



Rules and Regulations

For Students

2016-2017

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Rights and Responsibilities

1. Student Agreement

Definitions

We/Us/Our means the University of Bristol.

You/Your means a registered student of the University of Bristol or the holder of an offer of a place.

Programme means your pathway or programme of study or research.

1. Introduction

a. This document forms the basis of the relationship between you and us which starts when you accept our offer of a place on your Programme. This includes acceptance through UCAS or another agency where applicable. Your ability to take up your place may depend on meeting certain conditions.

b. To keep this document to a sensible length, we refer to other documents. They also form part of this agreement. In particular we refer you to:

1. Rules and regulations for students - especially the regulations relating to student discipline, examination regulations, fees, exclusion on the grounds of health, safety and welfare, fitness to practise, research conduct and misconduct and the use of computer and library facilities
2. University Student Handbook
3. Data protection policy
4. Intellectual property policy for students

c. If you have secured a place in University accommodation, your right to that place is subject to your continued registration as a student at the University. The specific terms and conditions regarding the provision of accommodation and your payment of accommodation fees are subject to separate agreements.

This Agreement has been produced in consultation with the Students' Union. The Students' Union is a separate legal entity which exists to support the welfare and development of students. We encourage you to participate in the activities of the Students' Union.

2. We each agree that:

Programme of study and learning environment	
You can expect us to:	We expect you to:
provide you with the tuition and learning support associated with your Programme of study with reasonable care and skill.	take responsibility for your own learning, working in partnership with staff to become a self-reliant, independent learner.
make reasonable efforts to deliver your Programme of study as described in the relevant specification for the appropriate academic year.	pursue your studies diligently, contributing effectively to your Programme and not to hinder the studies of others.
(notwithstanding the above) ensure your programme is informed by, and updated in line with, current research and developments in the relevant academic discipline.	engage with all aspects of your programme so that you can ensure you are aware of updated information.
let you know as soon as possible if we need to alter anything related to your Programme, such as a change in timetabling, location, type of class, assessment or syllabus (see section 3 for further details)	attend formal teaching and learning events (lectures, seminars, tutorials, lab classes, etc.) associated with your Programme, subject to absence for medical or other agreed reasons.
provide formal University policies, including regulations, codes of practice and guidelines, within which your Programme will be delivered.	familiarise yourself and comply with relevant University rules and regulations, including those relating to your Programme and the award for which you are registered.
consult with you, via the elected sabbatical officers of the Students' Union, and through the Course Representative system on any proposed significant changes to the formal University regulation and policies that govern your Programme, ensuring that its implementation does not negatively affect existing cohorts of students.	engage with the consultation, where appropriate, and be aware of when changes will be implemented and what that means to you.
make available appropriate infrastructure to support your learning, including teaching and learning space, library and ICT facilities.	make appropriate use of all the resources available, including staff, other students and library and ICT facilities, and comply with the <u>General Regulations for the</u>

Programme of study and learning environment

You can expect us to:	We expect you to:
	<u>Library Services and Facilities and Acceptable Use Policy.</u>
provide clear information about your Programme and units and about our expectations of what you need to achieve to complete your Programme successfully.	be aware of the information provided to you about the University and your Programme and know where to look for reference to detailed information and guidance, whether electronic or paper based.
communicate with you by post or via your University email address as appropriate.	check your University email account regularly and frequently both during and outside of term time.
return marked work in a timely manner and according to the guidance set out in the University's codes of practice for assessment, progression and the award of qualifications, or equivalent.	complete and submit by the required deadlines any work to be assessed as part of your Programme, including any assignments, laboratory or project work related to individual units.
encourage a professional and responsible learning environment and suitably support you, academically and pastorally.	play an effective part in the academic community and respond to requests to give your opinion about your learning and other experiences at the University.
carry out regular monitoring of the quality of learning and teaching offered as part of your Programme.	contribute to internal and external procedures for assuring the quality of learning, teaching and assessment provided for you and other students.

Accountability and conduct

You can expect us to:	We expect you to:
<p>In accordance with the procedures contained in the Student Complaints Procedure, Student Disciplinary Regulations and Examination Regulations:</p> <ol style="list-style-type: none"> allow you the right to make a complaint about matters that affect you and allow you the right to appeal decisions made about you 	be aware of the Student Complaints Procedure, Student Disciplinary Regulations and Examination Regulations including the rules relating to submission of extenuating circumstances, complying with deadlines by which representations have to be made

Programme of study and learning environment

You can expect us to:	We expect you to:
<p>2. operate a fair and transparent disciplinary procedure</p>	<p>and noting that, wherever possible, complaints are best resolved at school or faculty level.</p>
<p>give you the right to be represented in University Governance, usually through the Students' Union, and to encourage student representation on relevant University committees, boards and working groups.</p>	<p>when acting as a student representative on school, faculty or University committees, take care to consult fellow students and to represent their views accurately and in a balanced way.</p> <p>to engage with your course representative and local representative and to raise concerns at the earliest opportunity.</p>
<p>take reasonable care to keep your personal details secure at all times, and to comply with our obligations under the Data Protection Act.</p>	<p>ensure that the personal details the University holds about you, including your current term-time and home address and personal email address are accurate and updated as soon as they change, using Student Info online. This will help us to contact you quickly as and when needed.</p>
<p>conduct fair procedures for dealing with students who disclose criminal convictions either before or after registration.</p>	<p>disclose any unspent criminal convictions and cautions that are not "protected" when applying to us and during your studies. "Unspent convictions" and "protected convictions and cautions" are defined in the <u>Rehabilitation of Offenders Act 1974</u>.</p> <p>For some programmes, including, but not limited to, social work, PGCE and medicine, you will also be required to disclose spent convictions and cautions that are not "protected" and obtain a DBS check from the Disclosure and Barring Service.</p>

Programme of study and learning environment

You can expect us to:	We expect you to:
<p>make publicly available (and regularly update as required) details of the tuition fees and any other expenses relating to all the programmes of study offered by the University.</p>	<p>make sure all tuition fees and other expenses relating to your Programme are paid in time and agree to be bound by our <u>regulations on the payment of fees</u>, refunds in the event of termination of your studies and the consequences of non-payment</p>
<p>provide you with a fair, equitable and supportive environment in accordance with the <u>University's Equality and Diversity policy</u>.</p>	<p>comply with University rules and regulations regarding student behaviour and attendance.</p> <p>Students are encouraged to share with the University in a timely manner any circumstances affecting their study</p>

3. Changes to Your Programme

- a. Where necessary and reasonable we may need to alter the timetable, location, number of classes, method of delivery, content, assessment and syllabus of your Programme.
- b. In altering any material aspects of your Programme:
 - i. we will give reasonable notice, consult you and give you an opportunity to provide feedback to us in relation to any proposed material changes to your Programme. We will take account of your feedback in our decision and will attempt to minimise any adverse impact on you.
 - ii. where necessary we will make arrangements for you to complete your original Programme.
- c. In withdrawing a programme:
 - i. we will not withdraw a Programme until all students enrolled on that Programme have completed their studies.
 - ii. If necessary we will explore with you the opportunities for transferring to another Programme at Bristol or another institution, and will ensure that you receive recognition or credits for any units you have successfully completed.
 - iii. we may withdraw Programmes before they have started.
- d. If between the time of your acceptance of an offer and registering for a Programme there is discontinuance of, or fundamental changes to, your Programme you will be entitled to withdraw your application (see section 9).

4. Termination

a. The relationship between you and us will end:

- i. if you withdraw from the University; or
- ii. if you are required to withdraw in accordance with our disciplinary or fitness to practise procedures or by a decision of the faculty board based on your academic performance; and/or
- iii. for non-payment of fees in accordance with the Student Fees Regulations.

b. We may terminate our relationship with you in writing with immediate effect if:

- i. you are expelled or refused admission or membership by any organisation which you are expected to attend or be a member of as part of your Programme; or
- ii. between accepting an offer and starting your Programme there is a change of your circumstances which, in our reasonable opinion, makes it inappropriate for you to study on your Programme; or
- iii. we become aware of information about you which we did not know before and which, in our reasonable opinion, makes it inappropriate for you to study on your Programme; or
- iv. in our reasonable opinion you have failed to provide us with all relevant information, or have supplied false or misleading information, relating to your application for your Programme; or
- v. where your behaviour represents a significant risk to the health, safety or welfare of yourself or others as detailed in the Fitness to Study Policy and Procedure; or
- vi. if your continuing registration at the University puts us in breach of any of our legal obligations to comply with UK immigration or other legal requirements.

You will have the right to submit a complaint under the Student Complaints Procedure should the relationship between you and us be terminated under this sub-section (b).

c. If you fail to meet the conditions of our offer or if you have not already registered at the time of termination, we shall be entitled to refuse to register you on your Programme. If, at the time of termination you have registered, we shall be entitled to require you to stop studying on your Programme and leave the University immediately.

d. On termination, you are required to return your student identification card, together with all property owned by us, to your faculty office. You must pay all outstanding fees immediately. Any contract you have for University accommodation will terminate in accordance with its terms.

e. Any action we take under the above provisions will not restrict our ability to take any other action against you that we have the right to take.

5. Liability

a. We will be liable to you for any direct loss or damage you suffer if we either fail to carry out our obligations under this agreement to a reasonable standard; or breach any relevant duties that we owe to you that are imposed on us by law (including if we cause death or personal injury to you by our negligence), but not to the extent that such failure is attributable to:

- i. your own fault;
- ii. the fault of a third party.

b. Our liability to you in the case of loss or damage other than for death or personal injury or fraud is limited to a reasonable amount having regard to such factors as whether the damage was due to a negligent act or omission by us.

c. We will not be liable to you for events outside our control which we could not have foreseen or prevented even if we had taken reasonable care. Events outside our control include industrial action, over or under demand from students, staff illness, significant changes to Higher Education funding, severe weather, fire, civil disorder, political unrest, government restrictions and concern with regard to the transmission of serious illness. In such circumstances, we reserve the right to change or cancel parts, or all, of your Programme.

6. Intellectual Property

Our intellectual property: Your intellectual property: as set out in the policy on intellectual property rights, we may require that you transfer to us (or a third party) time at the University.

You hereby agree that where required by the policy, you will enter into the necessary agreements to give effect to the policy.

Use of your intellectual property for non-commercial purposes: in consideration of our obligations under this agreement, you hereby grant us (the University) the right to use intellectual property created and owned by you for non-commercial purposes. 'Non-commercial' means things like educational use, research use, publication in academic journals, University promotional materials, websites, exhibitions, prospectuses and catalogues. Our rights will be unlimited in time and geographical area. We may sub-licence such intellectual property rights to other organisations and academic institutions for non-commercial purposes. If the work created by you is tangible (such as a work of art, sculpture or 3D model), we may borrow the work for non-commercial purposes for a reasonable period.

Use of your intellectual property for commercial purposes: we may also use intellectual property created by you for commercial purposes. If we wish to do this you will be required to enter into a formal licence with us to permit this. In these circumstances you will be entitled to a royalty and the amount of this will

be determined under the University's Revenue Sharing Scheme <http://www.bris.ac.uk/red/research-commercial/revenuesharing.html>.

7. Recording of Educational Activity

We may allow you to record academic teaching in accordance with our [Policy for Recording Educational Activity](#).

In consideration of you being allowed to record lectures or other academic teaching and use such recordings as set out in the policy, you hereby assign to us absolutely throughout the world the entire copyright, all other rights in the nature of copyright subsisting in the recordings you make and all other rights in the recordings of whatever nature, whether now known or created in the future, to which you are now, or at any time in the future may be, entitled by virtue of the laws in force in the United Kingdom and in any other part of the world.

If you fail to comply with the policy this may be treated as a disciplinary matter.

The policy also covers recordings that we make and/or make available to you.

8. Immigration Requirements

We have legal obligations to comply with UK immigration requirements including engagement monitoring. You must ensure that your immigration status is up to date. Further guidance is available from our [International Office](#).

9. Your right to cancel

a. For the purposes of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, if this contract is a "distance contract" or "off premises contract", you have the right to cancel your acceptance of this agreement within a period of 14 days after the day on which you accepted the terms of this agreement, without giving us any reason.

b. To exercise the right to cancel, you must inform us of your decision to cancel this agreement by making a clear statement to this effect (e.g. a letter sent by post, fax or email). You may complete our online model cancellation form, but it is not obligatory. If you submit our online form, we will acknowledge receipt of your notice by e-mail without delay.

c. To meet the cancellation deadline, it is sufficient for you to send your communication exercising your right to cancel before the 14 day cancellation period has expired.

d. If you cancel this agreement within the cancellation period, we will reimburse to you all payments received from you. We will make the reimbursement without undue delay and not later than 14 days after the day on which we are informed about your decision to cancel this agreement. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

10. Data Protection

When you enter into the relationship with us, you are giving us the right to hold and process your personal data including sensitive personal data. We will process your personal data in accordance with the Data Protection Act 1998 and our policies on data protection and data processing. We will share your data with third parties in accordance with our policy on data protection. We shall remain the data controller of your data. For full details of our policies, read [how the University uses student personal data](#).

We may record lectures or other educational activities in which you may be involved in accordance with our [Policy for Recording Educational Activity](#). Please read this policy to understand your rights and obligations

11. Notices

a. Any notice given under this agreement will be in writing. Any notice will be sent by email to you at your University email address or if prior to registration to such other email address which you have provided us. We may also send any notice to either your term-time or your home address as appropriate. Notice to the University should be addressed to the Deputy Registrar (Academic Services) at Senate House.

b. Notice shall be properly served when delivered by hand or 48 hours after being posted if sent by pre-paid first class post or by email.

c. Please note your obligation to keep your contact details up to date.

12. General

a. If any provision of this agreement is or becomes void, illegal, invalid or unenforceable, that shall not affect the legality, validity or enforceability of the other provisions.

b. These terms and conditions and the documents referred to in this document override any other communication, document or representation made by us, either in writing or orally. These terms and conditions are the entire understanding between you and us about your Programme and replace any other undertakings or representations.

c. This agreement is personal to you; you are prohibited from assigning or transferring it or any of the rights and obligations under it to a third party.

d. Neither party intends that any of the terms of this agreement will be enforceable by any third party, by virtue of the Contracts (Rights of Third Parties) Act 1999.

e. Failure to enforce any of the provisions of this agreement will not constitute a waiver of any provision and will not affect our right to enforce that or any other provision.

f. A reference to a statute or a regulation shall include any amendments made from time to time under that statute or regulation.

g. The relationship between us shall be governed by and in accordance with the laws of England and Wales and both parties agree to submit to the non-exclusive jurisdiction of the Courts of England and Wales.

Approved by the Board of Trustees

July 2016

2. Acceptable Behaviour Policy

Dealing with Unacceptable Behaviour - Guidance for Students

1. Introduction

The University is committed to providing a positive experience for all students, where individuals are treated with courtesy and consideration, where difference is valued and diversity respected. As members of the University community, we expect the highest standards of behaviour from our students, whether on University premises or elsewhere.

All members of the University should be aware of their own behaviour and how it impacts on others. Any complaints of unacceptable behaviour made by students will be taken seriously and, if substantiated, may provide grounds for action under the Student Disciplinary Regulations or the Conduct Procedure for Members of Staff (Ordinance 28) as appropriate.

2. What constitutes unacceptable behaviour?

Unacceptable behaviour may involve actions, words or physical gestures that could reasonably be perceived to be the cause of another person's distress or discomfort. This behaviour does not necessarily have to be face-to-face, and may take many forms such as written, telephone, text or e-mail communications, or social media. Some examples are included below, but this list is by no means exhaustive:

- Aggressive or abusive behaviour, such as shouting or personal insults
- Spreading malicious rumours or gossip
- Unwanted physical contact, including groping
- Offensive comments or body language
- Displaying offensive material or graffiti relating to an individual
- Making threats or promises in return for sexual favours
- Innuendo or spreading gossip based on sexual orientation
- Inappropriate initiation ceremonies
- Using social or other on-line media to communicate negative, abusive, and harmful statements against students, staff and the University

The Students Union operates a zero tolerance to sexual harassment policy. The University has issued a statement on a zero-tolerance approach to sexual violence and harassment.

Any allegations of criminal acts – such as physical assault, rape or sexual assault - should be reported to the Police immediately.

Remember that this guidance does not only apply to how people behave whilst on University premises – members of the University are expected to conduct themselves appropriately at all times.

If you begin to feel at any time as if you are being singled out, ganged up on, threatened, or you are feeling uncomfortable or upset at the way somebody is treating you, it's really important to speak to someone. You should be aware that you are also legally protected against discriminatory language, behaviour or action related to any of the ' *protected characteristics*' as set out in the Equality Act 2010 – these characteristics are defined by law as *age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (including lack of belief), sex and sexual orientation*.

3. Confidentiality

If information is to be kept confidential, you must make this clear to the person to whom any complaint is made. You should understand that in exceptional circumstances it may not be possible for confidentiality to be respected, for instance where a criminal offence has been disclosed. You should also understand that in some circumstances the demand for confidentiality may make it difficult for the University to assist you with your complaint.

4. What should you do if you experience unacceptable behaviour?

4.1 You could try to resolve the situation informally...

Wherever possible, if you believe that you are being subjected to any form of unacceptable behaviour you should **take personal action** to resolve the situation in the first instance as follows:

- Try to speak directly to the person responsible for the behaviour – they may genuinely not know that they are acting in a way that's unacceptable to you. If they don't respond to this, or if you feel unable to approach them, then it is vital you take the matter further.
- Go and talk to someone in your Students' Union. The Just Ask Team in the Students' Union building offers independent advice and support to students on these issues. Some forms of behaviour can be very subtle and it can often help to talk through your experiences with a third party. The Team also provides a mediation service to help people in dispute communicate with each other.
- Discuss the issue with your Personal Tutor, Supervisor, Senior Tutor, Warden (if the issue relates to behaviour in Halls) or other appropriate member of staff – basically anybody who you feel comfortable with – to discuss ways in which the situation can be resolved with their support and/or involvement.

4.2 Or you could make a formal complaint...

If you feel unable to take any personal action or if the matter remains unresolved through the informal means outlined above, you can complete the appropriate Student Complaint Form or put your complaint in writing and submit it electronically by email to the Student Complaints Officer based in the University Secretary's Office who will then determine how your complaint will be

progressed. The Student Complaints Officer will contact you as soon as possible, normally within ten working days of receiving your complaint.

Allegations against individuals who are not students or staff at the University – for example, agency or contract workers - may not be able to be dealt with under this policy as they are not subject to discipline under the University's internal processes. In these circumstances, you will be advised of other possible ways to pursue your complaint. University services such as the Just Ask Team or the Student Counselling Service can provide support to students in such circumstances.

5. You've made a formal complaint – so what happens next?

5.1 If you have complained about the behaviour of a student.....the Student Complaints Officer will consider if reasonable steps have been taken to resolve the issue informally. In some cases, the Student Complaints Officer might find a way to resolve the complaint through informal means that have not yet been explored or through mediation, involving other members of staff as appropriate.

Where informal resolution is not possible or where the matter is deemed suitably serious, the complaint will be referred for consideration under the Student Disciplinary Regulations.

5.2 If you have complained about the behaviour of a member of staff.....allegations made against members of staff will normally be passed to the relevant HR Team for action under the Conduct Procedure for Members of Staff (Ordinance 28). The HR Team will explore whether the matter can be resolved by informal means, such as mediation, before taking formal action. Any action taken under this procedure is subject to a high standard of confidentiality as set out in the Procedure itself. However, this shall not preclude information about the outcome of any action taken under this Procedure being given to any person where this is appropriate.

You should be aware that legitimate and constructive criticism of a student's performance or behaviour, or reasonable requests made of students by members of staff will not constitute unacceptable behaviour under this guidance.

3. How the University uses student personal data

The University needs to process student personal data in order to function effectively as an educational institution and to provide students with the support they require while undertaking their studies. Personal data is processed for a variety of reasons (as set out below) and all such personal data shall be collected and held in accordance with the Data Protection Act 1998 ('the Act').

Types of personal data processed

Personal data the University may process:

- personal details (name, address, date of birth)
- phone numbers
- email addresses
- gender
- gender identity
- photographs
- financial information
- academic marks
- appraisals
- references
- disciplinary information
- criminal offence or conviction information
- health and disability information
- ethnicity data
- sexual orientation
- dietary requirements
- religious belief data
- caring responsibilities
- information regarding hobbies and interests
- any other legitimate personal data relating to academic and pastoral support.

Information about criminal offences, health, disability, ethnicity, sexual life and religion constitutes sensitive personal data (as defined within [s.2 of the Act](#)) and is afforded an extra level of security and confidentiality.

Emergency contact details provided by students are held. Students should notify the relevant person that they are providing their contact details to the University as their listed emergency contact.

Primary purposes for processing

- Student welfare / pastoral care – e.g. contact with personal tutor, Counselling Service
- Administration and provision of health care services - Student Health Service
- Financial administration – e.g. payment of tuition fees, provision of loans and bursaries via the Student Funding Office
- Security and crime prevention / detection – e.g. use of regulated CCTV, security incident reports
- Library services – e.g. administration of membership, cards, loans and fines
- Provision of student ID card
- Provision and maintenance of computing facilities - including email accounts and internet access
- Educational administration – e.g. registration, progress monitoring, timetabling, calculation and publication of assessments, provision of references
- Accommodation - provision and management of University owned and privately owned property for students
- Administration of applications - receiving and processing UCAS forms, compilation of statistics, assessments of applications including preliminary and confirmed offers. Some liaison with UCAS.
- Advisory services – e.g. careers and financial advice

This is not an exhaustive list but sets out the primary reasons the University handles student personal data.

The University will also use student personal data to produce non-identifiable statistical data for analysis to fulfil its commitment to equality monitoring and provide a more targeted response to improving the student experience.

Disclosures to third parties

Where there is a legitimate or legal reason to do so, the University may disclose student personal data to the following third parties:

- HESA
- Student Loans Company (to allow students to receive their loans)
- Local Education Authorities
- Local authority (Bristol City Council) - in relation to Council Tax exemption, maintaining the electoral roll and administration of housing benefit
- UK Visas and Immigration (information on immigration and visas)
- General Medical Council (GMC) - for medical graduates, to process and maintain registration with the GMC

- General Dental Council (GDC) - for dental graduates, to process and maintain registration with the GDC
- The Students' Union (Bristol SU) – the University will provide Bristol SU with student personal data to allow it to create and manage its membership list
- JISC Plagiarism Detection Service (Turnitin)
- External accommodation providers - where student accommodation is provided on behalf of the University
- Research councils
- Agents assisting the University with international admissions (this may include the disclosure of personal data outside the European Economic Area)
- External auditors
- External examiners
- Other higher education institutions, partners or research organisations where a student's programme is being run collaboratively
- Third parties performing administrative functions on behalf of the University (acting as data processors)
- Police and other investigative agencies – only where the disclosure of personal data would assist with the investigation of a crime or other alleged misconduct. Such disclosures will be necessary and proportionate to the aims of the investigation
- Organisations seeking student views to enable the University to endeavour to improve the experience offered to students e.g. National Student Survey
- The Government and local authorities during information gathering exercises when the University is legally obliged to provide data
- Potential employers and other educational institutions requesting a reference for a current or past student (consent is implied by providing the University's details as a referee). This includes confirmation of awards.

This is not an exhaustive list and such third parties may have access to student data only for the purpose of performing their function. Any disclosures to third parties not listed here will be made only where there is a legitimate reason to do so and in accordance with the law.

The University may also use third party companies as data processors to carry out certain administrative functions on behalf of the University. If so, a written contract will be put in place to ensure that any personal data disclosed will be held in accordance with the Data Protection Act and have appropriate security measures in place.

Parents, family members and guardians are considered to be third parties and no student personal data will be disclosed unless consent is received from the

student or the disclosure is otherwise in accordance with the Data Protection Act.

Collaborative programmes of doctoral training

Please be aware that if you are applying for or enrolling on a collaborative programme of doctoral training (such as those listed on the [Bristol Doctoral College website](#)) then the University will need to make some further uses and disclosures of your personal data to administer your place on the programme. For further information, please see the relevant [Data Protection Statement](#).

Email

Email for students is provided by a third party. This requires the University to disclose some personal data (name and email address) to this third party. This personal data will be held in accordance with the Data Protection Act and will be stored either in the EU or, if stored outside the EU, with a level of protection deemed adequate for the rights and freedoms of data subjects in relation to the processing of their personal data.

Students using the service are also subject to the third party's terms of use and privacy policy and are notified of these terms when issued with their account.

Student responsibilities

Students processing personal data do not fall under the terms of the University's notification with the Information Commissioner's Office and must ensure that any personal data collected by in the course of their University work is held in accordance with the [Data Protection principles](#). Any research involving the use of personal data should only be conducted following an ethical review. Students are also subject to the [University's Information Security Policy](#).

Students also have a responsibility to ensure their personal details are up to date. This can be done online at [Student Info](#).

UCard (University ID card)

The [UCard Privacy Policy](#) sets out how personal data, and other information related to the UCard, is handled.

CCTV

The University operates CCTV around its properties for security and crime detection purposes. For further information, please see the University's [CCTV Code of Practice](#).

Accessing your personal data

A [subject access request](#) may be made under the Data Protection Act to gain access to your personal data.

Retention

Student files will normally be held for six years after a student has left the University. Basic information (including name, date of birth, attendance dates and award) about students will be retained indefinitely after a student has graduated or left the University.

Alumni

On graduation, students will automatically become members of the University alumni and may receive information relating to alumni activities, such as news, events and fundraising opportunities. There is further information available about the benefits of being a Bristol alumnus on the [Campaigns and Alumni Relations Office website](#).

To opt out of receiving such information please send an email to: alumni-change@bristol.ac.uk

Further information

The [Information Commissioner's Office](#) regulates the use of personal data in England and Wales.

For any queries regarding Data Protection, please contact the Information Governance Manager at: data-protection@bristol.ac.uk

4. Student Complaints Procedure

1 Introduction

1.1 A complaint is an expression of dissatisfaction by one or more students about action or lack of action by the University, or about the standard of service provided by or on behalf of the University. The University aims to operate a fair and transparent student complaints procedure and students will not suffer any detriment by making a complaint.

1.2 Wherever possible, concerns raised by students should be resolved informally without recourse to formal procedures. If a student has a complaint about any aspect of University life, it should be raised with an appropriate person at the earliest opportunity. Faculties, schools and divisions that provide services to students should inform students who to contact in the first instance if they have a complaint.

1.3 If the student is unable to resolve the complaint informally, or is dissatisfied with the outcome, this complaints procedure shall be followed. Complaints by students with a registered disability about the provision of reasonable adjustments for teaching and assessment shall be given priority and dealt with urgently, in order to prevent prejudice to the student that might be caused by any delay.

1.4 The complaints procedure involves two stages:

(i) The Local Stage

(ii) The University Stage

1.5 Students may raise complaints jointly.

1.6 Complaints must be brought promptly. The University will not accept complaints that are made longer than 90 days after the matters complained about, unless there is good reason for the delay.

1.7 Any registered student may bring a complaint under this procedure. A former student may also bring a complaint under this procedure within 90 days after the matters complained about, but only if the complaint could not reasonably have been brought while he or she was a registered student.

1.8 Anonymous complaints may only be accepted at the discretion of the University Secretary.

1.9 Complaints about decisions of an academic body on student progress, assessment and awards may not be brought under this procedure and may only be raised under the academic appeals procedure set out in the Examination Regulations. Complaints about teaching and supervision will not be considered in an academic appeal unless they were raised by the student promptly at the time they first arose and pursued under this procedure.

1.10 Claims for compensation for personal injury cannot normally be brought under this procedure, but may be accepted at the discretion of the University Secretary.

2 Early Resolution

2.1 It is expected that a person to whom a complaint is brought informally should seek to resolve any concerns that have been raised. If following discussion of the concerns, or where the concerns raised involve interpersonal relationships, he or she considers it appropriate, he or she may recommend that a facilitated discussion takes place or that the matter is referred to mediation. Both of these are voluntary and will only take place if all parties agree. However the University encourages the early resolution of issues through these means where appropriate.

2.2 Where appropriate, the person to whom a complaint is brought informally may refer the concerns to be dealt with under the Acceptable Behaviour Policy or the appropriate disciplinary procedures.

3 The Local Stage

3.1 Where early resolution of the complaint is not possible, the student may invoke the Local Stage by completing a Complaint Form and submitting it to the Student Complaints Officer (0117 394 1820, internal extension 41820, email student-complaints@bristol.ac.uk). The Student Complaints Officer will act impartially and will be able to give advice to students about any procedural matters. Students may also obtain advice from the Students' Union as set out in section 8 of this procedure.

3.2 The Complaint Form should set out details of the complaint and state the remedy sought. Any evidence on which the complaint is based should be submitted with the Complaint Form.

3.3 On receipt of the Complaint Form the Student Complaints Officer will refer the complaint to an appropriate person for consideration at the Local Stage. In the case of complaints relating to academic matters, this will normally be the Faculty Education Manager or Faculty Education Director. Complaints about other services will be referred to an appropriate member of staff in Professional

Services. In some cases, the Student Complaints Officer may be able to resolve the student's complaint without recourse to the Local Stage.

3.4 The person considering the complaint at the Local Stage may decide to meet with the student to discuss the complaint. If so, the student may bring an adviser, friend or representative to the meeting.

3.5 The outcome of consideration at the Local Stage will be conveyed to the student in writing. The University aims to complete the Local Stage within 30 days of the submission of the complaint.

4 The University Stage – Complaint Review Panel

4.1 If it has not been possible to resolve the complaint at the Local Stage or if the student remains dissatisfied with the outcome, he or she may request that the complaint is progressed to the University Stage.

4.2 The student should make the request in writing to the Student Complaints Officer within 14 days of receipt of the Local Stage outcome.

4.3 Upon receipt of the request, the Student Complaints Officer shall refer the complaint to a Complaint Review Panel. The University aims to convene the Review Panel within 30 days of the student's request to the Student Complaints Officer.

4.4 The Complaint Review Panel shall normally consist of three senior members of University staff who have had no prior involvement with the complaint. The proceedings of the Review Panel will not involve a hearing.

4.5 The Review Panel will consider the complaint and may:

- a) ask the parties to reconsider any decision not to enter into mediation;
- b) refer the matter back to the Local Stage or to another appropriate person with an instruction or recommendation for resolution. If the instruction or recommendation is not carried out, the student may refer the matter back to the Review Panel for reconsideration;
- c) dismiss the complaint, giving reasons, and issue a Completion of Procedures letter;
- d) recommend that a Committee of the Board of Trustees be appointed to hear the complaint.

4.6 The University Secretary will appoint a clerk to the Review Panel. The role of the clerk shall be to prepare the documentation, take a note of the Panel's deliberations and advise the Panel on the applicable regulations and procedures. The outcome of consideration by the Review Panel will be conveyed to the student in writing.

5 The University Stage – Committee of the Board of Trustees

5.1 If the Review Panel recommends that a Committee be appointed to hear the complaint, the Board of Trustees will appoint a Committee, which shall normally consist of three members and which may include among its members Trustees, University staff who are not Trustees, and persons from outside the University. At the request of the student, the Board of Trustees may appoint a Students' Union officer as an additional member. In the event of the Committee being divided in its view, the Chair will have a casting vote.

5.2 The University Secretary will appoint a clerk to the Committee. The role of the clerk is to assist the Committee by collating the evidence, preparing the documentation, making arrangements for the hearing, taking a note of the proceedings and advising the Committee on the applicable regulations and procedures.

5.3 The clerk may on behalf of the Committee ask for written witness statements or documents such as medical certificates to be produced in advance of a hearing. The student will be entitled to see all statements and documents seen by the Committee.

5.4 The student is entitled to be present at hearings of the Committee, and to be accompanied by an adviser, friend or representative. The Students' Union employs student advisers who may be asked to act in this capacity. If a complaint is being made against a particular person, he or she is also entitled to attend hearings and to be accompanied by an adviser, friend or representative. In the event that either party is without good reason unable to attend, the hearing will either be held in that party's absence or rescheduled. If the party concerned has good reason for non-attendance the hearing will be rescheduled.

5.5 The order of any hearing will be at the discretion of the Committee, which may ask for enquiries to be undertaken and witnesses to attend. The Committee may ask questions of anyone present. The student will be given a full opportunity to state his or her case, and will be able to address the Committee at the conclusion of any evidence that has been presented.

5.6 The Committee will report to the Board of Trustees, setting out its findings and any recommendations, and a copy of the report will be sent to the student and to any person against whom the complaint was made.

6 Confidentiality

If information is to be kept confidential, the student should make this clear to the person to whom a complaint is made. Students should understand that in exceptional circumstances it may be difficult for confidentiality to be respected, for instance where a criminal offence has been disclosed. Students should also understand that in some circumstances the demand for confidentiality may make it difficult for the University to assist them with their complaint.

7 Nominees

Unless the context indicates otherwise, an Officer of the University may act through his or her nominee.

8 Support from the Students' Union

The Students' Union offers support to students who are encountering difficulties, and the Union can raise issues which affect a number of students at one of the regular meetings of the University's Student Affairs Committee. The Union also provides a free and confidential student advice and representation service available at <http://www.bristolsu.org.uk/justask>.

9 Office of the Independent Adjudicator for Higher Education (OIA)

If the student is still dissatisfied, he or she may take the case to the Office of the Independent Adjudicator for Higher Education, which provides an independent scheme for the review of student complaints. The OIA will consider cases only when the University's own internal complaints procedure has been exhausted. It will not intervene on matters which turn purely on academic judgment.

Further information about this scheme is available at www.oiahe.org.uk.

10 Quality Assurance Agency for Higher Education (QAA)

The QAA Concerns Scheme was set up to investigate concerns about how higher education providers manage their academic standards, the quality of learning opportunities, and the information that they make available about their provision. It does not resolve individual complaints against providers and is unable to provide redress or compensation to any individual submitting a complaint. However, the QAA can look at individual complaints for evidence of broader failings in the management of academic quality and standards, and where it considers that these indicate serious systemic or procedural problems, it will investigate them as concerns. The aim of an investigation by the QAA under the Concerns Scheme is to safeguard and improve the overall quality of UK higher education by addressing weaknesses within a particular higher education provider. Students seeking individual redress or compensation should contact the OIA.

Revised version approved by Council 3 July 2015.

5. Student Disciplinary Regulations

1. Preliminary Matters

1.1. Authority for the Regulations

These Regulations are made under Statute 21.11 of the University of Bristol, by which Senate has the power to provide for the discipline of the students of the University.

1.2. Other disciplinary procedures

Once disciplinary proceedings have been taken against a student under these Regulations, no disciplinary action may be taken against the student under other disciplinary rules or regulations within the University (other than professional fitness to practise procedures) for the same misconduct. For the avoidance of doubt, where disciplinary proceedings have been taken against a student under other disciplinary rules or regulations within the University (such as professional fitness to practise procedures), disciplinary action may be taken against the student under these Regulations for the same misconduct.

1.3. The Vice-Chancellor may act through a nominee

Unless the context indicates otherwise, references within these Regulations to the Vice-Chancellor shall be construed to refer either to the Vice-Chancellor or to a person or persons nominated by them to act on their behalf, usually the Pro-Vice-Chancellor (Education).

2. Misconduct

2.1. Right of the University to take disciplinary measures

Any student studying or registered at the University of Bristol shall be subject to disciplinary measures if they are found to be guilty of misconduct as defined below.

2.2. Definition of misconduct

Any act or omission, whether occurring on University premises or elsewhere, which improperly interferes with the functioning or activities of the University or of those who work or study in the University, or otherwise improperly damages the University or its reputation, shall constitute misconduct under these Regulations, including but not limited to the following:

- a. Any conduct which constitutes a criminal offence;
- b. Disruption of, or improper interference with, the academic, administrative, sporting, social or other activities of the University;

- c. Obstruction of, or improper interference with, the functions, duties or activities of any student or member of staff of the University, or any visitor to the University;
- d. Violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language, whether expressed verbally or in writing, including in electronic form;
- e. Bullying, harassment or unacceptable behaviour of any student or member of staff of the University, or any visitor to the University, on the grounds of sex, race, religion or belief, disability, sexual orientation, gender reassignment, age or other grounds;
- f. Fraud, deceit, deception or dishonesty in relation to the University or its staff, students or visitors;
- g. Cheating or plagiarism in academic course work or in examinations;
- h. Theft, misappropriation or misuse of University property, or the property of the University's staff, students or visitors, including computer misuse;
- i. Misuse or unauthorised use of University premises;
- j. Damage to University property, or the property of the University's staff, students or visitors, caused intentionally or recklessly;
- k. Action likely to cause injury or impair safety on University premises, at University organised events or on any other site associated with the University;
- l. Failure to respect the rights of others to freedom of belief and freedom of speech;
- m. Breach of the provisions of any University code, rule or regulation, including any student code of conduct;
- n. Failure to disclose personal details to a member of staff of the University in circumstances in which it is reasonable to require that such information be given;
- o. Failure to comply with a reasonable instruction relating to discipline, issued by the Vice-Chancellor or the Registrar, or by a member of staff acting with the authority of the Vice-Chancellor or the Registrar.

3. Misconduct in student residences and in the community

3.1. Local rules and regulations

The Deputy Registrar (Academic Services) and the Director of Residential and Hospitality Services are authorised to draw up and publish local rules and regulations for student behaviour in University residences and in the community.

3.2. Breaches of local rules and regulations

The following persons are authorised to exercise summary disciplinary jurisdiction and to impose penalties for breaches of local rules and

regulations for student behaviour in University residences and in the community:

- a) The Head of Student Residential Life and the Head of Accommodation Services in respect of misconduct in accommodation in the community;

www.bristol.ac.uk/accommodation/community

- b) The Head of Student Residential Life and Wardens in respect of misconduct relating to University residences;
- c) The Head of Student Residential Life in respect of misconduct in the community outside of accommodation, such as misconduct due to intoxication, violent and disorderly behaviour.

Only the persons listed above have the authority to issue formal written warnings in relation to their respective areas of responsibility.

The persons listed above will report annually at the end of each academic year to the Secretary's Office with details of all misconduct dealt with and penalties imposed under this section.

The Secretary's Office may provide guidance to assist these persons to deal with disciplinary matters within their jurisdiction.

3.3. Penalties for breaches of local rules and regulations

If a student is found guilty of a breach of local rules and regulations for student behaviour in University residences and in the community, the persons described in section 3.2 of these Regulations may impose one or more of the following penalties:

- a. A written reprimand;
- b. A caution, which means that no penalty is imposed, but if the student is found guilty of misconduct on a subsequent occasion in the following twelve months (or some other specified period), they will then be dealt with for both offences;
- c. A fine not exceeding £100;
- d. The requirement to pay a reasonable sum by way of compensation for identified and quantified loss;
- e. The requirement to give and comply with a written undertaking as to future behaviour;
- f. Exclusion, either permanently or for a specified period, from the use of a specified University service or facility (including specified residential facilities) to which the misconduct relates;

- g. The requirement to perform unpaid services for the University or local community for a maximum of 20 hours;
- h. In the case of serious misconduct, referral to a Disciplinary Committee appointed under section 7 of these Regulations, which in addition to the penalties above may exclude, suspend or expel a student;
- i. In the case of a breach or misconduct which is also a criminal offence, referral to the police;
- j. The requirement to attend a specified course or programme and to pay the reasonable cost as determined at the relevant time by the University.

Where the breach or misconduct is also a breach of the terms of residence of University accommodation, the student may be referred to the Director of Residential and Hospitality Services, who may take steps to evict the student.

3.4. Referral of cases to the Vice-Chancellor

The following cases will be referred to the Vice-Chancellor for consideration:

1. Any second act of misconduct;
2. Any misconduct constituting a criminal offence or where a student has been arrested by the Police.

3.5. Right of appeal

A student on whom a penalty is imposed under section 3.3 of these Regulations may appeal against the finding of guilt or the imposition of the penalty. Appeals must be submitted in writing to the University Secretary within fourteen calendar days of notification of the penalty. Upon receipt of the appeal, the Secretary's Office will arrange for it to be considered by a University Officer or a member of the academic staff who is also a member of Senate or a senior administrative officer not previously associated with the case. The person considering the appeal may reject the appeal and confirm the original penalty, uphold the appeal, or refer the case to a Committee of the Board of Trustees, established under the procedures set out in Section 10 of these Regulations.

4. Involvement of the Police and Criminal Courts

4.1. Misconduct which is also a criminal offence

The following procedures apply where alleged misconduct is reported to the Vice-Chancellor, and the misconduct, if proved, would also constitute an offence under the criminal law.

4.2. Offences that may be dealt with internally

Where the Vice-Chancellor considers it appropriate, having regard to the seriousness of the alleged misconduct, the matter may be dealt with internally. If the offence is reported to the police, the Vice-Chancellor may at their discretion defer action until the police and courts have dealt with the matter.

4.3. Other offences

In all other cases, no internal disciplinary action other than suspension from the University pending hearing or trial under Section 5 of these Regulations will normally be taken until the matter has been reported to the police, and either a prosecution has been completed or a decision not to prosecute has been taken.

Students who are subject to a police investigation and prosecution are required to inform the University if charged with a criminal offence or once police or court involvement has come to an end and also of the outcome of the investigation or prosecution. Failure to do so may be treated as misconduct and may be dealt with under these Regulations.

4.4. Offences which are not reported to the police

The University has the right to report any criminal offence to the police. However, if a person claims to be the victim of an offence committed by a student, but does not wish the police to be involved, the Vice-Chancellor may at their discretion agree not to report the matter to the police. In such circumstances the University will not normally proceed with internal disciplinary measures for the offence, although it may take disciplinary action over other related offences.

4.5. Imposition of penalty after sentence imposed by a criminal court

Where a finding of misconduct has been made under these Regulations, and a student has also been sentenced by a criminal court on the same facts, the penalty imposed by the criminal court will be taken into account in deciding the penalty under these Regulations.

5. Suspension pending hearing or trial

5.1. Power to suspend

A student who is the subject of a complaint of misconduct, or against whom a criminal charge is pending, or who is the subject of police investigation, may be suspended from the University by the Vice-Chancellor, pending the conclusion of the disciplinary or any criminal process.

5.2. Definition of suspension pending hearing or trial

A student who is suspended from the University pending hearing or trial has restricted rights to enter University premises and to take part in University activities. The terms of the suspension will be notified in writing to the student. An order of suspension may include a requirement that the student shall have no contact with a specified person or persons. The order of suspension shall identify the extent (if any) to which the student's status as a member of the University is affected.

5.3. Orders to be made for protection only

Orders of suspension pending hearing or trial are to be used only where the Vice-Chancellor considers it necessary to protect a member or members of the University community, or the property of the University or the property of a member or members of the University community. Written reasons for the decision will be recorded and made available to the student.

5.4. Representations

Unless the matter is deemed to be urgent by the Vice-Chancellor, no student shall be suspended pending hearing or trial unless they have been given an opportunity to make representations to the Vice-Chancellor. The representations may be made in person or in writing, as the student chooses, and may be put forward by the student or by the student's adviser, friend or representative. In cases deemed to be urgent by the Vice-Chancellor, a student may be suspended with immediate effect. An opportunity will be given to the student to make representations as soon as reasonably practicable.

5.5. Initial review

A decision to suspend a student pending hearing or trial shall be subject to review at the request of the student after four weeks. Such a review will not involve a hearing, but the student, either personally or through their adviser, friend or representative, will be entitled to make written representations. The review will be conducted by the Vice-Chancellor and the outcome of the review will be communicated to the student.

5.6. Periodic review

In addition to the initial review, the Vice-Chancellor shall review the suspension on receipt of evidence of altered circumstances which might affect the order.

6. Summary Procedure

6.1. Dismissal

Allegations made by staff, students or members of the public of misconduct under these Regulations should be made to the University Secretary, who will refer them to the Vice-Chancellor. The Vice-Chancellor may dismiss the complaint immediately if they believe that there is no case for the student to answer, or that it is for some other reason appropriate to do so.

6.2. Preliminary interview

If the complaint is not so dismissed, the Vice-Chancellor will interview the student before any other steps are taken under these Regulations. The student will normally be made aware of the allegations before the interview. At the interview the student may be accompanied by a friend or representative. The purpose of the preliminary interview is for the Vice-Chancellor to hear the student's initial response to the allegations of misconduct. Following the preliminary interview, the Vice-Chancellor may decide to take no further steps under the disciplinary procedures in respect of the allegations, or may find that there is no case for the student to answer, and will write to the student accordingly.

6.3. Failure to attend a preliminary interview

If a student fails to attend a preliminary interview without good reason for their failure to attend, the Vice-Chancellor may deal with the case summarily in the student's absence.

6.4. Decision to deal summarily

If following the preliminary interview the Vice-Chancellor decides to take further action in respect of the allegations of misconduct, the following principles shall apply:

- a) If the student agrees, the Vice-Chancellor may deal with the case summarily, without recourse to a Disciplinary Committee, provided that they consider that it is appropriate to do so. The Vice-Chancellor will normally decide to deal with a case summarily only where there is an admission of guilt from the student.
- b) In all other cases the Vice-Chancellor will refer the case to a Disciplinary Committee under section 7 of these Regulations.

6.5. Procedure

If the matter is dealt with summarily, the Vice-Chancellor will consider written or oral evidence as they think fit. The Vice-Chancellor will find the

student guilty of misconduct if, on the balance of probabilities, they are satisfied of the student's guilt. If a finding of guilt is made, they may impose any of the penalties set out in Section 8.3 of these Regulations, other than expulsion from the University.

6.6. Report

At the termination of the proceedings, the Vice-Chancellor will write a short report. In the event of a finding of guilt, the report will set out the misconduct alleged, a brief summary of evidence received, the grounds for the finding of guilt, the penalty imposed, and the factors taken into account in deciding the penalty. A copy of the report will be sent to the student. Where the misconduct relates to examinations or other assessed work the report may contain recommendations under Section 8.4 of these Regulations, and a copy of the report will also be sent to the appropriate Board of Examiners.

6.7. Referral to a Disciplinary Committee

If the Vice-Chancellor does not consider it appropriate to deal with the matter summarily, or if the student does not agree to its being dealt with in that way, then it shall be referred to a Disciplinary Committee, under the procedure set out in Section 7 of these Regulations.

7. Disciplinary Committee

7.1. Composition

The Vice-Chancellor will appoint the members of the Disciplinary Committee, and invite one of them, who shall not be a student member, to act as its Chair. The Committee will have three or five members, at the discretion of the Vice-Chancellor. The members will normally include both a member of the academic staff of the University and a student of the University. If a student is appointed to the Committee they will usually be an officer of the Students' Union. If it is inappropriate or impractical to appoint a Union officer, the student member will be a representative on Senate. Members of the Committee may be appointed from outside the University. The Vice-Chancellor shall have regard to the need to ensure that all members of the Committee are impartial. The Disciplinary Committee should not normally include members of the Board of Trustees, as an appeal from a decision of the Disciplinary Committee is heard by a Committee of the Board of Trustees under Section 10 of these Regulations.

7.2. Assistance to the Committee

The University Secretary or their nominee will act as clerk to the Committee, to give advice and to assist the Committee as it thinks fit. The Secretary will

arrange for a note of the proceedings to be taken. The Committee may seek advice from a qualified lawyer.

7.3. Representation for the student

The student may be present at all disciplinary hearings, and may be represented by an adviser, friend or other representative. If a student does not attend without good reason for their failure to attend, the hearing may take place in the student's absence.

7.4. New hearing

The Committee will rely only on evidence presented at the hearing. The deliberations and decisions of anyone previously considering the matter shall be irrelevant for the Committee's purposes.

7.5. Standard of proof

The Committee will find a student guilty of misconduct if, on the evidence before it, it is satisfied on the balance of probabilities of the student's guilt. This means that the Committee must be satisfied that, on the evidence available, the student's guilt is more likely than not.

7.6. Majority verdict

If the members of the Committee cannot agree, the verdict of the Committee will be that of the majority of its members.

7.7. Procedure

Subject to the provisions of these Regulations, the order of proceedings shall be at the discretion of the Committee. Members of the Committee may ask questions of any witness. The Committee may ask for additional enquiries to be undertaken, and may call for additional witnesses to attend

7.8. Joint hearings

If two or more students are involved in related misconduct, the Committee may at its discretion deal with their cases together.

7.9. Witness evidence

Witness evidence presented at the hearing will normally be oral, given by witnesses appearing in person. The Committee may accept a witness's written statement in evidence where the student agrees that the witness need not attend, or where it is impracticable for the witness to attend, or

where in the opinion of the Committee it is for some other reason in the interests of justice to do so.

7.10. Presentation of the case

The Vice-Chancellor will appoint a member of the academic staff or a lawyer to present the allegation against the student.

7.11. Written allegations

The Secretary or their nominee, on behalf of the Committee, will ask the case presenter to set out the allegation or allegations in writing in advance of the hearing. A copy will be sent to the student at least two weeks before the hearing.

7.12. Written witness statements in advance of the hearing

The Secretary or their nominee, on behalf of the Committee, may call for written witness statements in support of the allegation in advance of the hearing. If such statements are obtained, members of the Committee will be entitled to see them in advance of the hearing and copies will be made available to the student and to the case presenter at least one week before the hearing.

7.13. Documentary evidence

Any documentary evidence must be submitted in advance of the hearing and copies will be made available to members of the Committee and to all parties at least one week before the hearing. Evidence submitted late will only be admitted with the permission of the Committee on the advice of the Secretary.

7.14. Opening and closing addresses

The case presenter shall be entitled to address the Committee before calling witnesses, and at the conclusion of the evidence called on behalf of the student. The student, or their representative, may address the Committee before calling witnesses and after the case presenter's final address.

7.15. Submission that there is no case to answer

At the conclusion of the evidence in support of the allegation against the student, the student, or their representative, may submit that no case has been made out against the student which requires an answer. The case presenter has the right to reply. If the Committee finds on the evidence that there is no case for the student to answer, it must dismiss the allegation.

7.16. Time limits

The Committee may impose time limits on oral addresses and submissions.

7.17. Witnesses in support of the allegation

The allegation against the student will be put first. The case presenter will ask questions of each witness giving evidence in support of the allegation. These must not be leading questions. The witness may be cross-examined by the student or their representative. Witnesses may be re-examined, but concerning only those matters raised in cross-examination, for the purpose of clarification.

7.18. Witnesses against the allegation

If the case proceeds, the student may then give evidence. At the conclusion of the student's evidence they may be cross-examined by the case presenter. The student may give evidence to clarify matters raised in cross-examination. The student, or their representative, may then call further witnesses, who may be similarly cross-examined and re-examined.

7.19. Recall of witnesses

A witness may be recalled to give further evidence only with leave of the Committee.

7.20. Relevance

The Committee will refuse to admit evidence that is in its opinion irrelevant to the issues raised.

7.21. Adjournments

The Committee shall have power to adjourn a hearing to another date, as it thinks fit.

7.22. Report

At the termination of the proceedings, the Chair will write a report on behalf of the Disciplinary Committee. In the event of a finding of guilt, the report will set out the misconduct alleged, a brief summary of evidence received, the grounds for the finding of guilt, the penalty imposed, and the factors taken into account in deciding the penalty. A copy of the report will be sent to the

student and to the Vice-Chancellor. Where the misconduct relates to examinations or other assessed work the report may contain

recommendations under Section 8.4 of these Regulations, and a copy of the report will also be sent to the appropriate Board of Examiners.

7.23. Vice-Chancellor's right to stop the proceedings

The Vice-Chancellor has the power to suspend the activity of the Disciplinary Committee at any time, and to stop the proceedings against the student, if they believe it to be appropriate to do so.

8. Penalties

8.1. Imposition of penalties

If a student is found guilty of an allegation of misconduct, one or more penalties may be imposed by the Vice-Chancellor in the case of matters dealt with summarily, or by the Disciplinary Committee in other cases. The penalties are set out below. A student may not be expelled following an allegation heard under the summary procedure. The student or their representative shall be entitled to make representations in mitigation before the penalty is decided.

8.2. Matters to be considered

When determining penalties, consideration will be given to the seriousness of the misconduct, the circumstances of the misconduct, and the means and general personal circumstances of the student.

8.3. Types of penalty

A student found guilty of misconduct may be:

- a. Absolutely discharged, which means that although the student may be technically guilty of the misconduct alleged, no blame should be attached to their actions;
- b. Admonished;
- c. Cautioned, which means that no immediate punishment is imposed, but if the student is found guilty of misconduct on a subsequent occasion in the following twelve months, or some other specified period, they will then be dealt with for both offences;
- d. Conditionally discharged, which means that no immediate punishment is imposed, subject to the student fulfilling certain stipulated conditions including future good behaviour over the following twelve months or some other specified period. If the conditions are not met, a punishment may be imposed following a further hearing;
- e. Fined up to a maximum of £800. This maximum figure will be subject to periodic review by Senate;
- f. Required to write a letter of apology to a specified person or persons;

- g. Required to attend a specified course or programme and to pay the reasonable cost as determined at the relevant time by the University.
- h. Required to pay a reasonable sum by way of compensation for identified and quantified loss;
- i. Required to perform unpaid services for the University community to a maximum of 40 hours;
- j. Required to have no contact, or restricted contact, with a specified person or persons;
- k. Suspended from enjoying specified privileges for a fixed period of time;
- l. Excluded from the University for a fixed period of time, up to a maximum of twelve months. A student who is excluded from the University has restricted rights to enter University premises, and to participate in University activities. The terms of the exclusion will be notified to the student in writing. An order of exclusion does not affect the student's status as a member of the University;
- m. Suspended from the University for a fixed period of time, up to a maximum of twelve months. A student who is suspended ceases to be a member of the University for the duration of the suspension and is prohibited from entering University premises, and from participating in University activities. Suspension may be subject to qualification, such as permission to take an examination. The terms of the suspension will be notified to the student in writing;
- n. Expelled from the University, which means that the student ceases to be a member of the University, and loses all rights and privileges of membership;

8.4. Suspended Penalty

Any of the above penalties may be suspended for a fixed period of time. If the student is found guilty of subsequent misconduct within that period the suspended penalty will immediately take effect.

8.5. Additional penalties relating to misconduct in connection with examinations or other assessed work

8.5.1 Taught programmes

Where misconduct relates to examinations or other assessed work, a recommendation may be made to the appropriate Board of Examiners that it should impose one or more of the following additional penalties:

- a) Award the student lower marks than those which they would otherwise have been awarded, or award no marks, for the examination or assessed work in which the student committed the offence;

- b) Award the student lower marks than those which they would otherwise have been awarded, or award no marks, for the unit of which the examination or assessed work was part;
- c) Award the student a lower class of degree or other academic award than that which they would otherwise have been awarded;
- d) Exclude the student from the award of a degree or other academic award. This may be either permanent or for a stated period, and may be absolute or subject to compliance with stipulated requirements.

8.5.2 Research programmes

Where misconduct relates to assessed work, one of the following recommendations may be made to the Research Degrees Examination Board:

- a) The student is given the opportunity to remove the sections of work the misconduct relates to, amend and resubmit their work within a specified timescale;
- b) The student fails and is not given the opportunity to resubmit for a further award.

8.6 Recording and reporting of penalties

If found guilty of misconduct, details of the misconduct and the penalty imposed will be sent to the student's school and faculty. A record will also be made on the student's central university file. The record will be kept on the student's files for at least one year after graduation and may be referred to for the purpose of references.

The Secretary's Office will keep a record of student misconduct and penalties imposed and will report to Senate annually.

9. Mental illness

9.1. Adjournment for a medical report

If it appears to those considering an allegation of misconduct that the student in question is experiencing mental illness, the proceedings may be adjourned for the preparation of a medical report.

9.2. Evidence of mental illness

If there is medical evidence that the student is experiencing mental illness, those dealing with the case may suspend or terminate the proceedings, if it is felt appropriate to do so. It may be made a condition of suspension or termination of the proceedings that the student seek medical treatment.

9.3. Fitness to Study Policy

If disciplinary proceedings are suspended or terminated under section 9.2, the Fitness to Study Policy may be invoked and used as appropriate.

10. Appeals

10.1. Right to appeal against a finding of guilt

A student may appeal against a finding of guilt. The appeal must be made to the University Secretary within fourteen calendar days of the conclusion of the proceedings. The student must set out in writing the grounds on which the appeal is based. The student is encouraged to seek assistance from the Students' Union Advice Service when preparing the letter of appeal.

The appeal will be heard by a Committee of the Board of Trustees constituted under the provisions set out in the Student Complaints Procedure.

10.2. Nature of appeal against a finding of guilt

There will be no entitlement to a rehearing of the case, which will be allowed only in exceptional circumstances. Those hearing the appeal may overturn the finding of guilt where they consider it just to do so. In particular, a finding may be overturned in the light of new evidence; or where it is considered that the original hearing was not conducted fairly; or where the finding of guilt was unreasonable in the light of the findings of fact. The student may present the appeal in person or in writing, and may be represented by an adviser, friend or other representative.

10.3. Right to appeal against imposition of penalty

A student may appeal against a penalty imposed following a finding of guilt. The appeal must be made to the University Secretary within fourteen days of the conclusion of the proceedings. The student must set out in writing the grounds on which the appeal is based. The appeal will be heard by a Committee of the Board of Trustees constituted under the provisions set out in the Student Complaints Procedure.

10.4. Nature of appeal against imposition of penalty

Those hearing an appeal against penalty may impose a lesser or greater penalty, having considered whether the original penalty imposed was fair and reasonable in the light of all the circumstances of the case, and the student's means and general personal circumstances.

Amended by
Senate June 2016

6. Student Fees Regulations

1. Payment of fees: due date
 2. Payment by instalments: Tuition fees
 3. Payment by instalments: Accommodation fees
 4. Payment by a third party
 5. Late payment of tuition or accommodation fees
 6. Difficulty with payment
 7. Payment of interest or administrative charges
 8. Reinstatement on payment of full tuition fees
 9. Early withdrawal or suspension of studies
 10. Other important information
 11. Appeal process
-

1 Payment of fees: due date

Tuition fees become due on the first day of your programme of study.

Accommodation fees become due when you arrive to take up your place in University accommodation.

2 Payment by instalments: Tuition Fees

If you are paying your tuition fees direct to the University, you may pay the full amount in a single payment or you may make two instalment payments. The amounts and due dates of instalment payments are published in advance on the [University's website](#).

The preferred method of payment is via the University's online payments system by direct debit or credit/debit card although cheques, bank drafts and bank transfers will also be accepted.

Students who are undertaking a modular based postgraduate programme are required to pay in advance for each module. Instalment options are not available for these programmes.

3 Payment by instalments: Accommodation Fees

You may choose to pay accommodation fees in full or on a termly basis. Payment may be made online (the preferred method), by direct debit or credit/debit card, or by cheque, bank draft or bank transfer. The amounts and due dates of instalment payments can be found on your Acceptance of Student Accommodation Form.

4 Payment by a third party

If your fees are to be paid by the Student Loans Company or by a sponsor such as an Embassy, please ensure that all information is available to enable the appropriate invoices to be raised and for your sponsor to make payment on your behalf. It is your personal responsibility to ensure that your fees are paid.

5 Late payment of tuition or accommodation fees

If you become aware that your payment will be late, you must contact the Income Office to explain the position. If you are in genuine difficulty with payment, an authorised member of the Income Office will try to agree a plan of payment with you that you can afford.

If you fail to submit a payment plan or if your payment plan method fails, you will be contacted within two weeks of the expected payment date and asked to make immediate payment by another method. If this payment method also fails, you will normally be charged an administration fee.

If you fail to provide the University with a satisfactory response in the circumstances described above you will be sent a formal letter requesting that you contact the University Credit Control and Payables Manager ('the Credit Control Manager'). Your Faculty Office and academic school(s) will also be notified.

If you fail to respond, or if after contacting the Credit Control Manager you are unable to provide an acceptable payment plan, the University reserves the right to terminate your studies in the case of unpaid tuition fees or to require you to leave your accommodation in the case of unpaid accommodation fees. The University will then put any debt outstanding in the hands of a debt collector. Any additional costs incurred will be added to your account.

Students who continue to be in debt to the University for tuition fees at the end of the academic year will not be permitted to register for the following year of their programme until either the debt has been cleared or specific arrangements have been agreed with the Credit Control Manager for the settlement of the debt.

Members of the Student Funding Office can provide advice on additional funding that may be available to assist you.

6 Difficulty with payment

If you are experiencing difficulties in paying tuition or accommodation fees you should seek help at the earliest possible opportunity. Initially you should approach staff in the Student Funding Office. They will be able to provide

general advice as well as information about any additional funding that may be available. You may also wish to speak to a personal tutor, hall warden or the Students' Union for support and advice. It is important to keep the Income Office informed of developments (see above). The University will be sympathetic and assist where it can. However, in order to maintain the quality of teaching for everyone else, the University must act to recover debts.

7 Payment of interest or administrative charges

You will become liable to pay interest at 2.5% above UK clearing bank base rate per annum on the amount outstanding where payments are outstanding against your payment plan. Interest will run from the due date to the date when the fees are paid.

The Finance Office will review the student related debt ledger throughout the year and apply interest on a consistent basis annually.

An administration charge will normally be raised where your chosen method of payment is declined more than once. This will apply to each payment date.

8 Reinstatement on payment of full tuition fees

If you have been required to leave the University for non-payment of tuition fees, registration on your programme of study may be reinstated on payment in full of outstanding tuition fees before the end of the academic year in question. However, if you are consequently behind with your studies, you may have to repeat parts of the programme, thereby incurring further fees.

9 Early withdrawal or suspension of study

If you leave your programme of study early or suspend your studies for a significant period, claims for refunds of tuition fees may be made. Students are entitled to a full refund if a claim is made within the first four weeks of the start of the programme. Thereafter, any claims for a refund will be prorated on a weekly basis for undergraduate students and a monthly basis for postgraduate students. This includes all categories of students and sponsors including all undergraduates in receipt of a tuition fee loan. There is further information on tuition fees at www.bristol.ac.uk/fees-funding/tuition-fees.

If you leave your University accommodation early, the sum for which you are liable is set out in the Student Residence Conditions.

10 Other important information

- a. Students with debts relating to tuition or accommodation fees, to library, car parking or disciplinary fines, or any other outstanding debts to the

University, will be required to attend an interview with the Credit Control Manager to discuss these debts and make specific arrangements for their settlement.

- b. Students with tuition fee debts outstanding at the close of business seven days after the last day of the University summer term will not be permitted to graduate in the summer ceremony.
- c. Students with tuition fee debts outstanding at the close of business seven days after the last day of the University autumn term will not be permitted to graduate in the winter ceremony.
- d. A degree certificate will not be provided to any student who has tuition fees outstanding.

For the purposes of these Regulations, "tuition fees" includes tuition fees, bench fees and writing up fees.

11 Appeal process

If you are unhappy about any matter relating to fee levels or payments you should in the first instance contact the Income Office Manager, who is based in Senate House. If the matter remains unresolved, you may bring a complaint under the University's Student Complaints Procedure.

(see <http://www.bris.ac.uk/secretary/studentrulesregs/complaints.html>).

Contacts

Student Funding Office	student-funding@bristol.ac.uk	0117 331 7972
Income Office	student-fees@bristol.ac.uk	0117 331 7721
Credit Control Manager		0117 928 7908
Student Complaints Officer	student-complaints@bristol.ac.uk	0117 394 1820

Principles approved by Council 10 May 2000. Last updated August 2014.

Academic Matters

7. Examination Regulations

1. Nominees

Unless the context indicates otherwise, under these regulations a University officer or the chair of a board of examiners may act through his or her properly appointed nominee.

2. Conduct of formal examinations

2.1 Attendance

Failure to attend an examination without reasonable cause may result in the award of no marks for that examination. It is the responsibility of the student to be aware of the details of the examination timetable and to arrive at the venue in good time for an examination. The regulations governing the absence of students for medical or other cause are provided in the Regulations and Code of Practice for Taught Programmes.

2.2 Entering the examination room

Candidates may not normally enter the examination room to sit a written examination nor undertake the written examination in any other location after it has been in progress for more than thirty minutes. Late candidates will be referred to their home school¹ for advice on the next course of action.

2.3 Leaving the examination room

No candidate may leave the examination room within thirty minutes of the beginning of the examination, save in exceptional circumstances, and with the permission of the invigilator. In order to avoid disturbing other candidates, candidates may not leave the examination room during the last fifteen minutes of the examination, save in exceptional circumstances, and with the permission of the invigilator. The Regulations and Code of Practice for Taught Programmes cover the leaving of an examination by a student because of illness.

2.4 Supervised absence

No candidate may leave and return to the examination room during an examination unless supervised by an invigilator while absent.

2.5 Communication during the examination

Unless an invigilator has given permission otherwise, during the course of the examination a candidate may communicate with no other person but the invigilator.

¹ 'School' should be taken to mean 'School or Department', whichever is more appropriate, throughout the Examination Regulations

2.6 Permitted items and texts

A candidate may take to his or her desk only those items and texts that are permitted for the examination he or she is sitting. Advice about which objects other than writing implements are permitted may be found in the “Code of Conduct for Examinations” maintained by the Academic Registry. The interpretation of this Code is within the discretion of invigilators and students must follow their instructions. All non-permitted items must not be taken to the examination desk, but must be deposited elsewhere, as instructed by the invigilator.

It is the responsibility of the student’s faculty or school to provide guidance to students about items, for example calculators, they may take into examinations and the responsibility of the student to establish which items and texts are permitted. Such guidance should be provided in a format and location easily accessible to the student, including in student handbooks or on school websites and should indicate to students the circumstances in which it is likely they will be granted permission and the types of materials they may be allowed to use.

If the usual practice of the faculty or school is to allow students who do not have English as a first language to use a translation dictionary during written examinations, then the school should ensure that an “Authorisation for the use of dictionaries in examinations” form is completed and signed by the Head of School or nominee for each student. Where a student is studying across schools then the form should be signed by the Head of School for each of their units. This form should be returned to the student and it **MUST** be displayed on the examination desk when a dictionary is being used. Failure to display the authorisation will result in the confiscation of the material. All dictionaries used in examinations will be checked for annotations and markings and any dictionary deemed to contravene regulations will be removed from the student.

2.7 Distracting behaviour

Candidates may not behave in any way which is distracting to other candidates. A candidate who ignores a request from an invigilator not to behave disruptively may be required to leave the examination room. The candidate’s examination scripts will be submitted to the board of examiners as they were at the time when the candidate was required to leave. The invigilator will annotate the scripts with the time at which the candidate left, and submit a report to the chair of the board of examiners.

2.8 Examination scripts

It is the responsibility of the candidate to ensure that all his or her scripts are appropriately marked with an identifying name and number. No candidate may remove an examination script from the examination room. No candidate may remove any other examination materials without permission.

A school may invite a candidate to transcribe or dictate an illegible script. Any transcription or dictation must be verbatim, and the student should be asked to sign the transcript to confirm that it is a true copy of the original script. The transcription or dictation will be treated as part of the formal examination process. Schools may also invite the student to undertake an oral examination.

Where a student provides an answer to more questions than is required by the examination paper, the marker should mark all the answers and use the marks from the highest scoring answers to calculate the assessment mark.

2.9 Cheating

Cheating in an examination will be dealt with as a disciplinary offence under these regulations.

In addition it is a disciplinary offence for a candidate to:

- a. Have unauthorised items or texts that may be accessed from their desk in the examination room during the examination
- b. Make use of unauthorised items or texts during the examination
- c. Copy from the script of another candidate during the examination
- d. Dishonestly receive help from another person during the examination
- e. Dishonestly give help to another person during the examination
- f. Act dishonestly in any way, whether before, during or after the examination, so as to obtain an unfair advantage in the examination
- g. Act dishonestly in any way, whether before, during or after the examination, so as to assist another candidate to obtain an unfair advantage in the examination.

2.10 Suspicion of cheating during the examination

Should a candidate be suspected of cheating during the examination, the invigilator will confiscate any unauthorised material, indicate on the candidate's script that it has been confiscated due to suspected cheating, and remove the script. The candidate will then be given further examination books and permitted to complete the examination. The student must discuss the incident with the invigilator at the end of the examination. The invigilator will submit an incident report to the University Examinations Officer who will notify the chair of the school board of examiners from the student's home school.

3. Conduct in other assessed work

3.1 Work must be that of the student

3.1.1 Any thesis, dissertation, essay, or other coursework must be the student's own work and must not contain plagiarised material. Any instance of plagiarism in coursework will be treated as an offence under these regulations.

3.2 Plagiarism

3.2.1 Plagiarism is the unacknowledged inclusion in a student's work of material derived from the published or unpublished work of another. This constitutes plagiarism whether it is intentional or unintentional. "Work" includes internet sources as well as printed material.

3.2.2 Examples of plagiarism (this list is not intended to be exhaustive) include:

- Quoting another's work "word for word" without placing the phrase(s), sentence(s) or paragraph(s) in quotation marks and providing a reference for the source.
- Using statistics, tables, figures, formulae, data, diagrams, questionnaires, images, musical notation, computer code, etc, created by others without acknowledging and referencing the original source.
- Summarising or paraphrasing the work or ideas of another without acknowledging and referencing the original source. "Paraphrasing" means re-stating another author's ideas, meaning or information in a student's own words.
- Copying the work of another student, with or without that student's agreement.
- Collaborating with another student, even where the initial collaboration is legitimate, e.g., joint project work, and then presenting the resulting work as one's own. If students are unclear about the extent of collaboration which is permitted in joint work they should consult the relevant tutor.
- Submitting, in whole or in part, work which has previously been submitted for assessment at the University of Bristol or elsewhere, without fully referencing the earlier work. This includes unacknowledged reuse of the student's own submitted work.
- Buying or commissioning an essay or other piece of work and presenting it as a student's own.
- Unauthorised joint or group working on a piece of work that is to be assessed individually.

3.2.3 A student who knowingly allows their work to be copied will be treated with equal seriousness to the student by whom the work is copied.

3.3 Avoidance of plagiarism

3.3.1 Schools may provide further discipline-specific definitions of plagiarism and guidance on how to avoid it, including advice on proper referencing practice.

3.3.2 Schools must explicitly specify when joint or group working is permissible for an assessment.

3.3.3 Schools must explicitly specify when it is permissible to incorporate publicly available material into assessments (e.g. computer code snippets) and give explicit guidance on what is permissible and how it should be referenced.

3.3.4 It is the responsibility of the individual student to familiarise him- or herself with these regulations and with any guidelines issued by the school, to attend any relevant induction or other sessions and to avoid plagiarism.

3.4 Cases of bad academic practice

3.4.1 Where a marker detects minor irregularities within a piece of work, and feels that it is a case of poor academic practice rather than a deliberate attempt to deceive, appropriate other people's work or gain an unearned advantage, and where the student has not disregarded explicit instructions, the case should be referred to the unit director.

3.4.2 If the unit director agrees with the marker and feels that the poor academic practice may be addressed appropriately within the marking scheme for the unit, then no further process should be pursued.

3.4.3 In such cases explicit feedback should be given to the student, with further instruction, as necessary, on proper academic practice, and a note put on the student's record for future reference.

3.4.4 If the unit director suspects that the irregularity may amount to more than poor academic practice they should consult with the designated member(s) of staff in the school, and refer the matter to the appropriate Faculty Education Director.

4. Procedure for cases of cheating and plagiarism in undergraduate and taught postgraduate programmes of study (including any taught component of a professional or other doctoral degree)

4.1 Roles and responsibilities

4.1.1 The overall responsibility for dealing with allegations of plagiarism or cheating lies with the appropriate Undergraduate or Graduate Faculty Education Director or their nominee (as applicable throughout these regulations).

4.1.2 The process will be conducted by the school and faculty responsible for the student involved.

4.1.3 If the allegation covers units from more than one school or faculty then the relevant Undergraduate or Graduate Faculty Education Director should determine which school or faculty should handle the investigation.

4.1.4 Where this procedure results in a board of examiners making a decision, this will be made by the boards responsible for the programme on which the student is registered.

4.1.5 The Head of School shall be responsible for nominating a member or members of staff to discharge the responsibilities outlined in these regulations, including organising the school plagiarism and cheating panels, ensuring that penalties are brought forward to the School Board of Examiners, and liaising with the Faculty Education Directors.

4.2 Standard of proof

4.2.1 The applicable standard of proof will be the balance of probabilities. A student will be found guilty of cheating or plagiarism if, on the evidence available, it is more likely than not that the offence was committed.

4.3 Consideration of allegations of plagiarism or cheating

4.3.1 All allegations of cheating or plagiarism referred by a unit director, the Examinations Office, or from any other source shall be considered by the Undergraduate or Graduate Faculty Education Director responsible for the home school of the student (i.e. the school for which the student is registered).

4.3.2. The Undergraduate or Graduate Faculty Education Director will consider the case promptly and either:

- a. determine that there is no case to answer,
- b. convene a School Plagiarism and Cheating panel under section 4.4,
- c. convene a Faculty Plagiarism and Cheating panel under section 4.5 ,or
- d. refer the case for disposal under the Student Disciplinary Regulations.

4.3.3 Initial determination of how the allegation of plagiarism and cheating will be dealt with must take place within fifteen working days of an allegation being received by the Undergraduate or Graduate Faculty Education Director.

4.4 School Plagiarism and Cheating panels (“SPC”)

4.4.1 If the Undergraduate or Graduate Faculty Education Director decides under section 4.3 to convene a SPC panel, the designated member(s) of staff in the school (see 4.1.5) will notify the student in writing of the pieces of work affected and the holding of an interview.

4.4.2 The SPC will consist of two academic members of staff nominated by the designated member of the school. The panel should not include the student’s personal tutor.

4.4.3 Where a panel requires advice on procedures and regulations, it should consult the Faculty Education Manager.

4.4.4 A note of the interview will be taken, which will be circulated after the interview to all parties.

4.4.5 The unit director or nominee of the unit affected or other appropriate witness may be required to attend the SPC in order to explain the allegation and provide specialist knowledge.

4.4.6 The student may be accompanied at the interview by an adviser, friend or other representative.

4.4.7 The purpose of the interview shall be to determine whether or not there has been cheating or plagiarism and to allow the student to make representations and to present any mitigating factors.

4.4.8 Once the interview is complete, the SPC may decide to defer a decision until further investigation has taken place. Otherwise the panel shall determine whether or not there has been cheating or plagiarism and either make a recommendation to the Undergraduate or Graduate Faculty Education Director or to the board of examiners:

- a. to dismiss the case entirely;
- b. to refer it back to the unit director to be dealt with as poor academic practice;
- c. to impose no penalty beyond recording the case on the student's record for future reference;
- d. to disregard the original mark for the examination or piece of assessed work;
- e. to award the student lower marks than those which they would otherwise have been awarded, down to the pass mark for the examination or the piece of assessed work being considered.

4.4.9 For penalties (d) and (e), the SPC should also decide whether the student must submit an equivalent piece of work in order to obtain credit for the unit affected.

4.4.10 The SPC may decide to refer the matter back to the Undergraduate or Graduate Faculty Education Director with a recommendation that the allegations be referred to a Faculty Cheating and Plagiarism Panel if it considers that the offence merits a penalty which the SPC does not have the power to impose or if it considers that the matter should be dealt with under the Student Disciplinary Procedure.

4.4.11 The penalty for an offence should be decided on the individual circumstances of the case.

4.4.12 When considering a penalty, the SPC should take into account the seriousness of the offence (examination cheating should normally be considered as serious). Factors that also should be considered include:

- a. The student's year of study.
- b. Whether this is a first or subsequent offence.
- c. The amount of credit attached to the assessment.
- d. The extent and significance of the plagiarism in the piece of work.
- e. The extent to which the plagiarism or cheating undermines the learning objectives of the work.
- f. Whether the assessment contributes significantly to the student's progress or degree classification.
- g. The degree of dishonesty and the effects of the dishonesty e.g. the implicating of other students in the act.

4.4.13 The school must write promptly to the student informing him or her of the SPC's decision and any recommendations.

4.4.14 Where there is a case to answer and the student is registered on a professional programme for which there is a Fitness to Practice procedure, the fact of the case of plagiarism or cheating will also be subject to that procedure.

4.5 Faculty Plagiarism and Cheating panels (“FPC”)

4.5.1 If the Undergraduate or Graduate Faculty Education Director decides under section 4.3 to convene a FPC, the Faculty Education Manager will notify the student in writing of the pieces of work affected and the holding of an interview.

4.5.2 The FPC will consist of at least three academic members of staff without previous direct involvement with the student as a personal tutor or supervisor, including:

- a member of the student’s home school;
- a member of a school other than the student’s.

4.5.3 The Faculty Education Manager or nominee will be in attendance to advise the panel on procedures and regulations.

4.5.4 The unit director or nominee of the unit affected or other appropriate witness may be required to attend the FPC in order to explain the allegation and provide specialist knowledge.

4.5.5 The student may be accompanied at the interview by an adviser, friend or other representative.

4.5.6 Notes will be taken of the interview and subsequently circulated to all parties.

4.5.7 The purpose of the interview shall be to determine whether or not there has been cheating or plagiarism and to allow the student to make representations and to present any mitigating factors.

4.5.8 Once the interview is complete, the FPC may decide to defer a decision until further investigation has taken place. Otherwise it shall determine whether or not there has been cheating or plagiarism and make a recommendation to the board of examiners:

- a. to dismiss the case entirely;
- b. to refer it back to the unit director to be dealt with as poor academic practice;
- c. to impose no penalty beyond recording the case on the student’s record for future reference;
- d. to disregard the original mark for the examination or piece of assessed work;
- e. to award the student lower marks than those which they would otherwise have been awarded, or award no marks, for the examination or the piece of assessed work being considered.
- f. to award the student lower marks than those which they would otherwise have been awarded, or award no marks, for the unit of which the examination or piece of assessed work was part.

4.5.9 For penalties (d), (e) and (f), the FPC should also decide whether the student must submit an equivalent piece of work in order to obtain credit for the unit affected.

4.5.10 The penalty for an offence should be decided on the individual circumstances of the case.

4.5.11 When considering a penalty, the FPC should take into account the seriousness of the offence (examination cheating should normally be considered as serious). Factors that also should be considered include:

- a. The student's year of study.
- b. Whether this is a first or subsequent offence.
- c. The amount of credit attached to the assessment.
- d. The extent and significance of the plagiarism in the piece of work.
- e. The extent to which the plagiarism or cheating undermines the learning objectives of the work.
- f. Whether the assessment contributes significantly to the student's progress or degree classification.
- g. The degree of dishonesty and the effects of the dishonesty e.g. the implicating of other students in the act.

4.5.12 Where the panel considers that the penalties set out in section 4.5.8 may not be appropriate to the seriousness of the offence, then the panel may refer the case for consideration under the Student Disciplinary Regulations under section 4.8 below.

4.5.13 The faculty must write to the student informing him or her of the panel's decision and any recommendations.

4.5.14 Where there is a case to answer and the student is registered on a professional programme for which there is a Fitness to Practice procedure, the fact of the case of plagiarism or cheating will also be subject to that procedure.

4.6 Consideration of recommendations from plagiarism and cheating panels by Boards of Examiners

4.6.1 When a plagiarism or cheating panel makes a recommendation, it should be considered by the school and faculty boards of examiners.

4.6.2 The ultimate decision on the penalty applied shall be taken by the Faculty Board of Examiners.

4.6.3 The Board shall determine whether any original material from the submitted work meets the necessary standard for the award of credit for a unit, separate to applying any penalty.

4.6.4 It will normally be assumed that mitigating circumstances will have been raised by the student and taken into account in the recommendation made. However, any exceptional mitigating circumstances will be taken into account by boards of examiners when determining the penalty.

4.6.5 The boards of examiners will take explicit consideration of the impact of the penalty on the student's credit points and, where applicable, degree classification and whether this impact, in the context of the student's overall performance, is proportionate to the offence.

4.6.6 Where a student is not permitted to resubmit the piece of work in question and the final mark for the assessment or the unit is less than that required to be awarded credit for a unit, then the student should be treated in exactly the same way as if they had obtained the same mark through academic failure.

4.6.7 The student will have the usual right of appeal against a decision of the board of examiners.

4.7 Recording the penalty

4.7.1 The final decision of each of the board of examiners, with supporting rationale, will be recorded in its minutes.

4.8 Disposal under Student Disciplinary Regulations

4.8.1 At any point in the process before the student has been informed of a final decision or recommendation, the matter may be referred to the Pro Vice-Chancellor (Education and Students) to be dealt with under the Student Disciplinary Regulations.

4.8.2 Plagiarism and cheating offences will be subject to the Student Disciplinary Regulations.

4.8.3 Where an offence has been referred under these regulations to be dealt with under the Student Disciplinary Regulations, the Board of Examiners may not impose any penalty under these Regulations in place of or in addition to the penalty or penalties that the Board is directed to implement under the Disciplinary Regulations in respect of that offence.

4.9 Students taking University of Bristol assessment, but not in attendance at the University

4.9.1 All the above regulations will apply to students not in attendance at the University, including distance learning students, students on a year abroad, or international students who have temporarily returned home. In these circumstances it may be appropriate to replace the interview with written correspondence or a conference call with the student.

5. Procedures for cases of plagiarism in a thesis submitted for a research degree

Please see the Regulations and Code of Practice for Research Degree Programmes.

6. Students taking University of Bristol assessment, but not in attendance at the University

6.1 All the above regulations will apply to students not in attendance at the University, including distance learning students, students on a year abroad, or international students who have temporarily returned home. In these circumstances it may be appropriate to replace the interview with written correspondence or a conference call with the student.

7. Disposal under Student Disciplinary Regulations

7.1 If the interview panel considers that the matter should be dealt with under student disciplinary regulations, it may, in place of a report to the board of examiners, make a recommendation to the Vice-Chancellor, through the University Secretary, to this effect. Examination offences which disclose gross dishonesty, such as substantial and premeditated attempt to gain unfair advantage, or cases in which the candidate and the interview panel are not able to agree an account of the incident, are appropriately dealt with under the Student Disciplinary Regulations.

7.2 Where an offence of plagiarism or other examination offence has been referred under these Regulations to be dealt with under the Student Disciplinary Regulations, the Board of Examiners may not impose any penalty under these Regulations in place of or in addition to the penalty or penalties that the Board is directed to implement under the Disciplinary Regulations in respect of that offence.

8. Factors to be taken into account when deciding whether to use the procedures for minor or serious cases for undergraduate and taught postgraduate students

- a. The student's year of study. First year cases are more likely to be considered minor. Finalist and taught masters student cases will normally be considered serious;
- b. Whether this is a first or subsequent offence;
- c. The extent and significance of the plagiarism in the piece of work. Plagiarism accounting for less than 30% of the piece of work and where there is evidence of independent argument and thought might reasonably be classed as minor;
- d. Whether the assessment contributes significantly to the student's progress or degree classification;
- e. Examination cheating should normally be handled under the "serious" procedures.
- f.

9. Guidance on the Procedures

Guidance and advice on the implementation of the cheating and plagiarism regulations will be available from the Academic Registrar.

10. Extenuating Circumstances

10.1 Procedure for consideration of extenuating circumstances in taught programmes

Boards of examiners shall establish a committee (which will meet before the Board of Examiners meets) to consider any relevant matters, for example

personal matters such as illness or bereavement, that may have affected a student's performance in assessment.

10.2 Evidence

If a student wishes a board of examiners to take any such matters into account, he or she must complete and submit the relevant form **before** the meeting of the board at which the student's performance in assessment is to be considered. A written record must be kept of such matters. Any such matters which could have been raised before the meeting of the board, but, without good reason, were not raised, will not be considered in the event of an appeal.

The committee may require a student to submit such other evidence as it deems necessary to substantiate any matter raised by the student.

10.3 Extenuating circumstances in research degree programmes

The treatment of extenuating circumstances in research degree programmes is set out in the Regulations and Code of Practice for Research Degree Programmes.

11. Appeal against a decision of a Board of Examiners

A student may not have a degree or other academic qualification conferred until all his or her outstanding examination or assessment appeals have been resolved. If the degree or other qualification has already been conferred, whether the student has attended the graduation ceremony in person or not, no appeal will be considered.

11.1 Right to appeal

A student registered on a taught (undergraduate or postgraduate) programme may make an academic appeal against an appealable decision made by one of the following (referred to in this Regulation as a "board of examiners"):

- a. A faculty board of examiners (including a faculty progress committee or equivalent)
- b. A school board of examiners in relation to a case of minor plagiarism.

A postgraduate research student may make an academic appeal against an appealable decision made by any of the following (also referred to in this Regulation as a "board of examiners"):

- a. The University Research Degrees Examination Board
- b. The Dean of the relevant faculty, on the recommendation of a registration review panel
- c. An upgrade or progression panel.

An academic appeal is a request for a review of a decision of an academic body charged with making decisions on student progress, assessment and awards.

An appealable decision is a decision in respect of:

- a. An examination or other form of assessment
- b. A student's progress, including a decision in respect of a suspension or a requirement to withdraw from the University
- c. In the case of a research postgraduate student, a decision by a Dean relating to termination or change of registration
- d. A penalty imposed for a cheating or plagiarism offence dealt with under these Regulations.

No student shall be treated less favourably as a result of bringing an academic appeal under this procedure.

11.2 Permissible grounds of appeal

Appeals may only be made on the basis of one or more of the following permissible grounds:

1. There has been a material irregularity in the decision making process sufficient to require that the decision can be reconsidered.

For example:

- a. the assessment and subsequent decision making process were not conducted in accordance with the relevant regulations;
- b. an adverse decision has been taken because of an administrative error;
- c. the student has not been given the opportunity to draw relevant matters to the attention of the board of examiners; and/or
- d. appropriate account was not taken of illness or other extenuating circumstances known to the board of examiners.

2. A student's performance in assessment has been affected by illness or other factors which the student was unable, for good reason, to divulge before the meeting of the board of examiners (see section 10 of these Regulations).

3. A penalty for cheating or plagiarism, imposed under the examination regulations by the school or faculty is wrong or disproportionate. For the avoidance of doubt, there is no right of appeal under these Regulations in respect of a penalty or penalties imposed under the Student Disciplinary Regulations and implemented by the board of examiners on the direction of the Vice-Chancellor or a Disciplinary Committee.

11.3 Grounds of appeal that are not permissible

1. Disagreement with the academic judgment of the board of examiners will not constitute a ground for appeal.
2. No appeal will be considered if it raises for the first time issues concerning the supervision or teaching of a student. Such matters will only be considered if

they have been raised by the student promptly, at the time they first arose and pursued under the Student Complaints Procedure.

11.4 The Appeal Process

The appeal process has two stages:

- i The Local Stage
- ii The University Stage.

Those hearing the appeal at either stage will not attempt to re-examine the student, nor to appraise professional academic judgments, but will consider whether the decision made was fair and reasonable in all the circumstances of the case, and whether all relevant factors were taken into account.

Appeals should be resolved at the earliest possible stage and with minimum formality. The University Stage of the process may only be invoked if the student has pursued the appeal through the Local Stage and remains dissatisfied with the outcome.

11.5 The Appeal Form

In order to start the appeal process, the student must complete the Appeal Form and submit it to the Faculty Education Manager within 15 working days of the notification of the appealable decision to the student after the meeting of the board of examiners. An extension of this time limit will be allowed, by the University Secretary, only in exceptional circumstances.

The Appeal Form must set out:

- a. the reason(s) for the student's dissatisfaction with the appealable decision;
- b. the student's grounds for appeal; and
- c. the outcome sought by the student.

All the evidence on which the student seeks to rely **must** be submitted with the Appeal Form unless there are good reasons why this is not possible.

The student is encouraged to seek assistance from the Students' Union Advisory Service ubu-justask@bristol.ac.uk when preparing the Appeal Form.

11.6 The Local Stage

On receipt of the completed Appeal Form and any accompanying evidence, the Faculty Undergraduate or Graduate Education Director (as appropriate) will review the appeal on behalf of the Dean of the Faculty (who may also act in person if he or she considers it appropriate) with a view to considering whether the appeal can be resolved at the Local Stage.

In the case of an appeal by a postgraduate research student, the Faculty Education Manager will forward the Appeal Form and any accompanying

evidence to the Pro Vice-Chancellor (Education and Students) who will review the appeal at the Local Stage.

Students may be invited to attend a meeting at the Local Stage to provide further information about their appeal. If invited to attend, the student may bring an adviser, friend or representative to the review meeting. The Faculty Education Manager (or in the case of an appeal against a decision of the Research Degrees Examinations Board another appropriate person) will provide administrative support.

Appeals must be considered under all applicable permissible grounds, whether or not specified by the student in the Appeal Form.

If the person reviewing the appeal considers that the appeal can be resolved at the Local Stage, he or she may take such action to resolve the appeal as is fair and reasonable in all the circumstances of the case, including but not limited to any or all of the following:

- a. refer the student's extenuating circumstances to be reconsidered by a committee under section 10 of these Regulations, if the person reviewing the appeal considers that insufficient weight was given to the student's circumstances by the committee;
- b. allow the student to submit late evidence of extenuating circumstances, if the person reviewing the appeal considers that the student had good reason for his or her failure to submit the evidence at the appropriate time;
- c. refer the appealable decision for reconsideration by the board of examiners, with or without a recommendation as to the outcome of such reconsideration;
- d. where the person reviewing the appeal considers it appropriate, vary the appealable decision without referring it to the board of examiners and report the variation to the board of examiners.

If the person reviewing the appeal does not consider that the appeal can be resolved at the Local Stage the student may request that the appeal be progressed to the University Stage under section 11.7.

The Local Stage will normally be dealt with and the student informed, in writing, of the outcome of the review and the reasons for the decisions made, within 25 working days of the Appeal Form being submitted to the Faculty Education Manager (or, in the case of an Appeal Form which has been submitted out of time, within 25 working days from the date of notification, to the Faculty Education Manager, of the University Secretary's decision to allow an extension of time for submission of the appeal).

11.7 Progression to the University Stage

If the student remains dissatisfied with the outcome of the Local Stage, or has not received the Local Stage decision by the prescribed time limit set out in section 11.6 above, he or she may request that the appeal is progressed to the

University Stage. The student should make the request in writing to the Student Complaints Officer at student-complaints@bristol.ac.uk within five working days of the Local Stage decision or, if earlier, the expiry of the prescribed time limit. Upon receipt of the written request to progress to the University Stage, the Student Complaints Officer will obtain the Appeal Form and supporting evidence from the Faculty Education Manager, together with all of the evidence considered at the Local Stage and a copy of any decision letter sent to the student. If the Student Complaints Officer considers that further information from the student, school or faculty is required in order for the appeal to be considered, he or she may call for such information and this must be provided promptly.

The Student Complaints Officer may invite the student to respond to the Local Stage decision. If substantive new information is provided by the student after the Local Stage decision has been made, the Student Complaints Officer will normally refer this information back to the Local Stage for reconsideration before referring the appeal to the University Stage. Where appropriate, the Student Complaints Officer may also intervene to suggest a resolution of the appeal before referring it to the University Stage.

Upon receipt of the Appeal Form and other documentation from the Local Stage, the Student Complaints Officer shall refer the student's appeal to a Review Panel for consideration.

11.8 Appeal Review Panel

The Review Panel shall normally consist of three members of the academic staff who have had no prior involvement with the appealable decision or the Local Stage.

The proceedings of the Review Panel will not involve a hearing. The Review Panel may call for additional information from the student, school or faculty, which must be provided promptly. The Review Panel will consider the Appeal Form and other evidence and may:

- a. refer the matter back to the faculty (or in the case of postgraduate research students, to the Pro Vice-Chancellor (Education)) for reconsideration with, or without, a recommendation for resolution. If following reconsideration at the Local Stage the original decision is not altered, the student may request that the matter be further reviewed by the Review Panel. If the original decision is altered, but the outcome is not acceptable to the student, the student may request that the new decision is referred to the Review Panel for further review, unless the new decision results in an outcome requested by the student in the Appeal Form, in which case there shall be no further right of appeal;
- b. dismiss the appeal, giving reasons, and issue a Completion of Procedures letter; or

c. recommend that a committee be appointed by the Board of Trustees to hear the appeal.

A decision by the Review Panel that the student has provided a good reason for failure to submit extenuating circumstances at the appropriate time shall be binding.

Recommendations by the Review Panel should normally be followed, unless based on inaccurate information or a manifest misunderstanding of the facts of the case. If after reconsideration at the Local Stage, a recommendation is not followed, evidence of the reconsideration must be provided and reasons given for the decision not to follow the Review Panel recommendation.

11.9 Committee of the Board of Trustees

If the Review Panel recommends that a committee be appointed to hear the appeal, the Board of Trustees will appoint a committee which shall normally consist of three members, including at least one academic member of the Board of Trustees or member of Senate, and which may include among its members University staff who are not members of the Board of Trustees. At the request of the student, the Board of Trustees may appoint a student sabbatical officer as an additional member. In the event of the Committee being divided in its view, the chair will have the casting vote. The Committee will normally be chaired by a lay member of the Board of Trustees. Wherever possible the Committee should include at least one member of the same gender as the student.

11.10 Clerk

The University Secretary will appoint a clerk to the Appeal Review Panel and to the Committee. The role of the clerk is to assist the Panel or Committee by collating the evidence, preparing the documentation, making arrangements for the hearing, taking a note of the proceedings and advising the Panel or Committee on the relevant regulations and procedures. The clerk may, on behalf of the Panel or Committee, ask for written witness statements or documents such as medical certificates to be produced. The student, the school and the faculty will be entitled to see all statements and documents seen by the Panel or Committee.

11.11 Nature of hearing

The Committee will decide its own procedure. The student may present his or her appeal in person or in writing as he or she chooses. Witnesses may be asked to give evidence.

11.12 Representation

The student may be accompanied at the appeal hearing by an adviser, friend or representative for support or representation. The Students' Union employs student advisers who may be asked to act in this capacity. In the event that the

student fails to attend, without good reason, the hearing may be held in the student's absence. If the student has a good reason for not attending, the hearing will be rescheduled.

11.13 Time limits

The University will normally comply with the following time limits:

- a. the Local Stage will be completed within 25 working days of receipt of the student's Appeal Form. Where the Local Stage has involved a meeting with the student, the Local Stage decision will be issued to the student within five working days of the meeting (these five days being included within the 25 day limit set out above);
- b. The Appeal Review Panel will meet within 25 working days of the student's request for progression to the University Stage;
- c. The Committee hearing will be arranged as soon as is practicable after the Review Panel's recommendation that a Committee be appointed. The Committee's report will normally be issued within 10 working days of the hearing.

If the University is unable to meet these time limits it will inform the student of the reasons for the delay.

If at any time during the appeal procedure, the student fails to pursue the appeal or to respond to enquiries in a timely manner without good reason, the University Secretary may after a delay of more than 20 working days on the part of the student, determine that no further action should be taken in respect of the appeal and that the appeal procedure is concluded.

11.14 Nominees

Unless the context indicates otherwise, under these Regulations an Officer of the University or other designated member of staff may act through his or her properly appointed nominee.

11.15 Report to Senate

The Committee will report to the Board of Trustees, setting out, in summary, the grounds of the appeal, the evidence received, the Committee's findings and any recommendations or instructions to be made by the Board of Trustees to the board of examiners. A copy of the report will be sent to the student and to the Faculty (via the Faculty Education Manager) or to the Chair of the Research Degrees Examination Board, as appropriate. The Student Complaints Officer will present an annual report on appeals under these regulations to both Senate and the Board of Trustees and will inform the Pro Vice-Chancellor (Education) of any general recommendations made by Committees of the Board of Trustees during the year.

11.16 Powers of the Board of Trustees

On receipt of the report of the Committee, the Board of Trustees may refer the matter back to the faculty (or the Research Degrees Examination Board, as appropriate) with a recommendation or instruction to the relevant board to amend its original decision.

11.17 Office of the Independent Adjudicator for Higher Education (OIA)

The OIA provides an independent scheme for the review of student complaints. The OIA will only consider cases when the University's internal procedures have been exhausted. It will not intervene in matters which turn purely on academic judgment.

At the end of the appeal process the student will be issued with a Completion of Procedures letter which will confirm the outcome of the appeal.

Following receipt of the Completion of Procedures letter the student is entitled to make an application to the OIA (oiahe.org.uk).

Last amended July 2016.

8. Turnitin UK

The University uses the Joint Information Systems Committee (JISC) approved Plagiarism Detection Service Turnitin UK (“the Service”), a method of systematically checking student assignments for plagiarism. The Service is operated by iParadigms, in conjunction with Northumbria Learning, the European reseller of the Service, who manage sales and support of the service to UK universities.

1 What is the Plagiarism Detection Service?

The Service searches the world wide web, extensive databases of reference material and content submitted by other students to identify any duplication with your work. The software makes no decisions as to whether a student has plagiarised, it simply highlights sections of text which have been found in other sources. In most cases this text will have been correctly cited. All work will continue to be reviewed by the academic department setting the assignment.

2 How are my assignments used by the Service?

Students (or staff, on behalf of students) can submit assignments to the Service. Your department(s) will have their own arrangements for this. Your work will be stored electronically on a database together with your name, email address, course details and institution. Your work will then be compared for similarity against work submitted by other students at Bristol and from other universities and will be included as source documents in the iParadigms reference database solely for the purpose of detecting plagiarism of submitted papers.

In the event of the Service detecting a high degree of similarity with content in the database, this will be reported back to the University. Your academic department can then investigate as they see fit in line with the University’s Examination Regulations. Any investigation is at the discretion of the University. In this circumstance it is possible that the personal data you have provided may need to be disclosed to academic staff within the other institution(s) from where matching content has been submitted. By signing the University of Bristol’s registration form you are giving your consent for your data to be transferred and used in this way.

3 Who controls the Service?

The University is the recognised Data Controller (being the person who controls the extent and use of data) for the data held or processed by or on behalf of the Service. iParadigms are the Data Processor.

In order for the University to make use of the Service it will be necessary for personal data relating to you to be transferred to countries not governed by EU Data Protection legislation. However, it should be noted that iParadigms, the company processing your data on the University's behalf, is bound by terms of contract to abide at all times by the Data Protection principles.

4 How long will my data be kept by the Service?

The Service is a long-term initiative and it is the intention that student assignments will be retained indefinitely.

5 What if I want my data to be removed from the Service?

If you do wish to remove your data from the Service at any time you should contact the University TurnitinUK administrator (via email: turnitinuk-admin@bristol.ac.uk), who can make the necessary arrangements with Northumbria Learning. You will receive written confirmation when this has been completed.

6 What if I want to find out what personal data the Service holds on me?

If you wish to find out exactly what personal data the Service holds about you please contact the Information Rights Officer in the Office of the University Secretary. You will be required to prove your identity before any personal information is disclosed to you – please see the 'subject access request' process referred to below. The process will involve the Information Rights Officer contacting Northumbria Learning and iParadigms on your behalf.

It is possible that the University also holds personal data on you in relation to plagiarism which it has received from the Service or elsewhere. Details of how to obtain access to such data is given below in the 'Further Information' section.

7 Who owns the Copyright to the work I have submitted to the Service?

The copyright in the content submitted to the Service by you (or by staff on your behalf) remains yours at all times. The Service has no interest in acquiring the intellectual property rights for the content submitted by you. By submitting content to the Service, you are granting a licence to the Service for it to use the copyright in the content for the purposes set out in these Regulations. Please refer below to the 'Further Information' section for details of the University's policy Intellectual Property.

Please note that neither the University, the Service nor its data processors will seek to exploit the content submitted to this Service for any further commercial gain outside the remit of this Service.

8 Further Information

Please see the University of Bristol's Intellectual Property Policy for Students, which is set out in the Rules and Regulations for Students booklet and on the web at <http://www.bris.ac.uk/secretary/studentrulesregs/intelprop.html>

Information about how to making a 'subject access request', the official process for requesting copies of information held about you, is available from the Office of the University Secretary

at <http://www.bris.ac.uk/secretary/dataprotection/individ/subjectaccess.html>

Further information on TurnitinUK is available from <http://www.submit.ac.uk>.

Introduced September 2003. Revised June 2008.

9. Regulations on Research Practise

1 Responsibility for research in the University

The Head of School is responsible for research conducted within or under the auspices of that School and answers to the Dean, the Pro Vice-Chancellor responsible for research, and the Vice-Chancellor.

2 Research practice

These regulations apply to all members of the University involved in research. This will include staff and undergraduate and postgraduate students. It also applies to those who are not members of the University, but who are conducting research on the University's premises, under the University's auspices or using the University's research facilities.

All those conducting research in the University are expected to:

- maintain professional standards
- be familiar with guidance on best research practice, for example in relation to matters of policy, ethics, finance and safety
- comply with the University Research Governance and Integrity Policy
- observe legal and ethical requirements laid down by the University or other properly appointed bodies involved in the research field
- recognise the importance of good leadership and co-operation in research groups
- take special account of the needs of novice researchers
- document results and keep primary data secure
- question findings
- attribute honestly the contributions of others
- take steps to ensure the safety of all those associated with the research
- report any conflict of interest, actual or prospective, to the appropriate person.

3 Information about research projects

Anyone leading a research project within or under the auspices of the University should ensure that the research complies with relevant legislation and that arrangements are in place for the proper conduct of the research, including but not limited to insurance, ethics, data protection and the protection of intellectual property.

In particular, those leading or supervising research which involves human participants (including but not limited to questionnaires, interviews, human

samples and clinical research) must complete a research registration checklist before starting the research (see <http://www.bristol.ac.uk/red/research-governance>).

The University Ethics of Research Policy and Procedure governs the ethics of research across the University and applies to all those conducting research under the auspices of the University.

4 Misconduct

In the event of suspected research fraud or other research misconduct, the matter should be drawn to the University's attention under the Policy on Public Interest Disclosure. The University's Insurance Officer should be notified, in confidence, of any possible future claim, or insurance cover may be lost. The Director of Communications should also be notified, in confidence, in case of media interest.

Approved by Council 5 July 2002. Last updated July 2010.

10. Regulations on Research Misconduct

1 General

These regulations apply to all members of the University involved in research. This will include staff and undergraduate and postgraduate students. It also applies to those who are not members of the University, but who are conducting research on the University's premises, under the University's auspices or using the University's research facilities.

For the purpose of these regulations, the Vice-Chancellor and other officers may act through their properly appointed nominees.

2 Definition of research misconduct

Research misconduct includes the following, whether deliberate, reckless or negligent:

- failure to obtain appropriate permission to conduct research
- deception in relation to research proposals
- unethical behaviour in the conduct of research, for example in relation to research subjects
- unauthorised use of information which was acquired confidentially
- deviation from good research practice, where this results in unreasonable risk of harm to humans, other animals or the environment
- fabrication, falsification or corruption of research data
- distortion of research outcomes, by distortion or omission of data that do not fit expected results
- dishonest misinterpretation of results
- publication of data known or believed to be false or misleading
- plagiarism, or dishonest use of unacknowledged sources
- misquotation or misrepresentation of other authors
- inappropriate attribution of authorship
- fraud or other misuse of research funds or research equipment
- attempting, planning or conspiring to be involved in research misconduct
- inciting others to be involved in research misconduct
- collusion in or concealment of research misconduct by others.

Fraud or other misuse of research funds or research equipment may be dealt with under the University's financial regulations.

3 Procedure in the case of suspected research misconduct

The University has a responsibility to investigate allegations of research misconduct fully and expeditiously. It also has a responsibility to protect researchers from malicious, mischievous, or frivolous allegations.

All those to whom these regulations apply should report any incident of misconduct, whether witnessed or suspected. Members of staff and students are encouraged to raise concerns about suspected research misconduct in confidence under the University's Policy on Public Interest Disclosure.

In the event that serious allegations are made, they will be referred to the Vice-Chancellor under the appropriate disciplinary regulations. The Vice-Chancellor may take immediate action under the disciplinary regulations, or, if the Vice-Chancellor considers it appropriate to do so, he or she may first appoint a panel to investigate the allegations.

If a panel is appointed, it shall normally consist of three members: someone unconnected with the allegation who is a member of the school or faculty, a member of the University from outside the faculty and a lay member of Council, who shall chair the panel. Members of the panel must be impartial and unbiased. At least one member should have expert knowledge of the area of research involved. The individual or individuals against whom the allegation is made shall be informed of the decision to appoint a panel and shall be given the opportunity to comment on the proposed membership of the panel.

The panel shall take all reasonable steps to preserve the anonymity of the person or persons accused and the person or persons making the allegation, unless this would compromise the investigation. All reasonable steps must be taken to ensure that the investigation is undertaken as expeditiously as possible. The panel may seek legal advice.

The panel shall require the production of such records as are necessary to enable the investigation to proceed and shall secure their safekeeping. The panel may interview the person or persons accused and the person or persons making the allegation, together with anyone else who may have relevant information. Anyone attending for interview may be accompanied by a friend or representative.

The panel shall prepare a report setting out the evidence received, accounts of any interviews conducted and the panel's conclusions. The person or persons accused of research misconduct shall have an opportunity to comment on the report. The report and any comments received from the person or persons accused shall be submitted to the Vice-Chancellor. The panel may also make recommendations to promote best practice in the conduct of research and any such recommendations shall be brought to the attention of Senate and Council.

On receipt of the report, the Vice-Chancellor shall proceed as follows:

- In the event that the panel has found no evidence of misconduct, the complaint shall be dismissed.
- In the event that a complaint is upheld, but the offence found to be insufficiently serious to warrant formal disciplinary proceedings, the matter may be referred to the head of school or other appropriate individual for resolution.
- If the investigation has uncovered prima facie evidence of serious misconduct, then the matter shall be dealt with under the appropriate disciplinary procedures. Action may be taken in respect of members of staff under the Disciplinary Rules for Members of Staff and Disciplinary Procedure for Members of Staff. Action may be taken in respect of students suspected of research misconduct under the Student Disciplinary Regulations or Examination Regulations.

In cases where the outcome implicates someone who is not subject to the University's disciplinary procedures, the Vice-Chancellor shall bring the report to the attention of any appropriate disciplinary or other body.

If the panel finds the allegation to have been malicious or mischievous in nature, the matter may be referred to the Vice-Chancellor to consider whether disciplinary action should be taken against those making the allegation.

Where the research is funded in whole or part by an outside grant, the Vice-Chancellor shall have regard to the guidance issued by the relevant funding body. The Vice-Chancellor shall ensure that any such body is given appropriate and timely information as to the instigation and progress of an investigation and any referral under disciplinary regulations.

In the event of a finding of misconduct, where the person responsible is subject to the regulation of a professional body such as the General Medical Council, the Vice-Chancellor shall consider whether it is appropriate to inform the professional body of any finding.

Where the person responsible has published research, especially research to which the misconduct relates, the Vice-Chancellor shall consider whether it is appropriate to inform journal editors or others of any finding.

Approved by Council 5 July 2002. Last updated July 2010.

11. Intellectual Property Policy for Students

This policy describes the rights of students, the University and others, in intellectual property that is created by students during their time at the University.

Students are bound by this policy which is part of the Student Agreement.

<http://www.bristol.ac.uk/secretary/student-rules-regs>

Students should make sure they check and understand the position on ownership of intellectual property at the outset of any project, placement or other arrangement.

Introduction

Intellectual property is a term used to describe legal rights that can exist in ideas generated and works created by individuals. These rights can have value and may be exploited for commercial and other purposes. It is likely that during the course of their studies or research programmes students will create work in which intellectual property rights arise and this policy will apply.

The most common intellectual property rights that might arise include copyright, design rights, patents and trademarks. A more detailed explanation of intellectual property rights that might arise may be found at <http://www.bristol.ac.uk/secretary/>.

Students covered by the policy

This policy applies to all students registered with the University, whether as undergraduates, post-graduates or in some other research capacity. It also applies if a registered student is employed by the University or another organisation.

The basic principle

Students will own the intellectual property they create through course work or research while registered as students at the University. This means they are free to exploit this intellectual property as they choose, subject to any wider legal constraints that apply.

There are, however, some important exceptions to this basic principle which are set out below.

Exceptions

Students participating in a research project supported by the University or another third party

An organisation funding (or otherwise contributing to or supporting) the research (the “funder”) might make it a condition of funding that any intellectual property

rights generated during the project will belong to the funder or are available for open access and/or exploitation. In some such cases the University may require the student to assign (which means to transfer) to the University the rights in the intellectual property that is created. The form of the assignment may be found at <http://www.bris.ac.uk/secretary/student-rules-regs/>

In other cases, the funder might require the student to assign the intellectual property rights created by the student to the funder before the research starts or at its conclusion. Where this occurs the student will be bound by the terms imposed by the funder.

The University or other funder may also require the student to enter into a confidentiality agreement if the research involves the student having access to confidential information.

Collaboration with academics

There are courses and research projects where students will be working with and/or are supervised by academic members of staff. The academic member of staff might contribute the ideas or concept behind the work that the student then develops or students may join existing research teams during the course of their studies.

Any intellectual property created or developed by the student through interactions of this nature must be assigned by the student to the University. The University will then treat the student as it does an eligible member of staff, which will entitle the student to a share of any fees that arise through the exploitation of the intellectual property. The share of the fees (also known as 'royalties') is determined by the level of the contribution made by the student. This is known as 'revenue sharing'. The University has adopted a formal 'Revenue Sharing Scheme' and further details of this are available at <http://www.bris.ac.uk/red/research-commercial/revenuesharing.html>.

Note: Prior to joining a research group or starting a project, students will be required to sign the form of assignment, found at <http://www.bris.ac.uk/secretary/student-rules-regs/> .

Students on placements

The organisation offering the placement might make it a condition of the offer that any intellectual property rights created by the student during the placement will belong to the organisation and not to the student. The student may be required to assign the rights to the organisation offering the placement or to the University.

Students employed by the University or another organisation

If a student is employed or sponsored by the University or any other organisation(s) at any time during their course or research programme, the

employer(s) or sponsor(s) might own or claim ownership in the intellectual property created by the student during this time. As a matter of general law, employers own the intellectual property rights created by their employees. It is also possible that a sponsor will have a separate agreement with the student or with the University under which the sponsor claims ownership in any intellectual property created by the student.

The University may require the student to assign the intellectual property rights to the University. The University may exercise this right to protect the interests of the employer or sponsor.

The University may also require the student to enter into a confidentiality agreement if the course or research involves the student having access to confidential information.

University use of student-owned intellectual property

Please see section 6 of the Student Agreement regarding the use the University can make of student-owned intellectual property. This permission helps further the University's objects <http://www.bristol.ac.uk/university/governance/constitutionaldocs/charitablestatus/> and reflects many funders' requirements for open access and exploitation.

The law gives rights (known as 'moral rights') entitling authors of works in certain situations to be identified as such. The University will respect these rights and will acknowledge students as being the author where the University publishes the student-owned work. In other cases where the law does not require this, the student will be acknowledged, where reasonably practicable, in any publication of the University containing the student's work.

Respecting the intellectual rights of others

Students must respect the intellectual property rights of others. This means students must not knowingly claim rights in work created by others, whether academics, students or third parties, or copy such work without the owner's permission. These obligations are described in more detail in the Rules and Regulations for Students <http://www.bristol.ac.uk/secretary/student-rules-regs/>.

Other relevant University policies

The University has adopted other policies where there might be some overlap with this policy on intellectual property. These include:

- The Policy for Recording of Educational Activities <http://www.bristol.ac.uk/secretary/>
- InfoSec <http://www.bristol.ac.uk/infosec/>

Disputes and appeals

If a student wishes to complain about any aspect of their treatment under this policy this must be done through the Students Complaints Procedure, details of which are at <http://www.bristol.ac.uk/secretary/>.

**Approved by the Board of Trustees
July 2016**

12. Policy for Recording Educational Activities

Background

1. This document sets out the University's policy on the recording of educational activities. Educational activities may include lectures, laboratory demonstrations, presentations or other academic teaching and student assessments.
2. The use of mobile devices, multimedia management capabilities, lecture capture technology, social media and online learning platforms are transforming the potential use of audio and video recordings for educational purposes.
3. Recording of educational activities is becoming an expectation for many students and is becoming widespread across national and international higher education.
4. There are considerable educational benefits to recording for educational purposes, including:
 - Flexible learning – anytime and anywhere access to learning materials, at the student's own pace;
 - Multi-modal learning – providing learning materials in multiple formats to suit individual learning preferences;
 - Deep learning – ability to evaluate and contextualise learning materials over time
 - Innovations in pedagogy - for example the use of recorded material for viewing in advance of lectures to create space for more interaction within lectures;
 - Accessibility – particularly useful for students with special educational needs or whose first language is not English;
 - Practicality – ability to pause, repeat and/or revisit complex learning materials to increase understanding.
5. Recordings are an important part of the University's strategy to enhance the quality of the student experience and the University anticipates it becoming as normal as providing handouts or slides. The technology has multiple possible uses, such as short recordings for students to watch before seminars, recordings to help students on option choices and capturing events and lectures.
6. The University has conducted a successful pilot of lecture capture and recordings of students for assessment.

7. The University recognises and acknowledges that:
- Not all teaching styles are suitable for capture, e.g. where there is use of whiteboards, chalk boards etc. or if there is a high degree of student participation;
 - Recording is not intended to replace student contact time and is provided to enrich the student experience;
 - A requirement for staff to change their preferred teaching style for the purpose of recording may be detrimental to the student experience and is not encouraged.

Recording and Opt-out

8. Where University supported recording facilities are available, automated recording technology will (subject to paragraph 9 below) automatically record all lectures (including anything displayed on the projector) and make these recordings available to all students registered on the unit.
9. If a lecturer feels his/her entire units may not be suitable for recording he/she is encouraged to engage in discussion with the Head of School or his/her nominee to establish whether any of the opt out reasons as set out below pertain. If it is established that his/her entire unit is not suitable for recording the unit will not be scheduled for recording. If the University has an overriding legal obligation to provide a recording (e.g. a student with a disability needs to make a recording as part of the 'reasonable adjustment' process), opt out will not be permitted.

Opt out of a unit will be appropriate if a large proportion of the unit's lectures

- contains confidential or personal information;
- is commercially or politically sensitive;
- includes such a degree of interaction with students that recording is not viable; or
- is delivered in a way that makes recording unsuitable, eg extensive use of whiteboard or chalk board.

There may be other valid reasons why opt out may be appropriate. These should be discussed with the Head of School or his/her nominee.

If part or the whole of an individual lecture is not suitable for recording as indicated above, a lecturer may manually stop a recording at the start or at any other point of his/her lecture or edit out the relevant sections before the lecture is made available to students (see Section 13 below).

However, until further notice, lecturers may opt out for any good reason (except where the University has an overriding legal obligation to provide a recording) provided that they notify the Mediasite Project Team and their

Head of School of their reasons for opting out. The Mediasite Project Team will monitor the reasons given by lecturers for opt out and the University will review the proposed opt out policy in the light of the experience gained.

10. Except for the purposes of student assessment, any student not wishing to be recorded should notify the lecturer at the start of the lecture.
11. Video recording will only be available to staff on request and is subject to availability.

Recording Notice

12. Staff and students will be informed in advance if the University intends to record educational activities. Reminders will appear in the form of notices in the rooms in which recording will take place. There will be a final reminder in the form of a red light on the lectern indicating the recording has commenced.

Editing

13. Lecturers will have the opportunity to review, edit and approve a recording for a period of two working days before the recording is made available to students via Blackboard. Separate arrangements will be made for part time staff. If the lecturer does not review edit and approve the recording within that time period the relevant recording will automatically be made available to the students, unedited. However, where there is good reason, the lecturer may recall a recording once published and edit it at a later date.

Safe Keeping

14. All recordings will be password protected and accessible via Blackboard. The recordings will only be accessible by students registered on the relevant unit or University staff who have authorised access, such as unit heads and system administrators.
15. Recordings will normally be made available to students for the duration of their programme of study.
16. Unless the lecturer agrees or requests otherwise (eg. for the purposes of peer review) the recordings will only be used by the University for educational purposes and not for any performance management purposes.
17. Subject to paragraph 14, unless a staff member obtains the University's prior written agreement or the University obtains the staff member's written

agreement, recordings may not be made publicly available by any means, including by virtue of external publication, whether on the web or otherwise.

Reasonable Adjustments

18. As with other services reasonable adjustments will be made for disabled students including but not limited to the provision of subtitling.

Take down

19. If a member of staff becomes aware that any defamatory, inaccurate or infringing material is included within a recording or any other reason why it would be expedient for the University to recall a recording, they must contact the University Technology Enhanced Learning (TEL) Team immediately.

Consent and Data Protection

20. Subject to the right to opt out set out in paragraphs 9 and 10, staff and students are deemed to consent to (i) the University recording and making the recordings available in accordance with this Policy and the staff and students grant the University an irrevocable licence to use their rights in any performance for the purposes set out in this Policy; and (ii) the processing of personal data in accordance with the University's Data Protection Policy.
21. Recordings of 'sensitive personal data' require the express consent of the staff or students being recorded. A consent form is available on the University website. Sensitive personal data means data that is identifiable and contains any of the following information: racial or ethnic origin, political opinions, religious or other similar beliefs, trade union membership, physical or mental health, sexual life or the alleged commission of a criminal offence.

Intellectual Property

22. In accordance with the University contract of employment the University will own all rights in any recordings (including rights in the sounds made). This does not include performance rights which the staff and students will continue to own but in respect of which they have granted a licence to the University under paragraph 20 above.
23. The University will endeavour to acknowledge the lecturer as the author and performer of the recording. To the fullest extent permitted by law all other rights of the lecturer in the recordings are waived.

24. Staff must comply at all times with copyright legislation relating to their lectures and educational activities. Staff are encouraged to make use of creative commons content in their lectures wherever practicable.

Visitors

25. Express (opt-in) consent is required for the recording of external visitors speaking at events and a consent form must be completed. This includes the recording of sensitive data when notice of recording is not sufficient; express consent to be recorded is required from all those involved in recordings.

Student Assessment

26. The University may make recordings of students for the purposes of assessment. Paragraphs 13 to 15 inclusive of this Policy will not apply to any such recordings.

Student Recording of Lectures

27. The University may allow students to record lectures, lab demonstrations, presentations or other academic teaching.
28. The School will inform students if they do not have permission to record lectures, presentations or lab demonstrations.
29. Unless students need to do so for any disability related reasons students may not record:
 - (i) any seminars or tutorials; or
 - (ii) any events where members of the public are present or in which fellow students actively participate

without obtaining the prior consent of the lecturer at the beginning of each such seminar, tutorial or event. This is because recording the seminar or tutorial may well also capture identifiable students and/or members of the public and they would each need to give their consent to their being recorded.

30. Any recording made by a student must only be used as a personal aid for study purposes. Students may not share, publish or otherwise make the recording available in whole or in part to any other person. Students must delete the recording as soon as they cease to be a student of the University.

- 31 Recording devices must be kept with the student at all times and may not be placed on the lectern/lab table unless required for any disability related reasons.
- 32 If the University supplies or makes recordings of lectures or other academic teaching available to students:
 - (i) the University will own the copyright and all other intellectual property rights in the recordings; and
 - (ii) the recordings must only be used by the student as a personal aid for study purposes. The student may not share, publish or otherwise make the recording available in whole or in part to any other person.
33. Students must delete the recording as soon as they cease to be a student of the University.

Further information

For any queries relating to Data Protection please contact the Information Governance Manager at data-protection@bristol.ac.uk

For any queries relating to Learning and Teaching please contact TEL at <http://www.bristol.ac.uk/tel/>.

For more information about the Mediasite Project please contact the team at mediasiteteam@bristol.ac.uk

Key Reference Documents

Legal

- An overview of the legal position in relation to the recording of educational activities can be found in the JISC Legal Guidance Document:
<http://www.jisclegal.ac.uk/Portals/12/Documents/PDFs/Recording%20Lectures.pdf>
- More information about copyright at the University can be found at:
<http://www.bristol.ac.uk/library/using/printing/copyright.html>.

Accessibility

- More information about the University's obligations can be found at:
<http://www.bristol.ac.uk/disability-services/staff-professionals/guidance/>
and <http://www.bristol.ac.uk/style-guides/web/policies/>

Last updated July 2016

Use of Facilities

13. Regulations for the Use of Library Services and Facilities

Introduction

1.1 The University of Bristol Library service comprises: the Arts and Social Sciences Library, the Medical Library, the Queen's Building Library, the Wills Memorial Library, the Education Library, the Worsley Chemical Library, the Maria Mercer Library, the Biological Sciences Library, the Veterinary Science Library and the Research Reserve at Brislington. The service also oversees operations of three Study Centres: Beacon House, Grace Reeves and Senate House.

1.2 The Library service is available throughout the year. Opening times and locations can be found at: <http://www.bristol.ac.uk/library/study/>

1.3 The University Card acts as the Library Membership Card (as well as the identity card) for all students, members of staff and members of the Board of Trustees. The University Card (or, for registered external users, the University of Bristol Library Card) must be presented on request, whether to gain access to the Library, or to prove identity, or to borrow books in the Library. The University Card must not be given to, or used by, anyone else.

1.4 Throughout these regulations the term 'book' is deemed to include all types of material in physical format (e.g. printed books, printed journals, DVDs, etc.) provided by the libraries of the University.

1.5 All users of the library's electronic resources must comply with both the "copyright law" (1) and publishers' licence terms and follow the "Code of conduct for the use of computing facilities" (2)

1: www.bris.ac.uk/secretary/legal/copyright/

2: www.bristol.ac.uk/it-services/about/policies/code-of-conduct

2. Admission

2.1 Admission to membership of the Library is subject to individuals being and remaining in good standing and may be refused or suspended by the Director of Library Services subject to paragraph 5 below.

2.1.1 The following categories of persons are entitled to all privileges, subject to registering as a member of the Library:

- a) members of the Board of Trustees;
- b) members of staff;

c) enrolled students of the University.

2.1.2. The following categories of persons may be granted a limited range of borrowing facilities, at the discretion of the Director of Library Services, subject to registering as a member of the Library:

a) former members of the University of Bristol's staff who have at least 10 years of continuous service who have either: (i) reached the State pension age, or (ii) had no further employer;

b) graduates of the University of Bristol and associate members of Convocation (on payment of a fee);

c) designated representatives of certain institutions which have corporately been granted library privileges (a fee may be charged);

d) members of groups for which special arrangements have been agreed (a fee may be charged);

e) such other persons as the Director of Library Services may consider eligible (a fee may be charged, but may be waived for members of approved library reciprocal borrowing schemes).

2.1.3 The following categories of persons may be allowed to use the library facilities for reading and reference, subject to satisfactory registration:

a) graduates of the University of Bristol and associate members of Convocation;

b) during University of Bristol Summer vacations, other students of universities and institutions of higher education on production of their institution's ID/Library card;

c) such other persons or designated representatives of other approved institutions as the Director of Library Services may consider eligible (a fee may be charged, but may be waived for members of approved library reciprocal borrowing schemes);

d) such other persons as the Director of Library Services may consider eligible subject to satisfactory registration.

2.2 Readers from outside the University may be subject to restrictions on the times when they may use the library services and facilities.

2.3 Readers wishing to use any library within the University are expected to acquaint themselves with and observe any particular regulations in force in that library.

3. Conduct

3.1 Users are required to carry proof of Library membership when in any of the University libraries or study spaces, and to produce this on request by any member of library or security staff.

3.2 Conversation or any behaviour likely to disturb or inconvenience other users must be avoided in the quiet study areas. Speaking into mobile telephones is not permitted except in designated areas. Within the library telephones must be set to silent mode.

3.3 Eating and drinking are not permitted except in designated areas, and elsewhere only water from bottles or a library water fountain.

3.4 Books, equipment and furniture must not be damaged or defaced in any way.

3.5 Loss of, or damage to, books must be reported immediately. The user responsible may be required to make good any such loss or damage.

3.6 Any member of staff is empowered to enforce the regulations.

3.7 Subject to paragraph 5 below, the Director of Library Services has power to restrict or suspend the library privileges of any user contravening these regulations.

3.8 Users are required to comply with the provisions of copyright law and with any restrictions imposed by publishers' and suppliers' licences when using library material. The Library and its resources are to be used for the purpose of academic learning and research alone and not for other forms of commercial gain.

3.9 Personal belongings may be brought into the Library at the discretion of the staff and at the user's own risk. The Library cannot be held responsible for loss of, or damage to, personal property.

4. Borrowing

4.1 Books may normally be borrowed in accordance with the appropriate procedures laid down in each library; certain classes of books, however, are either confined permanently or available for restricted loan only.

4.2 No book may be borrowed until the appropriate borrowing procedure for that library has been followed. The Director of Library Services is authorised to impose a fine of not more than £30 in respect of any attempt to remove a book without following the appropriate borrowing procedure.

4.3 Users are responsible for all books borrowed in their name. Their responsibility is not transferable and ends only when the appropriate return procedure has been completed.

4.4 Books must be returned by the date or time due. Users are expected to check their online borrower record and University email frequently and respond to Library notices. Users who fail to return a book by the due date or time may incur a fine.

4.5 Users leaving the University must return all books on loan and pay all outstanding charges before the end of their course or before they leave. Subscribing users must return all their books before the period of their subscription expires. Users who fail to return their books will be charged for the cost of replacement. In the case of those graduating the books must be returned, or the cost of replacement paid, and all other outstanding charges paid, at least one week before the award of their degree.

5. Powers of the Director of Library Services

The Director of Library Services has discretionary power to restrict, suspend or refuse library membership, to refuse to lend, or to recall any book at any time. Suspension of membership of an enrolled student under these regulations is a temporary measure only and will be referred to the Vice-Chancellor as soon as possible for further consideration under the student disciplinary procedures.

Last updated July 2016

14. Acceptable Use Policy for Computing Facilities

Contents

- Introduction
- Scope
- User identification and authentication
- Personal use of facilities
- Connecting devices to University networks
- Use of services provided by third parties
- Unattended equipment
- Unacceptable use
- Penalties for misuse

Introduction

This Acceptable Use Policy is a sub-policy of the Information Security Policy (ISP-01) and sets out the responsibilities and required behaviour of users of the University's information systems, networks and computers.

Scope

All members of the University (staff, students and associates), members of other institutions who have been granted federated access to use the University's facilities together with any others who may have been granted permission to use the University's information and communication technology facilities by the Director of IT Services are subject to this policy.

User identification and authentication

Each member will be assigned a unique identifier (userID) for his or her individual use. This userID may not be used by anyone other than the individual user to whom it has been issued. Each member will be assigned an associated account password which must not be divulged to anyone, including IT Services staff, for any reason. This University password should not be used as the password for any other service. Individual members are expected to remember their password and to change it if there is any suspicion that it may have been compromised.

Each member will also be assigned a unique email address for his or her individual use and some members may also be given authorisation to use one or more generic (role based) email addresses. Members must not use the University email address assigned to anyone else without their explicit permission.

Email addresses are University owned assets and any use of these email addresses is subject to University policies.

Personal use of facilities

University information and communication facilities, including email addresses and computers, are provided for academic and administrative purposes related to work or study at the University. Very occasional personal use is permitted but only so long as:

- it does not interfere with the member of staff's work nor the student's study
- it does not contravene any University policies
- it is not excessive in its use of resources

University facilities should not be used for the storage of data unrelated to membership of the University. In particular, University facilities should not be used to store copies of personal photographs, music collections or personal emails.

Members of staff and research postgraduates should not use a personal (non-University provided) email account to conduct University business and should maintain a separate, personal email account for personal email correspondence.

All use of University information and communication facilities, including any personal use is subject to University policies, including the Investigation of Computer Use Policy (ISP-18).

Connecting devices to University networks

In order to reduce risks of malware infection and propagation, risks of network disruption and to ensure compliance with the JANET Acceptable Use and Security policies, it is not permitted to connect personally owned equipment to any network socket which has not been provided specifically for the purpose. It is permissible to connect personally owned equipment to the University's wireless networks.

To further reduce risk of data loss, members of staff and research postgraduates should not connect any personally owned peripheral device which is capable of storing data (for example, a personally owned USB stick) to any University owned equipment, irrespective of where the equipment is located.

Any device connected to a University network must be managed effectively. Devices which are not are liable to physical or logical disconnection from the network without notice.

Use of services provided by third parties

Wherever possible, members should only use services provided or endorsed by the University for conducting University business. The University recognises, however, that there are occasions when it is unable to meet the legitimate requirements of its members and that in these circumstances it

may be permissible to use services provided by other third parties.

Further information is available in the Information Handling Policy (ISP-07) and the Outsourcing and Third Party Compliance Policy (ISP-04).

Unattended equipment

Computers and other equipment used to access University facilities must not be left unattended and unlocked if logged in. Members must ensure that their computers are locked before being left unattended. Care should be taken to ensure that no restricted information is left on display on the computer when it is left unattended.

Particular care should be taken to ensure the physical security of all equipment when in transit.

Unacceptable use

In addition to what has already been written above, the following are also considered to be unacceptable uses of University facilities. These restrictions are consistent with the JANET acceptable use policy (by which the University is bound) and the law.

- Any illegal activity or activity which breaches any University policy (see the Compliance Policy - ISP-03).
- Any attempt to undermine the security of the University's facilities. (For the avoidance of doubt, this includes undertaking any unauthorised penetration testing or vulnerability scanning of any University systems.)
- Providing access to facilities or information to those who are not entitled to access.
- Any irresponsible or reckless handling or unauthorised use of University data (see the Information Handling Policy - ISP-07).
- Any use which brings the University into disrepute.
- Any use of University facilities to bully, harass, intimidate or otherwise cause alarm or distress to others.
- Sending unsolicited and unauthorised bulk email (spam) which is unrelated to the legitimate business of the University.
- Creating, storing or transmitting any material which infringes copyright.
- Creating, storing or transmitting defamatory or obscene material. (In the unlikely event that there is a genuine academic need to access obscene material, the University must be made aware of this in advance and prior permission to access must be obtained from the Director of IT Services.)
- Using software which is only licensed for limited purposes for any other purpose or otherwise breaching software licensing agreements.
- Failing to comply with a request from an authorised person to desist from any activity which has been deemed detrimental to the operation of the University's facilities.

- Failing to report any breach, or suspected breach of information security to IT Services.
- Failing to comply with a request from an authorised person for you to change your password.

Penalties for misuse

Minor breaches of policy will be dealt with by IT Services. Heads of School/Division may be informed of the fact that a breach of policy has taken place.

More serious breaches of policy (or repeated minor breaches) will be dealt with under the University's disciplinary procedures

Where appropriate, breaches of the law will be reported to the police. Where the breach has occurred in a jurisdiction outside the UK, the breach may be reported to the relevant authorities within that jurisdiction.

15. Policy for the Investigation of Computers

Contents

- Introduction
- Scope
- The University's Powers to Access Communications
- The Powers of Law Enforcement Authorities to Access Communications
- Other Third Parties
- Covert Monitoring
- Procedure

Introduction

This Investigation of Computer Use Policy is a sub-policy of the Information Security Policy (ISP-01) and outlines the circumstances in which it is permissible for the University to access the IT accounts, communications and other data of its members.

The University respects the privacy and academic freedom of its staff and students and recognises that investigating the use of IT may be perceived as an invasion of privacy. However, the University may carry out lawful monitoring of its IT systems when there is sufficient justification to do so and when the monitoring has been authorised at an appropriately senior level.

Staff, students and other members should be aware that the University may access records of use of email, telephone and other electronic communications, whether stored or in transit. This is in order to comply with the law and applicable regulations, to ensure appropriate use of the University's IT systems and to ensure compliance with other University policies. All access and monitoring will comply with UK legislation including the Regulation of Investigatory Powers Act 2000 (RIPA), the Telecommunications (Lawful Business Practice) (Interception of Communications) Regulations 2000 (LBP), the Human Rights Act 1998 (HRA) and the Data Protection Act 1998 (DPA). Decisions to access the IT accounts, communications and other data of members will be taken by an independent person in order to ensure that such requests are free of bias and are not malicious. Investigations of this kind are sensitive and time-consuming. Decisions to undertake such investigations will therefore be made at an appropriately senior level by a member of the University Secretary's Office who will also determine the scale of the work to be undertaken.

Scope

All members (staff, students and associates) of the University together with any

others who may have been granted permission to use the University's information and communication technology facilities by the Director of IT Services are subject to this policy.

The University's Powers to Access Communications

Authorised University staff may access files and communications, including electronic mail files, stored on any IT facilities owned, managed or provided by the University and may examine the content of these files and any relevant traffic data.

The University may access files and communications for the following reasons:

- to ensure the operational effectiveness of its services (for example, the University may take measures to protect its systems from viruses and other threats);
- to establish the existence of facts relevant to the business of the institution (for example, where a case of suspected plagiarism is being investigated and there is sufficient evidence, the contents of an individual's communications and/or files may be examined without their consent with the authority of an authorised person);
- to investigate or detect unauthorised use of its systems;
- to ascertain compliance with regulatory or self-regulatory practices or procedures relevant to the University's business;
- to monitor whether or not communications are relevant to the business of the University (for example, checking email accounts when staff are absent on holiday or on sick leave to access relevant communications);
- to comply with information requests made under the Data Protection Act or Freedom of Information Act (individuals would in normal circumstances be notified).

The Powers of Law Enforcement Authorities to Access Communications

A number of other non-University bodies and persons may be allowed access to user communications under certain circumstances. Where the University is compelled to provide access to communications by virtue of a Court Order or other competent authority, the University will disclose information to these non-institutional bodies/persons when required as allowed under the Data Protection Act 1998.

For example, under the Regulation of Investigatory Powers Act 2000 a warrant may be obtained by a number of law enforcement bodies regarding issues of national security, the prevention and detection of serious crime or the safeguarding of the economic well-being of the UK.

Other Third Parties

The University makes use of third parties in delivering some of its IT services. These third parties may intercept communications for the purpose of ensuring the security and effective operation of their service (for example, a third party which provides email services to the University may scan incoming and outgoing email for viruses and spam).

Covert Monitoring

Covert monitoring of computer use will only be authorised in exceptional circumstances where there is reason to suspect criminal activity or a serious breach of University regulations and notification of the monitoring would be likely to prejudice the prevention or detection of that activity. The period and scope of the monitoring will be as narrow as possible to be able to investigate the alleged offence and the monitoring will cease as soon as the investigation is complete. Only information gathered in relation to the alleged offence will be retained. This information will only be viewed by those for whom access is strictly necessary, for example in relation to potential disciplinary proceedings.

Procedure

Requests for investigation under this policy may be made by any member of staff or student, although typically the request will come from a head of department, school or division. Occasionally requests are made from outside of the University, for example by the police. The request should be made to the University Secretary's Office and should include the following information:

- a. the name and department of the student or staff member whose computer or computing activity you wish to be investigated;
- b. the reasons for the request;
- c. where computer misuse is alleged, the evidence on which this is based;
- d. the nature of the information sought;
- e. any other relevant information, for example, that the request relates to ongoing disciplinary or grievance procedure.

In order to monitor the number and type of requests made, the University Secretary's Office will keep a record of the requests that have been made and those which were acceded to.

16. Car Parking Regulations

The following rules govern the use by students of University car parking area within the University Precinct.

Car parks

Car parking spaces in the University precinct are reserved for University staff and official visitors during normal working hours, i.e. Monday to Friday, 8 am to 5 pm, throughout the year, and students may not drive into or park motor vehicles in any University car park during these times. (Students with a mobility impairment may apply to Security Services for a special car parking permit.)

Students may park vehicles in these car parks at all other times, i.e. during the evenings and at weekends.

Parking in the private access or exit road or area to or from any University car park is strictly prohibited, for reasons of safety.

Offending vehicles will be subject to a Civil Parking Charge, the cost is £120 but reduced to £60 if paid within 14 days; no prior warning will be given.

Motor cycle parks

There are limited facilities for parking motor cycles in the precinct.

Last amended July 2009.

General

17. Policy on Public Interest Disclosure

1 Introduction

Members of staff and students may be the first to realise that there is something wrong within the University. However they may not express their concerns, because they feel that speaking up would be disloyal to their colleagues or tutors. They may also fear harassment or victimisation. In these circumstances, it may be easier to ignore the concern rather than report what may just be a suspicion of malpractice.

The University encourages members of staff and students to raise genuine concerns about malpractice at the earliest practicable stage. This procedure aims to provide a rapid mechanism under which genuine concerns can be raised internally, and, if necessary, externally, without fear of adverse repercussions to the individual. It is also intended to promote throughout the University a culture of openness and a shared sense of integrity, by inviting all employees and students to act responsibly in order to uphold the reputation of the University and maintain public confidence.

This procedure also seeks to balance the need to provide safeguards for members of staff and students who raise genuine concerns about malpractice against the need to protect other members of staff, members of the Board of Trustees, students and the University against uninformed or vexatious allegations.

2 Malpractice

The types of matters regarded as malpractice for the purposes of this procedure are as follows:

- Fraud or financial irregularity
- Corruption, bribery or blackmail
- Criminal offences
- Failure to comply with a legal or regulatory obligation
- Miscarriage of justice
- Endangering the health or safety of any individual
- Endangering the environment
- Improper use of authority
- Serious financial maladministration arising from the deliberate commission of improper conduct
- Research misconduct

3 Assessors

The Vice-Chancellor will ensure that three members of staff of appropriate experience and standing within the University are designated at any time for the purposes of this procedure as Assessors. One of these shall be designated as Lead Assessor. The current Assessors are:

Lead Assessor - Professor Guy Orpen, Deputy Vice-Chancellor (0117 928 8038)

Assessor - Professor Tim Gallagher, Faculty of Science (0117 331 7479)

Assessor - Mrs Jane Bridgwater, Deputy Secretary (0117 394 1817)

Assessor – Ms Sue Paterson, Deputy Secretary (0117 394 1826)

The Vice-Chancellor may revoke any such designation from time to time and appoint new Assessors. This will be reported to the next meeting of the Board of Trustees, together with brief reasons for the revocation. Where a revocation arises from the termination of an Assessor's employment, brief reasons for the termination will be given to the Board of Trustees.

The Lead Assessor will co-ordinate the training of the Assessors in the use of this procedure and will produce an annual report for the Board of Trustees on the number of occasions when the procedure has been formally invoked and the outcome in each case.

4 Disclosure

This procedure applies to disclosure by an employee, an agency contract worker, a self-employed homemaker employed or engaged by the University, a student at the University or a Trustee, who has grounds to believe that malpractice has occurred, is occurring or is likely to occur in connection with the University. This malpractice may be on the part of an employee, a student, a Trustee or any other person or persons.

The person making the disclosure should as soon as practicable disclose in confidence the grounds for the belief of malpractice to any of the Assessors. An Assessor may decline to become involved on reasonable grounds. Such grounds include previous involvement or interest in the matter concerned, incapacity or unavailability or that an Assessor is satisfied, after consulting the Lead Assessor, that another Assessor would be more appropriate to consider the matter in accordance with this procedure.

Any disclosure to an Assessor under this procedure shall, wherever possible, be in writing. The person making the disclosure should provide as much supporting written evidence as possible about the grounds for the belief of malpractice.

On receipt of the disclosure, the Assessor will offer to interview, in confidence, the person making the disclosure. Such an interview will take place as soon as practicable after the initial disclosure. The purpose of the interview will be for the Assessor to obtain as much information as possible about the grounds of the belief of malpractice and to consult about further steps which could be taken. The person making the disclosure may be accompanied by a local trade union representative or work colleague at the interview. The Assessor may be accompanied by an administrative assistant to take notes. The notes will not identify the person making the disclosure. For safeguards in relation to confidentiality, see below.

5 Further steps

As soon as practicable after the interview (or after the initial disclosure if no interview takes place), the Assessor will recommend what further steps should be taken. Such recommendations may include one or more of the following:

- that the matter should be investigated internally by the University and/or by the University's external or internal auditors or other investigators appointed by the University;
- that the University's disciplinary procedures should be invoked;
- that a member of staff or a student should be given the opportunity to seek redress through the University's grievance or complaints procedures;
- that the matter should be reported to the police;
- that the matter should be reported to the HEFCE, the Department for Education and Skills, the National Audit Office or other appropriate public authority.

The grounds on which the Assessor may recommend that no further action by the University should be taken are as follows:

- that the Assessor is satisfied that the person making the disclosure does not have a reasonable belief that malpractice within the meaning of this procedure has occurred, is occurring or is likely to occur; or
- that the Assessor is satisfied that the person making the disclosure is not acting in good faith; or
- that the matter concerned is already the subject of legal proceedings, or has already been referred to the police, the HEFCE or other public authority; or
- that the matter is already (or has already been) the subject of appropriate proceedings under one of the University's other procedures relating to staff or students.

Any such recommendations will be made by the Assessor to the Vice-Chancellor, unless it is alleged that the Vice-Chancellor is involved in the alleged malpractice or unless there are other reasonable grounds for not doing so, in which case the

recommendations will be made to the Chairman or the Vice-Chairman of the Board of Trustees. The recommendations will be made without revealing the identity of the person making the disclosure save as provided below.

The recipient of the recommendations will take all steps within his or her power to ensure that they are implemented, save to the extent that in the view of the recipient there are good reasons for not doing so. If the Vice-Chancellor decides not to implement any such recommendations, that decision will be notified in writing to the Chairman of the Board of Trustees as soon as practicable, together with the reasons for it.

Once the Vice-Chancellor or other recipient has decided what further steps (if any) should be taken, the Assessor will inform the person making the disclosure of the decision. If no further steps by the University are proposed, the Assessor will give the reasons for this.

6 External disclosure

If, having followed this procedure, the person making the disclosure is not satisfied with the further steps decided upon, or the outcome of any such steps, he or she may raise the matter on a confidential basis directly with the police, the HEFCE, the Department for Education and Skills, a Member of Parliament or other appropriate public authority. Before taking any such action, the discloser will inform the Assessor.

The person making the disclosure may also raise the matter externally, as set out in the paragraph above, if he or she has reasonable grounds for believing that he or she will be subjected to a detriment as a result of making the disclosure, or that all the available Assessors are or were involved in the alleged malpractice.

The person making the disclosure may at any time disclose the matter on a confidential basis to a professionally qualified lawyer for the purpose of taking legal advice.

7 Safeguards

Any report or recommendations by the Assessor in relation to the matter will not normally identify the person making the disclosure, save on a strictly confidential basis to the Assessor's administrative assistant or to a professionally qualified lawyer for the purpose of obtaining legal advice, unless:

- the discloser consents in writing
- there are grounds to believe that the discloser has acted maliciously
- the Assessor is under a legal obligation to do so
- the information is already in the public domain

- it is essential to do so in order to deal appropriately with the matter disclosed

Any documentation (including computer files and disks) kept by the Assessor relating to the matter will be kept secure, so that as far as practicable only the Assessor and his or her administrative assistant shall have access to it. As far as practicable, any documentation prepared by the Assessor will not reveal the identity of the individual as the discloser of information under this procedure.

Where the person making the disclosure involves a local trade union representative or work colleague in this procedure, the discloser will be under an obligation to use all reasonable endeavours to ensure that the representative or work colleague keeps the matter strictly confidential save, as permitted under this procedure, as required by law or until such time as it comes into the public domain.

The discloser will not be required by the University without his or her consent to participate in any enquiry or investigation into the matter, unless there are grounds to believe that the discloser may have been involved in misconduct or malpractice.

Where the person making the disclosure participates in any such enquiry or investigation, that participation will usually be required to be on an open rather than a confidential basis, although the obligations of the Assessor will remain in relation to the identity of the individual as the original discloser of information under this procedure.

Subject to the paragraphs below, the University will not (and it will use all reasonable endeavours to ensure that its employees do not) subject the discloser to any detriment on the grounds of the disclosure of information under this procedure. The person making the disclosure should report any complaints of such treatment to an Assessor. If the discloser wishes the Assessor to take action in relation to such complaints, the discloser may be asked to consent in writing to the Assessor revealing the discloser's identity for the purposes of any such action.

8 Protection against disciplinary action

No disciplinary action will be taken against anyone for making a disclosure in accordance with this procedure. This will not prevent the University from bringing disciplinary action in cases where there are grounds to believe that a disclosure has been made maliciously or vexatiously or where an external disclosure is made in breach of this procedure without reasonable grounds or otherwise than to an appropriate public authority.

9 Research students

Where a research student raises concerns about his or her supervisor under this procedure and as a consequence feels that the supervisory relationship cannot

continue, the University will endeavour to find a replacement supervisor and will take all reasonable steps to ensure that the student's research is not disrupted.

10 Amendments/Review

This procedure may be amended by the Board of Trustees from time to time. Any comments or suggestions about the procedure should be referred to an Assessor or to the University Secretary.

Approved by Council 5 July 2002.

18. Freedom of Speech Code of Practice

University of Bristol Statement on Freedom of Speech

Freedom of expression and equality are foundational rights, whose realisation is essential for the enjoyment and protection of all human rights². The University of Bristol believes that freedom of expression and academic freedom are at the heart of its mission and must be fully reflected in both its policies and practices. Our approach is to enable and promote free speech and encourage debate of all kinds. The only exception is where there are serious concerns about public disorder or the direct incitement of violence or hatred.

This means that there must be an atmosphere of free and open discussion. The University supports the view of the European Court of Human Rights that freedom of expression constitutes one of the essential foundations of a democratic society and that such freedom is applicable not only to information or ideas that are favourably received, but also to those that have the potential to offend, shock or disturb the listener. Staff and students primarily determine the subjects and topics of discussion that take place on campus. Pluralism, tolerance and broadmindedness are essential components of a democratic society, and all views, including those that can be difficult to hear, should be able to be expressed and heard with tolerance and mutual respect. The University supports the right to hold conferences and talks on controversial topics. There is freedom to challenge or debate the law, moral or other issues but this does not give permission to break the law.

The principle of free speech has the potential to be abused, including through incitement to violence or to breaches of the peace, or by the use of threatening words or behaviour (including the display of writing, signs or other visible representations) which are intended to provoke racial or religious hatred or hatred on grounds of sexual orientation, or to encourage or draw people into terrorism. All of our staff and students have a responsibility to consider these issues in the course of their work.

As an institution, the University is mindful of its responsibilities to ensure that its premises are not being used for unlawful purposes, including those which may negate the enjoyment of that freedom for others. When permitting its premises to be used, the University must therefore consider what may be said. The University is not obliged to allow its premises to be used by members of the public or by organisations which might wish to do so, nor is it obliged to admit members of the public to meetings taking place on its premises (providing that it does not exclude on a discriminatory basis) and must take account of other legal obligations, including those around the bounds of lawful speech and assemblies that may lead to serious disorder or breaches of the peace.

² Article 19 (2009) *Camden Principles of Freedom of Expression and Equality*. London: Article 19. Page 3. Accessed 04/03/16 from <https://www.article19.org/data/files/pdfs/standards/the-camden-principles-on-freedom-of-expression-and-equality.pdf>

Notes: In accordance with the Education Act 1986, the University Board of Trustees is required to publish a Code of Practice setting out the procedures to be followed by members, students and employees of the University in connection with the organisation of meetings and activities taking place on its premises. This document forms one part of the Code of Practice. The second document is the accompanying External Speakers Procedure.

The Secretary of State has issued guidance under the Counter-Terrorism and Security Act, 2015, which provides that the University 'must, in the exercise of its functions, have due regard to the need to prevent people from being drawn into terrorism'. The guidance acknowledges that universities must have particular regard (this is considered to carry more weight than 'due regard') to the duty to ensure freedom of speech and to the importance of academic freedom.

External Speakers Procedure

This process applies to all bookings of events involving the engagement of an external speaker to give a presentation, talk or lecture under the auspices of either the University of Bristol (UoB) or Bristol Students Union (Bristol SU), whether hosted on or off UoB or Bristol SU premises. The process is not normally expected to apply to the engagement of visiting speakers to contribute to the delivery of approved academic programmes or to take part in research seminars at UoB.

The University of Bristol believes that freedom of expression and academic freedom are at the heart of its mission and must be fully reflected in both its policies and practices. Our approach is to protect free speech and encourage debate of all kinds. The only exception is where there are serious concerns about public disorder or the incitement of violence or hatred.

1. When to use this procedure

This procedure should be followed whenever an event involving an external speaker is organised and should be commenced at the earliest opportunity. No booking of the speaker or venue should be confirmed until a decision has been made under this procedure that the event can go ahead.

2. Self-assessment

The Event Organiser (the person responsible for the event) must undertake a self-assessment (using the questions in section 2) to determine whether further scrutiny and support from the University are required. If the *Event Organiser* reasonably decides that there are no issues, the event can go ahead. **It is anticipated that the vast majority of events organised will fall into this category.**

The *Event Organiser* may be:

- A student
 - Bristol SU affiliated group
 - Independent/informal student group
 - JCRs

- Academic (school, faculty or programme-based group)
- A staff member
 - UoB
 - Bristol SU
- An external user

3. If further scrutiny is required

If an *Event Organiser* identifies that further scrutiny is required, the venue can be provisionally booked and the *Event Organiser* must give two weeks' notice to allow the *Assessor* and *Decision Maker* sufficient time to consider how to mitigate any concerns. If less than two weeks' notice is given, a response cannot be guaranteed and the event may not be permitted to go ahead.

If the self-assessment questions (see section 5) raise potential issues then the *Event Organiser* must refer them to an appropriate *Assessor*, to be chosen from the following by reference to the location or organisational responsibility for the event:

- Bristol SU Student Engagement Manager (in liaison with UoB as appropriate)
- University Conference Officer
- Head of Learning Facilities Management:
- Director of Residential and Hospitality Services or nominee (to include Residences Wardens and Accommodation Managers)
- Heads of School
- Divisional Heads

The *Assessor* will consider the self-assessments passed to them. They may approve the event if the case is straightforward and they assess the risks to be low. In carrying out this assessment, the *Assessor* may seek advice from the Secretary's Office, the Student Services Divisional Office and Security Services, as appropriate.

4. In cases of significant concern

If the *Assessor* is concerned that the issues raised present significant risks in relation to the hosting of the event, the assessment findings will be referred to the *Decision Maker*. The *Decision Maker* will consider what mitigation could be arranged, for example ticketing or a change of venue, in order to make it possible for the event to take place. Their decision is final. They may give conditional approval, subject to the *Event Organiser* putting mitigating measures in place.

The *University Decision Maker's* overarching aim will be to allow events to go ahead in line with the University's firm commitment to Freedom of Speech and within the law.

The *Bristol SU Decision Maker's* aim will be to allow events to go ahead within the law and any prevailing Bristol SU policy at the time.

The *Decision Maker* is either the

- Deputy Vice-Chancellor (or nominee)
 - For events in a UoB venue other than Bristol SU
 - For events in external venues being organised by a UoB member of staff
- Bristol SU Chief Executive (or nominee)
 - For events in Bristol SU venues
 - For events in external venues being organised by a Bristol SU affiliated student group or Bristol SU member of staff or by individual students
 - The Chief Executive will make their decision after consultation with the Deputy Vice-Chancellor (or nominee).

It may be necessary to consult and/or inform other parties of the planned speaker.

These may include:

- Police
- Security Services
- South West Prevent Regional HE/FE Lead³
- UoB Public Relations
- Liberty

5. Self-assessment questions

The *Event Organiser* must make themselves sufficiently aware of the speaker's background and reputation to be able to take a considered view as to whether it is appropriate to host the proposed event within UoB or Bristol SU. The primary consideration is whether the event can be safely managed and whether any additional measures should be put in place to enable the event to go ahead. The following questions will enable the *Event Organiser* to consider how to mitigate any risks the speaker's attendance might bring, and ensure that the event can be managed appropriately.

a) Are there any concerns about unlawful content or content that might encourage terrorism or violent extremism?

For example:

- Are they representing an organisation proscribed by the UK Government?
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/538297/20160715-Proscription-website-update.pdf

³ It should be noted that Bristol SU is not subject to the Prevent duty and is not therefore required to consult with the South West Prevent Regional HE/FE Lead.

- Are they likely to breach UK laws on Hate Speech?
<https://www.equalityhumanrights.com/en/freedom-express/top-ten-things-you-need-know-about-freedom-expression-laws>
- Are they likely to raise concerns under the Prevent duty guidance in terms of encouraging violent extremism or terrorism, or drawing people into terrorism?
<https://www.gov.uk/government/publications/prevent-duty-guidance>

→ If so, or you are unsure, please contact the Secretary's Office for advice:
legal@bristol.ac.uk / 0117 394 1830

b) Could there be a *public order* issue?

Concern about public order issues does not automatically block such an event taking place, but it is important to seek advice.

For example:

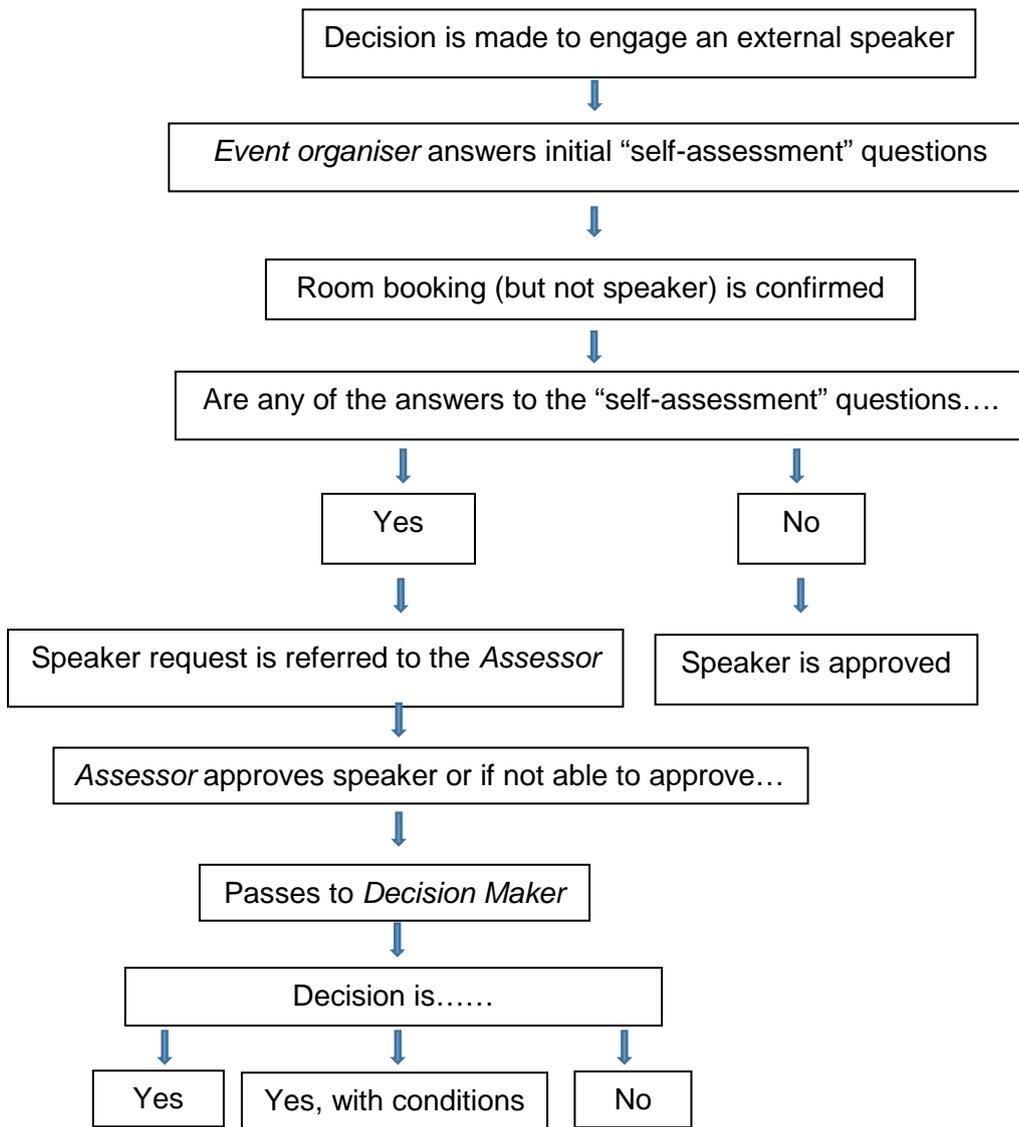
- Is the subject of their talk or the organisation they represent likely to mobilise significant opposition such that there might be a risk to safety of the public or members of the University community?
- Is there any evidence that this has been the case on other occasions?
- Does the speaker, or the organisation they represent have a controversial profile in the media?
- Is the event likely to attract a heightened media interest?
- Is the event likely to attract unusual interest or unusually large numbers?

→ If so, or you are unsure, please contact Security Services for advice on how to ensure the safety of speakers and attendees: security-office@bristol.ac.uk / 0117 928 7848

→ If so, or you are unsure, please contact the Public Relations Department for advice: public-relations@bristol.ac.uk / 0117 928 8895

At the end of the self-assessment process the *Event Organiser* should be able to answer Yes or No to these questions.

Process for informing, checking and approving external speakers



Approval conditions

These may include, for example:

- Ticketing and/or restricting numbers
- Changing the venue
- Limiting admission to UoB students and staff and/or by named guest list only
- Checking identification of those attending
- Provision of stewards/additional security
- Attendance by a senior member of staff from Bristol SU or UoB
- Copy of any speech to be approved in advance.
- Chairing by an experienced chair
- Opportunity to debate or challenge a view that is being promoted

Approved by the Board of Trustees
July 2016

19. Education Act 1994: Code of Practise

The Education Act 1994 (the “Act”)(Section 22(3)) requires universities to issue a code of practice, setting out the manner in which the requirements of section 22(1) and (2) of the Act, relating to the organisation and activities of the Students’ Union, are to be put into effect.

Set out below are the requirements of the Act, together with the steps taken by the University of Bristol to ensure compliance.

Section 1

The governing body of every establishment to which this Part applies shall take such steps as are reasonably practicable to secure that any students’ union for students at the establishment operates in a fair and democratic manner and is accountable for its finances.

The steps taken are set out below.

Section 2

(a) The union should have a written constitution

Under Ordinance 24 of the University, the University of Bristol Students’ Union is established as a charitable company limited by guarantee. The Articles of Association set out the current written constitution of the Union.

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

The prior approval of the University Board of Trustees is required for any amendments to the Union’s Articles of Association.

The University Board of Trustees is required under the Articles of Association to review the provisions of the Union’s Articles of Association at intervals of not more than five years.

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

All full-time and part-time students at the University are entitled to become members of the Union (by becoming a member of the charitable company by which it is constituted), unless they give notice in accordance with the Articles that they choose not to be a member of the Union. The Union shall not levy subscriptions for membership of the Union (save that clubs and societies of the Union may levy a membership fee on their members). Full members shall be the students (who have not opted out) and the Sabbatical Trustees. Regardless of membership of the Union, students are entitled to use the Union building and facilities, to join Union clubs and societies, to use the University's sports facilities, and to make use of welfare services. Students who are not members of the Union are eligible to stand for election as student representatives on Senate.

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

The procedures relating to elections are set out in the Articles of Association of the Union, and comply with this requirement.

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

The Returning Officer monitors the conduct of all elections to major union offices and reports annually on such elections to the Deputy Registrar (Academic Services) who in turn reports to University Board of Trustees. The Trustees of the Union are responsible for ensuring that all elections (whether carried out by way of referendum, secret ballot or by resolution at any general meeting of the Union) are fairly and properly conducted.

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

This is provided for under the Union's Articles of Association.

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

The financial management of the Union is monitored on behalf of the University Board of Trustees by the Finance Director to whom the Trustees will report on the Union's financial affairs. The Union also has a University Financial Adviser who will report to the Finance Director any matters relating to Union funds which in his or her opinion

should be so reported. The Trustees must obtain the approval of the University Board of Trustees for the budget for the Union in respect of each financial year before, or at the earliest possible date after, the start of the financial year in accordance with the Articles.

The Finance Director:

- Reports annually to the Board of Trustees on the financial affairs of the Union including the budget and the annual report and statement of accounts, and will highlight any other matters as appropriate in order for the University Board of Trustees to monitor whether such financial affairs of the Union are properly conducted.
- Receives and reviews the proposed budget for the Union for any financial period and reports on the budget to the University Board of Trustees in order to allow it to decide whether to give its approval in accordance with the Articles and the Act.

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

The Trustees of the Union shall comply with the requirements of the Companies Acts and of the Charities Act 1993 as to, keeping financial records, the audit or examination of accounts and the preparation and transmission to the Registrar of Companies and the Charity Commission of:

- (i) annual reports
- (ii) annual returns
- (iii) annual statements of account.

These documents are available for inspection through the Union Office and the Union shall in any event provide the University Board of Trustees with a copy of the annual report and statement of accounts as soon as is reasonably practicable following the approval by the Trustees.

(i) The procedure for allocating resources to groups or clubs should be fair, and should be set down in writing and freely accessible to all students.

The procedure for allocating resources is set out in the Union's Byelaws (Byelaw 9, Student Groups) available online:

<http://www.bristolsu.org.uk/about/our-organisation/governance/financialaccounts/>

Further details can also be found in the Union's Sports, Clubs and Societies Committee Handbook available online:

http://www.bristolsu.org.uk/activities/committee_resources/

(j) If the union decides to affiliate to an external organisation, it should publish notice of its decision, stating the name of the organisation, and details of any subscription or similar fee paid or proposed to be paid, and of any donation made or proposed to be made, to the organisation, and any such notice should be made available to the governing body and to all students.

The University has notified the Union of the requirement to comply with this provision.

(k) Where the Union is affiliated to any external organisations, a report should be published annually or more frequently containing:

- (i) a list of the external organisations to which the union is currently affiliated, and;
- (ii) details of subscriptions or similar fees paid, or donations made, to such organisations in the past year (or since the last report), and such reports should be made available to the governing body and to all students.

Where the union is affiliated to any external organisations, an annual report will be published and made available to the University Board of Trustees and to students. This should contain a list of the external organisations to which the union is currently affiliated as at the date of the report, and details of subscriptions or similar fees paid, or donations made, to such organisations in the previous year.

(l) There should be procedures for the review of affiliations to external organisations, under which the current list of affiliations is submitted for approval by members annually or more frequently, and at such intervals of not more than a year as the governing body may determine, a requisition may be made by such proportion of members (not exceeding 5%) as the governing body may determine, that the question of continued affiliation to any particular organisation be decided upon by a secret ballot in which all members are entitled to vote.

Under the Articles of Association, no affiliation to any organisation may be made or continued unless it is approved at least once in every calendar year by a Referendum or otherwise in accordance with the Act.

(m) There should be a complaints procedure available to all students or groups of students who are dissatisfied in their dealings with the union, or claim to be unfairly

disadvantaged by reason of their having exercised the right referred to in paragraph (c) above, which should include provision for an independent person appointed by the governing body to investigate and report on complaints.

Under University Statute 17.19 (“Grievances”), any student with a grievance may take it to the University Board of Trustees, which has power to investigate the grievance, and to take any necessary steps to redress it. The University Board of Trustees has discretion to appoint a Committee to deal with the matter. The Board of Trustees shall maintain a suitable complaints procedure, which shall include the right of appeal.

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

The University Board of Trustees ensures that grievances are dealt with quickly and appropriate remedies instituted. This is included in Statute 17.19 (“Grievances”).

Section 22(4)(b) Information for students Restrictions on union activities imposed by the law relating to charities

Under section 22(4)(b) of the Education Act 1994, the University is obliged to draw to the attention of students the restrictions imposed on the activities of the Student Union by the law relating to charities.

Resources provided to the Union through the University of Bristol should be used only for charitable purposes, in representing and furthering the interests of students so as to enhance the educational aims of the University.

By way of example, it would be proper for the Union to finance debate on controversial issues, the formation and running of clubs and societies, the publication of a student newspaper and representation on University governing bodies. However Union resources should not be used to campaign or lobby in support of any particular political party or religious organisation.

Further advice may be found in the booklet CC9: Speaking Out: Guidance on Campaigning and Political Activities by Charities, published by the Charity Commissioners for England and Wales.

Last amended July 2014

20. Fitness to Study Policy and Procedure

Policy

1. What is fitness to study?

Fitness to study relates to an individual's capacity to participate fully and satisfactorily as a student, in relation to academic studies and life generally at the University of Bristol.

The University is committed to supporting student wellbeing and recognises that a positive approach to the management of physical and mental health is crucial to student learning and academic achievement.

2. The purpose and scope of this policy

The purpose of this policy is to provide a suitable and co-ordinated response by academic and support staff in circumstances where:

- the situation is deemed to be urgent; and
- other internal procedures such as the progress rules or the Student Disciplinary Regulations are not appropriate; and
- all other avenues within schools and faculties have been exhausted.

This policy does not relate to fitness to practise – certain professional programmes have fitness to practise procedures which operate outside the scope of this policy.

3. When to use this policy

This policy should be used when a student's fitness to study is a cause for concern and all other procedures or options have been considered or exhausted. A student's fitness to study may be a cause for concern as a result of a wide range of circumstances, including (but not restricted to) the following:

- Behaviour which would usually be dealt with as a disciplinary matter, which may be known to be or suspected to be the result of an underlying physical or mental health difficulty.
- A student's health difficulties are adversely affecting the health, safety or wellbeing of themselves or others.
- The student's academic performance or personal conduct is not acceptable and may be known to be or suspected to be the result of an underlying physical or mental health problem.

4. Informal action within schools and faculties

It is expected that schools and faculties will approach students once concerns regarding fitness to study have been raised and attempt to resolve the matter by

informal discussions with the student. The student should be encouraged to use one or more of the support services offered by the University.

Specific academic arrangements should be considered and action plans agreed with the student, which are regularly reviewed.

The majority of cases can be resolved this way.

5. Procedure

5.1. Stage 1 – Case Review

The Fitness to Study policy can be invoked when all informal avenues have been unsuccessful, the other procedures available such as the progress rules and the Student Disciplinary Regulations have been considered and deemed to be inappropriate and the student is not engaging and action plans have not been met.

A meeting of a Case Review Panel can be convened by the Faculty Education Manager (FEM) from the student's faculty, who will act as clerk to the Panel, usually made up of the following:

- An academic representative from the student's school
- the Faculty Undergraduate or Postgraduate Education Director
- a representative from the Student Services Division (normally not the person supporting and advising the student)
- the Equality and Diversity Manager
- a representative from the Secretary's Office

Before the Case Review Panel meeting medical assessment may be sought, usually from the student's GP or medical practitioner. The student will be encouraged to consent to the assessment. The student will be able to submit documents for the Panel to consider and will be given a copy of any documents seen by the Panel. The student may request to attend all or part of the Case Review Panel meeting. The Panel will make a reasoned decision regarding whether the student should attend. If the student does attend, they will have the right to bring a friend or representative to the meeting.

A letter will be sent to the student after the meeting setting out any decision made and the reasons for the decision.

The Panel will order its proceedings as it sees fit and may call witnesses if necessary.

The outcome agreed by the Panel will normally be an outcome not already attempted as part of the informal action taken by the school or faculty. The outcomes available to the Panel are:

- No further action required
- To monitor the student formally for a specific period of time. An action plan will be agreed with the student detailing any steps the student will need to take and the support to be provided to the student. This action plan will normally detail different actions to any plan previously agreed as part of the informal action taken by the school or faculty. Regular review meetings will be arranged with the student and a nominated member of staff. The student should be made aware of what will happen if the action plan is breached, which will normally involve their case moving to stage 2.
- To recommend a specific academic arrangement be put in place which may include a suspension of studies. Such recommendations should be agreed by the student's school and faculty where appropriate (normally the representatives on the Panel) and the student. If the student does not agree, the case will move on to stage 2.
- To refer the case to a Fitness to Study Panel, under stage 2 of this procedure. This will be appropriate in serious cases, for example where there is evidence of a serious risk to the health and safety of the student or others in the university community. This course of action would be used when it is considered that suspension, temporary exclusion, permanent exclusion or withdrawal may be the appropriate course of action or if the student has not agreed to a recommendation or action plan made under stage 1.

5.2. Stage 2 – Fitness to Study Panel

This stage will only be invoked in the following circumstances:

- following a referral from a Case Review Panel; or
- if the student does not agree or is not engaging with a recommendation of a Case Review Panel; or
- if in the opinion of the Deputy University Secretary the case is sufficiently serious and urgent to warrant an immediate referral without consideration of stage 1.

The Deputy University Secretary can convene a Fitness to Study Panel to consider the case and will act as clerk to the Panel.

The Members of the Panel will usually be:

- An academic representative of the student's school
- A representative of the student's faculty (usually the FEM and/or the FED)
- A representative of another faculty or school
- A representative from the Student Services Division (normally not the person supporting and advising the student)

- The Equality and Diversity Manager

As with the Case Review Panel the student will have the opportunity to submit documents for the Panel to consider and will be sent a copy of any documents seen by the Panel.

The student may ask for a Student Adviser from the Just Ask unit of the Students' Union to attend the meeting on their behalf but will not normally be permitted to attend in person.

The Panel may order the proceedings at its discretion and may call witnesses if required. The Panel may request further medical evidence.

The Panel will make a recommendation to the Pro Vice-Chancellor (Education and Students). Possible recommendations may include:-

- A short term exclusion to allow the student to be assessed by a medical professional, access support services both within and outside of the University or for the University to obtain further information. The exclusion will be reviewed within four weeks as set out below in relation to emergency temporary exclusion.
- Suspension with conditions for a period up to twelve months. A student who is suspended from the University may be prohibited from participating in University activities and may also be prohibited from entering the University premises or have restricted rights to enter the premises. The terms of the suspension will be notified to the student in writing, depending on the circumstances of the case. The decision to suspend a student shall be reviewed as necessary by the Panel.
- Exclusion or requirement to withdraw - if the Panel concludes, taking into account the individual circumstances of the case and any supporting medical evidence, that there is no reasonable prospect of the student re-engaging with their programme a recommendation will be made to the Pro Vice-Chancellor that the student is permanently excluded or required to withdraw. This recommendation should only be made in the most serious cases.
- Any other action considered to be appropriate and proportionate.

6. Temporary Exclusion

The Deputy University Secretary may refer the case straight to the Pro Vice-Chancellor if it is considered that the risk to the student or the University is very high and an immediate temporary exclusion is the most appropriate course of action.

The Pro Vice-Chancellor may impose a temporary exclusion with immediate effect pending the invoking of this policy. A student who is subject to a temporary exclusion order is prohibited from entering university premises and from participating in university activities. The exclusion may, exceptionally, be subject to qualification,

such as the permission to take an examination or to enter university premises to attend a meeting with a support service, such as the Student Counselling Service or the Students' Health Service. The terms of exclusion will be individual to each case and will be notified to the student in writing. An exclusion order does not affect the student's status as a member of the University.

The decision to exclude will normally be reviewed after four weeks at the request of the student. The review may include a recommendation that a Fitness to Study Panel be convened to consider the case.

7. Return to study

The Case Review Panel or Fitness to Study Panel that made the recommendation regarding a suspension or temporary exclusion, or as many members of the original Panel as possible, will be reconvened to consider whether the student is fit to return to study.

Further medical evidence will be requested from the student which considers their ability to fully engage with their studies and meet the requirements of the programme. A student will only be permitted to return if, after receiving the medical evidence, the Panel is satisfied that the individual is fit to study.

If a student agreed to suspend studies under stage 1, the Case Review Panel that originally considered the matter can make the decision regarding a return to studies without referral to the Pro Vice-Chancellor if it is satisfied that the student is fit to return.

If the Pro Vice-Chancellor made the decision to suspend or temporarily exclude under stage 2 on the recommendation of the Fitness to Study Panel, the Panel should reconvene to consider whether the student is fit to return to study and make a recommendation to the Pro Vice-Chancellor. The Pro Vice-Chancellor will make the final decision in the light of the Panel's recommendation.

Where a student returns to study after a temporary exclusion/suspension under this policy the relevant panel will consider any support that the student may require to support a return to studies, such as regular review meetings or a return to study action plan. The general expectation is that the student will take personal responsibility for fully engaging with this support.

8. Right of appeal

The student may appeal against a suspension or requirement to withdraw. A letter setting out the grounds of appeal should be addressed to the University Secretary, to be received within 21 days of the date on which the order for suspension or the requirement to withdraw was made. The student is encouraged to seek assistance from the Students' Union Advice Service when preparing the letter of appeal.

The appeal will be heard by a Committee of Board of Trustees. The membership

and procedure of an appeal committee will be the same as that set out under the Student Complaints Procedure.

9. Nominees

References in these Regulations to the holders of any office shall be construed to refer either to the office holder or to their respective nominee.

August 2016