Education Services

MARP 2023-24

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## **MARP 2023-24** **STUDY REGULATIONS**

### **SR 1 UNDERLYING PRINCIPLES**

#### **SR 1.1 EQUITY AND CONSISTENCY OF TREATMENT**

- SR 1.1.1 In the management of quality and standards, the University needs to ensure and demonstrate consistency in approach between different departments and in the equitable treatment of all students in terms of admissions, learning, teaching and assessment, academic discipline and awards.
- SR 1.1.2 All members of University staff have a responsibility to treat all students fairly and equitably.
- SR 1.1.3 Students should be treated on the basis of capacity and potential and should not be disadvantaged on any grounds irrelevant to academic study.

#### **SR 1.2 COMMUNICATIONS WITH STUDENTS**

- SR 1.2.1 Students should be provided with accurate, relevant and timely information and should be informed of the primary means by which their academic departments, colleges, Student and Education Services and other units will communicate with them and when this will happen.
- SR 1.2.2 Students are required to regularly check their Lancaster email accounts for official communications and notifications of the status of their registration and studies.
- SR 1.2.3 It is the responsibility of students to maintain links with their academic department and the central administration, respond to requests for information, acknowledge specific communications related to the status of their registration and studies. Students are required to inform the University's Student and Programme Administration of any changes in their contact details, including any changes of address.

### **SR 2 REGISTRATION AND ENROLMENT**

#### **SR 2.1 INDUCTION AND ORIENTATION**

- SR 2.1.1 The University will provide induction and orientation for all new students. There will be an Introductory Week at the start of each new academic session and other activities, as appropriate, for students whose programmes of study start at another point during the year.
- SR 2.1.2 A designated central administrative office (currently Student and Education Services) will be responsible for coordinating the introductory programme with input from colleges, academic departments and other central services.
- SR 2.1.3 Induction activities will cover academic, administrative, social and welfare issues.

## SR 2.2 MATRICULATION AND REGISTRATION

- SR 2.2.1 All applicants who have firmly accepted offers of a place to study at Lancaster will be required to matriculate and register in order to become students of the University. These administrative procedures will be organised by Student and Programme Administration. All students will be required to re-register at the start of every succeeding academic session.
- SR 2.2.2 No student shall normally be allowed to register concurrently for more than the equivalent of one full-time higher or further education scheme of study.
- SR 2.2.3 Every student becomes liable for the full sessional fee when they matriculate, and payment must be made according to the invoice that is sent to each student. It is a condition of the acceptance of matriculation that a binding undertaking to meet all University charges should be made. The University may refuse to matriculate a student who, on request before or at the time of matriculation, is unable to show that they have or may reasonably expect the means to pay their fees and meet other financial commitments whilst a student. Fees, appropriate to the form of registration and approved from time to time, are payable from the date of first registration to the date of completion of the course or submission of the thesis. Students are notified of the due date of their fees at the time of invoice. Any student who does not pay the tuition fees when due or make agreed special arrangements with the Credit Control Office regarding the timing of the payment of fees, may be excluded from the University. The fee regulations are contained in the [Student Fee Regulations and Debt Procedures](#).
- SR 2.2.4 Students should make themselves aware of the University's [Intellectual Property Regulations](#). These form a part of the terms and conditions of the student contract with the University. In common with the vast majority of UK universities, the regulations indicate that students will generally retain any intellectual property they generate as part of their studies, though there may be exceptions to this, in particular for post-graduate research students (as detailed in the regulations). Students should familiarize themselves with any terms and conditions relating to intellectual property rights and their assignment which are set out in any funding arrangements they have undertaken with research councils or other funding bodies.
- SR 2.2.5 Students should be informed that the information they provide on registering with the University will be held securely and may be shared within the institution across relevant departments and administrative sections for the purpose of managing and administering their degree programme or course.
- SR 2.2.6 Student and Programme Administration shall be responsible for the creation and maintenance of the definitive student record to be used for registration, the timetabling of teaching and examinations, results and awards, fees billing and data returns to relevant authorities. Student and Programme Administration shall be responsible for liaising with academic departments and colleges to ensure that data is up to date and accurate.

## SR 2.3 ENROLMENT

### Undergraduate and postgraduate students

- SR 2.3.1 Newly matriculated and registered students are required to enrol for the modules and must enrol for the appropriate number and type of modules for the programme of study for which they are registered.
- SR 2.3.2 Enrolment will be coordinated by Student and Programme Administration but academic advice and guidance will be provided by academic departments.
- SR 2.3.3 In order to enrol on certain Undergraduate modules, both at Part I and Part II, students may be required to have particular qualifications. This may be a particular 'A' level or GCSE or equivalent or the appropriate Part I module(s). The academic department is responsible for informing students in advance of the enrolment process of any addition requirements or exclusions relating to particular modules.
- SR 2.3.4 Where modules carry quotas to protect the quality of the learning experience for all students who take them, academic departments are responsible for informing Student and Programme Administration, in advance of any enrolment process, of their intention to impose a quota on any modules for which they are responsible. The quota should be agreed, prior to enrolment, by the relevant faculty committee(s).
- SR 2.3.5 Students should be informed of the quota for any of their selected modules at enrolment and academic departments, in conjunction with Student and Programme Administration, should advise students who encounter difficulties in their module choices.
- SR 2.3.6 Students shall be permitted to change module enrolments within approved time limits which will be specified at the time of initial enrolment.
- SR 2.3.7 Academic departments shall inform students at the time of module enrolment of the assessment methods to be used for each module and of the system whereby marks for written examinations and coursework assessment are combined. Departments shall also inform students if formal examinations are to be held at times other than the main University examination session and also if there are to be any class examinations that may be held at any time during the term.
- SR 2.3.8 Undergraduate students who take additional modules – e.g. *ab initio* language modules, the Lancaster Award offered by the Careers office or additional information technology modules which are followed at a different level to Part II – must be informed, at the time of enrolment, that they may not include such courses in their array of Part II units for the purposes of degree classification. However, information about any such module shall be available to boards of examiners and can be drawn upon if there are exceptional circumstances that merit a proposal to the Committee of Senate via the Classification and Assessment Review Board. Students who enrol for such modules shall be told that upon completion of the modules and the associated assessment they shall have the marks they achieve recorded on the transcript which all students receive on completion of Part II.

### **Part-time UG students**

- SR 2.3.9 Each department having part-time Part II major students shall designate a member of staff to be director of studies for such students. These directors of part-time studies (as they are referred to below) shall normally be appointed for a period of not less than 3 years.
- SR 2.3.10 Directors of part-time studies shall be responsible for advising on, and approving, part-time students' programmes of study, including their individual course registrations and the timing of courses and examinations. Where a part-time student is registered for a combined major degree programme, the directors of part-time studies in the major departments concerned shall jointly advise the student on, and approve, their Part II programme of study.
- SR 2.3.11 At or before the beginning of the first year of Part II, and again at or before the beginning of the third year of Part II (where Part II lasts four years) – or at appropriate stages where Part II lasts three or five years – the director of studies shall discuss with the student and approve their scheme of study for the following two or more years, including the timing of individual course registrations and of examinations. The director(s) may approve variations in these schemes, in the light of changes in the student's circumstances or interests.

## **SR 3 ATTENDANCE AND REGISTRATION STATUS**

### **SR 3.1 ALL STUDENTS**

- SR 3.1.1 A student, postgraduate or undergraduate, who is prevented by illness or any other cause from returning to the University for the beginning of any term, or from attending classes during term, must see that Student and Programme Administration is informed forthwith. If the absence is notified orally it must be confirmed in writing by the student. If the absence is due to an illness which extends or is likely to extend beyond a week the student must send a medical certificate to Student and Programme Administration, and may be required to do so for absence of less than a week. Any student who is suffering from an infectious illness or who is absent because of contact with a person suffering from such illness must immediately send a medical certificate to Student and Programme Administration and before returning to the University must submit to Student and Programme Administration a certificate stating that there is no longer any danger of infection being conveyed to other persons.
- SR 3.1.2 All students must perform with reasonable diligence the work required of them, including attendance at such formal instruction, seminars and tutorials, and examinations or any form of required assessment, and performance of such written or practical work, vacation work and departmental tests as the heads of the appropriate departments may prescribe.

### **Fitness to Study**

SR 3.1.3 **Fitness to Study** is understood as a student's ability to suitably engage with their studies and the wider University community in a way that does not significantly compromise the health and wellbeing of themselves or others. Consideration of Fitness to Study is not a disciplinary process; it is not intended to punish breaches of rules but rather to support students in difficulty. For full guidance on the University's approach to Fitness to Study, please see the [Fitness to Study Procedure](#).

### **Maximum period of registration**

SR 3.1.4 **Note: applicable to students who registered from 2022-23 academic year onwards**

The maximum period of registration for all taught students is the normal length of the programme, plus two years. Any periods of intercalation should **not** be included when calculating a student's period of registration, and note also that parental leave as detailed below in 4.3.2 should not count towards the maximum length of time that can be taken as intercalation.

SR 3.1.5 Where genuinely exceptional circumstances cause a student to require an extension beyond the maximum period of registration, this can be authorised by the Pro-Vice-Chancellor (Education) or their nominated delegate. In determining whether to allow a further extension, considerations by the approver will include:

- (a) the progress the student has made to date;
- (b) the reasons for the student exceeding the maximum period of registration;
- (c) the likelihood of the student successfully completing the course of study within an additional twelve-month period; and
- (d) whether the rules on incomplete assessment or the award of an Aegrotat degree would be more appropriate.

SR 3.1.6 Requirements for programmes of study accredited by Professional Statutory and Regulatory Bodies (PSRBs) may also limit the length of periods of registration and disallow extensions. For clarity, PSRB requirements would take precedence in these circumstances. Where this is the case, it will be noted in programme documentation provided to students.

## **SR 3.2 UNDERGRADUATE STUDENTS**

### **Full-time students**

SR 3.2.1 Full-time undergraduate students are required to register at times to be specified and to be fully engaged with their studies for the full period of each term and/or for such other periods as may be stated in the regulations for particular courses. The place of work will be the University and/or such other places as the department(s) concerned may specify. Students must present themselves for examination when required to do so.

### Part-time students

- SR 3.2.2 Part-time Part I students shall undertake coursework in the same manner and at the same times as full-time undergraduates registered for the same Part I course(s).
- SR 3.2.3 They shall take the relevant examination(s) in each Part I course in June of the academic year in which that course is completed.
- SR 3.2.4 Where the assessment of a course includes formal examinations, a part-time student should normally be examined in the course either in May/June of the year in which the course was taken or in May/June of the following year. The timing of the examinations should take account of the student's personal circumstances and work load. A part-time student is expected to complete coursework (including any dissertation) for a particular course by the same dates as full-time students registered for that course.

### SR 3.3 POSTGRADUATE STUDENTS

#### Full-time students

- SR 3.3.1 Full-time postgraduate students are required to register at times to be specified and to be fully engaged with their studies for the entire duration of their course, including over the summer vacation period. Students must present themselves for examination when required to do so. **PGR students only** are permitted up to 20 days' holiday per year as approved in writing by their department(s) or supervisor(s).
- SR 3.3.2 A full-time postgraduate student may, subject to the approval of the department(s) concerned, undertake demonstrating, teaching or other academic-related work, provided that the work is compatible with the student's academic obligations. The total time devoted to such work shall not exceed an average of six hours per week in any one term.
- SR 3.3.3 Students should consult the department(s) concerned prior to undertaking any other paid work, in order to ensure that the work would not interfere with their studies.
- SR 3.3.4 International students must also ensure that any work (paid or voluntary) will not conflict with their visa requirements.
- SR 3.3.5 The above regulations apply in addition to any such conditions laid down by grant-awarding bodies.
- SR 3.3.6 Further information on the employment of postgraduate students is available via the [Code of Practice for the Employment of Postgraduate Students](#).

#### Part-time students

- SR 3.3.7 A part-time postgraduate student is a person who is registered for a recognised scheme of study but undertaking the work over an agreed longer period of time.
- SR 3.3.8 Further information on the employment of postgraduate students is available via the [Code of Practice for the Employment of Postgraduate Students](#).



## SR 3.4 ATTENDANCE MONITORING

Clauses SR 3.4.1 – SR 3.4.10 are suspended. Departments should follow the Student [Attendance and Engagement Policy](#).

### General

~~SR 3.4.1 — All students must be informed in writing, preferably in programme handbooks produced by academic departments, at the start of the academic year of the University's attendance requirements and the system for monitoring attendance.~~

~~SR 3.4.2 — Additional guidance on attendance monitoring to that contained in MARP is available from Student and Programme Administration, including proforma letters which departments can send to students where their attendance and/or submission of coursework is unsatisfactory.~~

### Undergraduate and postgraduate taught students

~~SR 3.4.3 — Attendance check in and coursework submission data held in the Student Record is used to generate student engagement profiles for the purpose of early intervention to support students who may be experiencing difficulties and are at risk of dropping out. Data is also intended to help students self-monitor their engagement with their studies.~~

~~SR 3.4.4 — Responsibility for attendance monitoring rests with the student's administrative department. Responsibility for following up non-submitted coursework rests with the department owning the module of the missing work.~~

~~SR 3.4.5 — Authorised absences, including certified illness, will not be counted as non-attendance.~~

~~SR 3.4.6 — Student attendance will be collected for all teaching events. All event types will be considered as relevant for monitoring attendance except sessions that are classed as optional drop-in sessions.~~

~~SR 3.4.7 — Attendance will be monitored and recorded for each student as an overall percentage record for each term. The overall University student attendance requirement is 70 percent but departments may establish local variations whilst maintaining a holistic approach; for example by placing a greater emphasis on particular event types or setting a higher overall percentage (a lower overall percentage may not be set). These local variations must be agreed at faculty level and published to students in programme handbooks in time for the start of the academic year.~~

~~SR 3.4.8 — In addition to the percentage attendance requirement, there is a minimum compulsory intervention for any student who fails to make any attendance check-in for ten consecutive days. Any student who fails to do so will be identified in the Student Record system by a **red flag**. A red flag will trigger a communication for action to the relevant departmental coordinator. Any student with attendance below the 70 percent threshold will be identified in the Student Record system by an **amber flag**.~~

~~SR 3.4.9~~ Where a student's attendance profile has generated a red or amber flag, departments should instigate the procedures on attendance check-in and monitoring as set out in the [guidance](#) from Student and Programme Administration.

~~SR 3.4.10~~ For ~~PGT students in the dissertation/project stage (where this is Lancaster-based)~~, supervisors and students should agree at least one monthly face-to-face interaction over this period (i.e. following the cessation of the taught stage). Usually this will take place at the University; however where the supervisor is away from the University an alternative arrangement may be agreed for one or more of these interactions provided the student also maintains attendance (recorded by the department) in accordance with these regulations and any additional Student Visa requirements as detailed in 3.4.12 to 3.4.15. Supervisors must keep records of substantive interactions with students. In the event of no contact at ~~two consecutive~~ monthly interactions, supervisors should notify the relevant departmental coordinator who will then make contact with Student and Programme Administration in order to determine appropriate next steps. Where the student is based away from the University for the purposes of undertaking a client-based project, guidance must be sought from Student and Programme Administration as to how this attendance requirement is fulfilled.

#### Postgraduate research students

SR 3.4.11 For attendance monitoring purposes, supervisors and (Lancaster-based) PGR students should agree at least one monthly face-to-face interaction.<sup>1</sup> Usually this will take place at the University; however where the supervisor is away from the University an alternative arrangement may be agreed for one or more of these interactions provided the student also maintains attendance (recorded by the department) in accordance with these regulations and any additional Student Visa<sup>2</sup> requirements as detailed in 3.4.12 to 3.4.15. This programme of interactions must be recorded by the supervisor in the University's PGR electronic records system. In the event of no contact at **two consecutive** monthly interactions, supervisors should notify the relevant departmental coordinator who will then make contact with Student and Programme Administration in order to determine appropriate next steps. Where the student is based away from the University for the purposes of undertaking a client-based project, guidance must be sought from Student and Programme Administration as to how this attendance requirement is fulfilled.

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<sup>1</sup> The [Postgraduate Research Code of Practice](#) states that: *a full-time student is entitled to the total equivalent of at least an hour a fortnight with the supervisor(s) and a part-time student to a total of at least an hour a month, although the times, frequency and duration of meetings will vary.*

<sup>2</sup> In what follows, all references to 'Student Visa' should be taken to also refer to the 'Tier 4' visa, which is being phased out.

### **Additional requirements for students studying under a Student Visa**

- SR 3.4.12 The University is required to monitor the attendance of all students requiring visas in order to comply with visa and immigration legislation. Student and Programme Administration will monitor the attendance of any student on the Student Visa route centrally in accordance with immigration sponsor guidance.
- SR. 3.4.13 **Taught students (UG and PGT)** studying at the University under a Student visa are required to attend classes as part of the conditions of their visa. Attendance at scheduled teaching activities and on any work placement will be monitored by departments as for all other students for the purposes of identifying problems and providing support. Student visa **PGR students** are required to participate in monthly face-to-face interactions with their supervisor.
- SR 3.4.14 Any **taught student (UG and PGT)** on a Student Visa who fails to attend any scheduled activity in the timetable for five consecutive working days will be sent an email from Student and Programme Administration, copied to the department, warning them that their attendance is not complying with the terms of their visa. A further trigger will be signalled for any student on a Student Visa who miss all scheduled activities over ten consecutive working days. **PGR students, and PGT students in the dissertation stage**, on the Student Visa who fail to attend two successive interactions will be contacted by the visa and immigration team and followed up and investigated in conjunction with the department.
- SR 3.4.15 Where a student on the Student Visa is withdrawn or intercalates their studies, departments are required to notify Student and Programme Administration of this change in circumstances as soon as possible and no later than ten working days after the last date of attendance. Student and Programme Administration will then inform all relevant external bodies in accordance with University policy and statutory requirements (e.g. UKVI, sponsors, funding bodies).

## **SR 4 ACADEMIC GUIDANCE, TUTORIAL AND LEARNING SUPPORT**

### **SR 4.1 RESPONSIBILITIES**

- SR 4.1.1 The University has a responsibility to ensure that all students have access to tutoring provision through personal tutors or other forms of support within the academic department responsible for the degree programme for which the student is registered and that there is provision for personal welfare in conjunction with specialist services outside the department.
- SR 4.1.2 Departments are required to make arrangements for, and to monitor the provision of, academic guidance, tutorial and learning support and related services for students. For the academic support of undergraduate students, departments are required to implement the University's Academic Tutor system, as approved by Senate, which sets out specific requirements for this group of students (see SR 4.2 below).

- SR 4.1.3 Departments are required to define and communicate clearly to students how they assist students to realise the benefits of reflecting on and recording learning, the development of employment awareness and career planning.
- SR 4.1.4 Departments should ensure that they provide guidance and information to students on the following:
- (a) the information needed for choices of degree programmes, modules, placement or professional practice;
  - (b) the requirements for academic progression;
  - (c) training opportunities to enable students to develop the discipline-specific and transferable skills relevant to the successful completion of a programme of study;
  - (d) teaching methods used for each programme of study;
  - (e) attendance requirements.

## **SR 4.2 ROLES AND PROCEDURES**

### **Undergraduate students**

#### Academic Tutor Co-ordinator

- SR 4.2.1 Each department shall have an Academic Tutor Co-ordinator. The Academic Tutor Co-ordinator will allocate the Academic Tutors and be a single point of contact between the Colleges and the department.
- SR 4.2.2 The role of the Academic Tutor Co-ordinator is to:
- (a) co-ordinate and monitor the academic tutorial system;
  - (b) report annually via the Annual Teaching Review;
  - (c) ensure tutors are trained and supported;
  - (d) facilitate joined-up support action as required with College Administrators;
  - (e) receive training and support as needed from Student and Education Services.

#### Academic Tutor system

- SR 4.2.3 All undergraduates will have a named personal Academic Tutor who is a full member of academic staff (postgraduate research students and Research Assistants are not eligible to be an Academic Tutor).
- SR 4.2.4 Where students are registered on joint degrees, i.e. where they are taught by a number of departments, the administering department will have the responsibility to ensure

Academic Tutors are assigned. Where students are co-located between departments (consortia-based degrees) the departments will agree modified arrangements.

SR 4.2.5 Departments have the flexibility to determine how they implement an academic support system, however they must ensure that students are provided with a single Academic Tutor for the duration of their degree (where possible), that information on the academic support system is communicated to students through readily accessible means and that Academic Tutors can provide the following support for their tutees:

- (a) an initial meeting in Intro-week of their first year, and termly thereafter;
- (b) help in module choice/selection;
- (c) progress monitoring;
- (d) career planning;
- (e) sign-posting to services available elsewhere in the University.

SR 4.2.6 In addition, the department must ensure that students are provided, either via an Academic Tutor or another clearly identified departmental or faculty-based source, with the following:

- (a) support for the transition to independent learning, and study skills;
- (b) information on academic opportunities (for example, study abroad, internships);
- (c) information on academic expectations (for example, referencing, plagiarism);
- (d) feedback on assessment.

#### **Postgraduate taught students**

SR 4.2.7 Departmental procedures and arrangements for postgraduate students may vary, reflecting local arrangements and requirements. These may be designed to take account of the size of the department, its organisation, the characteristics of the student community and the requirements and features of its degree programmes.

SR 4.2.8 Whatever procedures they adopt, academic departments should provide guidance to postgraduate students on the following:

- (a) module choice/selection;
- (b) information on academic expectations (for example, plagiarism, referencing);
- (c) information on academic opportunities (for example, department/faculty research training courses);
- (d) sign-posting to services available elsewhere in the University;

- (e) feedback on assessment.

### **Specialist services**

SR 4.2.9 In addition to the provision of support and guidance at departmental level, departments are responsible for ensuring effective communication and liaison with Colleges, the Library and Information Systems Services (ISS), and with other central services including Student and Education Services, Student and Programme Administration and the Careers office which, between them, are responsible for providing students with a range of specialist services, including student advisory and counselling support, career advice and information, information relating to fees and loans, and provision for students with particular educational needs.

### **SR 4.3 INTERCALATION**

SR 4.3.1 Students who wish or need to interrupt their studies for a period of time may apply to intercalate. This process is co-ordinated by Student and Programme Administration upon the submission of details from the academic departments.

SR 4.3.2 The maximum length of a single period of intercalation or deferral of assessment for all taught students (undergraduate and postgraduate taught) is 24 consecutive months.<sup>3</sup>

SR 4.3.3 For taught students, the maximum period of absence through ill health without intercalation is 30 consecutive calendar days. Plus, in exceptional circumstances, an extension of a further 30 days can be requested by the student to the department and if they choose to support the proposal they will make a case to Student and Programme Administration for final approval.

### **Undergraduate students**

SR 4.3.4 Intercalating students and candidates for external reassessment who are due to be examined in a course already attended must write to the head of the relevant department at the beginning of the academic year, requesting:

- (a) details of any changes of syllabus (including details of set books) for courses which will affect the scope of such examinations to be set that year;
- (b) where changes of syllabus have taken place, whether they will be required to take:
  - (i) the same examination paper as other undergraduates;

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<sup>3</sup> Note that any period of parental leave (i.e., maternity, paternity, or adoption leave) does not count towards the maximum period for intercalation. More information on parental leave can be found on the [ASK portal](#).

- (ii) the same examination paper as other undergraduates, but with additional special questions which take account of the changed syllabus;
    - (iii) a specially set examination paper;
  - (c) any changes, since the last academic year, where coursework will be taken into account.
- SR 4.3.5 If, after replying to an initial enquiry, a department introduces further changes which will affect the scope of an examination to be taken during the year by an undergraduate or a candidate for external reassessment, that department shall be responsible for keeping the individual informed of such further changes.
- SR 4.3.6 Students shall be reminded by departments, in the Summer Term before final examinations begin, that it is essential for them to provide fully documented information about any continuing circumstances which may affect academic performance, especially if they wish such information to be taken into account by boards of examiners.

#### **Postgraduate students**

- SR 4.3.7 Requests for intercalations and extensions will only be approved by Student and Programme Administration, if they meet agreed criteria, are supported by appropriate evidence, and are formally submitted in advance. Intercalations and extensions will only be granted retroactively in exceptional circumstances, where the need could not reasonably have been foreseen. Where approved retroactively, the date of commencement of the period of intercalation will not, unless exceptional circumstances exist, be backdated more than three months prior to the date the intercalation request form is received by Student and Programme Administration.

### **SR 5 ACADEMIC DISCIPLINE**

- SR 5.1 The University formally splits student discipline into two broad areas: academic and non-academic. Non-academic discipline and the related procedures and penalties are detailed in the Student Discipline Regulations. Academic discipline is dealt with here in the Manual of Academic Regulations and Procedures.
- SR 5.2 In order to remain in good academic standing with the University it is expected that students will engage fully with the course and should attend examinations and submit coursework assignments at the times stipulated.
- SR 5.3 If students do not remain in good academic standing it is the responsibility of the departments to record attempts to contact the student and initiate an academic recovery plan.
- SR 5.4 **For Postgraduate taught and Undergraduate students.** The course director shall inform the head of the relevant department(s) if ever the student's work or attendance is unsatisfactory. If the head(s) of department, after confirming that appropriate warnings in writing have been given to the student, consider(s) that the student should be excluded from the University, a recommendation to that effect shall be submitted to the

Standing Academic Committee, which has power to exclude the student from the University permanently or for a stated time and to stipulate conditions for a resumption of study. (NB. Postgraduate research issues are managed through the requirements for progression as outlined in the [Postgraduate Research Regulations](#)).

SR 5.5 It is the responsibility of Student and Programme Administration to advise and support departments which have students who are no longer in good standing, and to take appropriate action.

SR 5.6 There is a Standing Academic Committee of the Senate to which students in bad academic standing may be referred. This Committee is empowered to exclude students from the University, either temporarily or permanently.

## **SR 6 STUDENT COMPLAINTS**

SR 6.1 Where students are dissatisfied with a particular service or aspect of their education, they may wish to make a complaint (either individually or as a group). The University's [policy and procedures on student complaints](#) are set out separately.