

Academic year 2015-16

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These General Regulations have effect from 1 September 2015 and are approved by Academic Board and Council

1. Programmes of Study

1.1 A Programme of Study is:

1.1.1 For a taught certificate, diploma or degree, a prescribed set of modules, which may include supervised practice or research, and associated assessment which on successful completion leads to the award of a certificate, diploma or degree.

1.1.2 For a research degree, a prescribed period of supervised research study, which may include taught and practice elements, and the assessment thereof, which on successful completion leads to the award of a degree.

1.2 Each Programme of Study leading to a certificate, diploma, Bachelor's or Master's degree shall be governed by a Programme Scheme approved by Academic Board, which shall be consistent with the College's Credit Framework.

1.3 The Programme Scheme shall comprise the Programme Specification, the Module Specifications and such other documents as may be required by the Credit Framework.

1.4 Individual cases for variation from the Programme Scheme must be set out in a special scheme of study approved by Academic Board.

1.5 The powers of Academic Board in relation to the development and approval of Programme Schemes and the approval of special schemes of study are delegated to a Committee of Academic Board, subject to such report being made to Academic Board as it may require.

1.6 The same period of study and examination cannot be credited towards the award of a degree by Goldsmiths and a degree of another institution (excluding joint awards).

Length of Programmes

1.7 The minimum length (to include any prior learning for which a student is given credit) of Programmes of Study is as follows:

Certificate of Higher Education: 1 academic year or part-time equivalent

Diploma of Higher Education: 2 academic years or part-time equivalent

Foundation Degree: 2 academic years or part-time equivalent

Bachelor's Degree: 3 academic years or part-time equivalent

Taught Master's Degree: 1 calendar year

Master of Philosophy: 18 months

Doctor of Philosophy: 2 calendar years

1.8 In order to ensure currency of learning, no certificate, diploma or degree may normally be awarded if any of the learning and assessment towards that degree took place more than seven academic years before the year of award, or exceptionally longer in the case of part-time or research degree study.

2. Student Categories

2.1 The following definitions shall apply throughout these Regulations.

Primary student enrolment categories

2.2 A "Full Programme Student" means a student following a programme of study intended to culminate in a certificate, diploma or degree, where there is direct enrolment with the College and the study is at least partly UK-based. (This category does not include students who are awarded credit by Goldsmiths towards an award elsewhere, or who are awarded credit by other institutions for studies at Goldsmiths.)

2.3 A "Validated Student" means a student enrolled at a partner institution to study for a Goldsmiths award.

2.4 An "Occasional Student" means a student who is not a Full Programme Student, enrolled on a programme of study leading to the award of credit by Goldsmiths, where there is direct enrolment with the College.

2.5 A "Guest Student" means a student enrolled directly with the College on a programme of study not leading to the award of credit by Goldsmiths. For the avoidance of doubt, the provisions of these Regulations apply to such students.

Mode of study

2.6 A 'full-time student' means a student who is following a programme of prescribed and/or personal study or research normally involving twenty-one hours or more per week of attendance or activities during term.

2.7 A 'part-time student' means a student who is on a programme of study or research normally involving less than twenty-one hours per week of prescribed attendance or activities during term.

Fee categories

2.8 A 'home student' is one assessed to be eligible to pay tuition fees at the rate paid by United Kingdom and European Union students, as laid out in the Education (Fees and Awards) Regulations 1997 and the Education (Fees and Awards) (Amendment) Regulations 2006. [Further guidance is available from UKCISA]

2.9 An 'overseas student' is one assessed to be ineligible to pay tuition fees at the lower rate paid by United Kingdom and European Union students.

Research students

2.10 A 'research (completion status) student' means a student who has completed the minimum specified period of study for a research degree, and who has been awarded completion status, normally for a period of twelve months, on the recommendation of the Head of the relevant Department and the Departmental Postgraduate Committee and the agreement of the Dean of the Graduate School.

2.11 A 'research (continuation status) student' means a student who has failed to submit their thesis within the maximum permitted period of study for a research degree, and who has been awarded continuation status, on the recommendation

of the Head of the relevant Department and the Departmental Postgraduate Committee and the agreement of the Dean of the Graduate School.

Other categories

2.12 A 'programme interrupted student' means a student retaining the right of re-entry to an uncompleted programme of study but who has with permission of the College interrupted their study.

Years, terms and months

2.13 An 'academic year' means three University terms, starting in the autumn.

2.14 A 'month' means a calendar month.

3. Rights and Obligations of Students

3.1 The Charter, Statutes, Ordinances and Regulations of Goldsmiths' College regulate the College's activity and that of its staff and students. Wherever relevant, the Statutes, Ordinances and Regulations of the University of London also have force.

3.2 Students and staff also have an obligation to comply with published College policies which affect them, and to comply with the law when on College premises or conducting College business. Illegal activities may be dealt with by the College as disciplinary offences, including in cases where there is also a criminal prosecution.

3.3 All current students enrolled directly with the College for UK-based study, and all current staff, are entitled to use College IT facilities (including a personal email account) and Library facilities without charge. More detailed provisions are as set out in the specific General Regulations which apply to these services, or rules and policies referred to in those Regulations, and may include variant services (eg type of borrowing rights in the Library) applicable to particular groups.

3.4 Occasional Students are entitled to the use of College services as specifically defined (in agreement with the relevant offices and services) for each short course; the fees will be calculated and charged accordingly.

3.5 The College will notify students before enrolment of the terms and conditions of access to College services covered by the fees paid for their programme - either directly or via a partner institution. Unless the College notifies a student to the contrary, any relevant published code of practice, policy or procedure or regulation will apply to a student's use of a College service which is included in the fee for the programme.

3.6 Full Programme and Occasional students shall, unless they elect to opt out, be full members of the Goldsmiths Students' Union. Guest students and programme interrupted students shall have access to such facilities of the Goldsmiths Students' Union, not including voting rights in elections, as the Students' Union shall itself from time to time determine.

3.7 Validated Students will be entitled to access such services and facilities as may be set out in the agreement between Goldsmiths and the validated institution.

3.8 All Full Programme and Occasional students have a duty to notify the College of changes to their circumstances – including changes of address, interruptions of study and similar events – at the earliest possible opportunity.

Ethics Approval

3.9 Students and staff whose research or research study, whether conducted within the College or elsewhere, involves work concerned with living (or recently deceased) beings or with data and materials derived from such beings or that might unduly affect the environment and hence change the lives of beings within that environment must seek ethics approval from the departmental Research Ethics Committee or the College Research Ethics and Integrity Sub-Committee as appropriate.

Health and Safety

3.10 It shall be the duty of every member of staff and every student whilst on College premises:

3.10.1 to take reasonable care of her or his health and safety and of other persons who may be affected by her or his acts or omissions.

3.10.2 to act in accordance with health and safety instructions, regulations and policy.

3.10.3 to cooperate with the College in respect to any duty imposed on the College by any health and safety provision.

3.11 In line with the provisions of legislation, it shall be the duty of everyone whilst on College premises not to deliberately damage or misuse any equipment provided for health, safety or welfare.

Equality and Diversity

3.12 Goldsmiths is committed to equality of opportunity and seeks to maintain an environment which encourages all its members to contribute fully and on an equal basis to both the work and the life of the College, in keeping with the spirit and the letter of equalities legislation. Goldsmiths has made a statement of commitment which sets out how this will be achieved.

3.13 All members of the College – staff and students – and others on College premises or taking part in College activity will be expected to behave consistently with this commitment.

Visa Requirements

3.14 A student who is required to study inside the UK must have a valid visa which does not prohibit the kind of study in question.

3.15 Students are required to comply with the conditions of their visa throughout the duration of their studies with the College.

3.16 Students must inform the College immediately of any substantial changes to their immigration status including where a student changes visa categories or ceases to have a valid visa that does not prohibit study in the UK.

Tier 4 (General) Sponsored students

3.17 The College will only issue sponsorship under its Tier 4 (General) sponsor license if a student is eligible to make a valid Tier 4 visa application.

3.18 Where sponsorship is provided, the College may withdraw sponsorship if:

3.18.1 a student fails to comply with one or more of the conditions of their UK visa; and/or

3.18.2 a student fails to comply with the conditions in relation to their studies including those set out in these regulations; and/or

3.18.3 the College discovers that the student is no longer meeting the conditions of their Tier 4 (General) visa.

3.19 Where sponsorship is withdrawn, the Director of Student, Alumni and Library Services may withdraw the student from their programme of study and/or the College.

4. Limits of Obligations

4.1 The College undertakes all reasonable steps to provide educational services including teaching, examination, assessment and other related services, set out in its prospectuses and programme literature ('Educational Services'). However, except where otherwise expressly stated in writing, the College cannot accept liability or pay any compensation where the performance or prompt performance of its obligations to provide Educational Services is prevented or affected by force majeure.

4.2 'Force majeure' means any event which Goldsmiths could not, even with all due care, foresee or avoid. Such events may include (but are not limited to) war or threat of war, riot, civil strife, terrorist activity, industrial action, natural or nuclear disaster, adverse weather conditions, pandemic flu or other communicable disease, interruption in power supplies or other services for any reason, fire and all similar events outside the control of the College.

4.3 Prospectuses, including material in other printed brochures and on the College's website, are as far as possible accurate as at the date of publication, but the College does not intend by the publication of a prospectus, or any other advance degree programme information, to create any contractual or other legal relation with applicants, accepted students, their advisers or any other person. Nor is it responsible or liable for the accuracy or reliability of any of the information in third party publications or websites referred to in a prospectus.

4.4 The College does not accept liability for the cancellation of proposed programmes of study prior to their scheduled start, although it will take reasonable steps to transfer students affected by the cancellation to similar or related programmes of study.

5. Admission and Enrolment

5.1 'Admission' describes the steps taken to enable the College to decide whether to offer to an applicant a place to study at the College, and creates a contractual obligation on the College to provide a programme of study at the time offered.

5.2 'Enrolment' describes the process whereby the applicant formally confirms their status as a Goldsmiths student, confirming the contractual relationship between themselves and the College.

Admission

5.3 All applications to study at the College must be made using the relevant application process.

5.4 It is the applicant's responsibility to provide evidence of educational attainment and other relevant qualifications and experience to enable the College to judge the application.

5.5 Applicants must meet the minimum entrance requirements for the programme to which they are applying. Any student who secures admission to the College on the basis of qualifications, documents or statements which are subsequently found to be false, or who withholds information requested on the relevant application form, shall have his or her offer rescinded or enrolment terminated as appropriate.

5.6 All correspondence with enquirers and with candidates for admission concerning entry requirements and procedures, interviews and offers of a place or rejections, and with sponsors or relevant UK government departments or their agencies in respect of individual students, shall be conducted through the appropriate College office. No offer of a place on a programme shall be valid unless it has been sent from the appropriate College office.

5.7 Students who require permission or other authorisation in order to lawfully remain in the UK must present evidence of this before they will be permitted to enrol.

5.8 Students who require this permission must present a visa or other suitable document that does not prohibit the kind of study in question at or before enrolment.

5.9 No offer of a place shall be made later than four weeks after the beginning of the programme concerned other than with the exceptional agreement of the relevant Head(s) of Department.

5.10 No student shall be offered a place as a part-time student for a programme which is offered in full-time mode only (that is, normally involving twenty-one hours or more per week of prescribed attendance or activities during term.)

5.11 Students who possess or require a Tier 4 (General) visa shall not be permitted to enrol on a part time programme of study.

Fitness to Practise and Criminal Records

5.12 Applicants to programmes of professional training are required to satisfy the College of their fitness to practise before they will be permitted to enrol fully as a student of the College, including meeting any requirements of the UK Government or its agents, or statute law, currently in force regarding procedures for the protection of vulnerable groups.

5.13 It will be the responsibility of the applicant/student to pay any fees associated with the requirement above.

5.14 In determining fitness to study or practise, and whether a student may continue to be part of or join the College community, the College may ask any student for further information concerning their criminal record, including convictions, cautions, reprimands, warnings, investigations pending or other relevant information, as well as references, from the Probation Service or other organisation. The College may require any student to obtain a disclosure certificate, at the student's expense, from the appropriate Government agency.

5.15 The College will set out a detailed policy, which will include an appeals mechanism, in relation to such matters.

Enrolment

5.16 No person may enrol as a student of the College unless they have been admitted to a programme of the College.

5.17 It shall be a condition of enrolment that all students agree to be bound by the College's Charter, Statutes, Ordinances and Regulations and with any relevant legislation, or Statutes, Ordinances or Regulations of the University of London, at that time in force.

5.18 A student shall enrol by the means determined by the College, at the time and where appropriate the place determined by the College. The College may make available enrolment via electronic means or by completion of a paper form.

5.19 Students shall not be permitted to enrol more than 28 days after the official start date of their programme unless there are extenuating circumstances which, in advance of that date, have been approved as exceptional by the College.

5.20 No student will be permitted to enrol concurrently for more than one award (ie degree, diploma or certificate), save by special permission of the College on the recommendation of the appropriate Head(s) of Department.

6. Fees

Payment of fees

6.1 A student shall be liable for the payment of fees associated with the programme of study for which they are enrolled. This liability may be met by:

6.1.1 The payment of the fees by the student at enrolment

6.1.2 The agreement with the College of a schedule for the payment of fees by a means acceptable to the College

6.1.3 Evidence that the fees will be paid by a sponsor. (Students should note that they remain liable for payment of their fees if these are not subsequently paid by the sponsor.)

6.2 International students who do not have an official financial sponsor (as defined by the UK Government) may be required to make an advanced payment and students who required a Confirmation of Acceptance of Studies (CAS) will be required to make this payment as part of the CAS assessment process.

6.3 In accordance with legislation in force students who cannot be exempted under provisions for European Union students will normally be required to pay a higher fee

(an 'overseas fee'). Where such students have permission to reside in the UK for the period of the programme concerned (other than as a student undertaking a full-time programme of study) and are permitted to enrol on a part-time programme of study, they will normally be required to pay the appropriate proportion of the higher fee (the 'overseas fee') for the programme concerned.

6.4 A student who is indebted to the College for tuition fees may not be enrolled as student of the College, or enter any examination for any programme offered by the College, until the sum owing has been paid in full, unless, in a case of proven hardship, an alternative arrangement for payment has been made with the agreement of the College.

Refund of fees

6.5 Students who withdraw from their programme of study shall remain liable for payment of fees for the year in which they withdrew, except that the College may make provision for the refund of fees in accordance with an agreed policy.

6.6 Students who withdraw from a programme of study without informing the College in the appropriate way shall not be eligible for a refund of fees.

6.7 Students who interrupt their studies without seeking and gaining the agreement of the College shall remain be liable for payment of fees in full and may not be eligible for any refund of fees paid.

Additional fees and costs

6.8 The tuition fees paid to the College cover all learning materials and other activities which are essential to the completion of the programme and are a requirement of the programme. (This excludes programmes where the activity of fundraising for a project is part of the learning process.)

6.9 The College may make additional charges for services provided to students during their study – such as halls of residence or costs for printing the students' own work on College printers - and may also charge students the costs incurred by the College in recovering any debts owed by the student to the College.

Financial support

6.10 Students in financial hardship can apply to the College for financial aid in the form of short-term emergency hardship loans or, where appropriate, Access to Learning Funds or similar types of financial support.

Fee Schedule

6.11 The College will publish annually a schedule of tuition fees for each programme of study.

7. Attendance and Progress

Attendance

7.1 Students are expected to attend College on all days prescribed for their programme, unless the College is officially closed.

7.2 Where a programme has a compulsory placement element, or other visits and practical components away from the College, attendance at that placement is also mandatory.

7.3 Research students may take up to 8 weeks' annual leave in each year of study, on dates to be agreed with their supervisor.

Authorised Absence

7.4 Except in the case of illness, students shall obtain permission from the relevant tutor before absenting themselves from any seminar, tutorial or practical class, or from any field excursion or special visit.

7.5 Students who need to be absent from their studies for a short period, for example to return home following a bereavement, should seek 'authorised absence' from an appropriate tutor in their academic Department.

7.6 An authorised absence will:

7.6.1 last no longer than four weeks (and may be shorter, depending on the circumstances); and

7.6.2 require the student to continue to pay fees for the period of absence; and

7.6.3 not normally be reported to statutory bodies (except in the case of students requiring a visa to study in the UK, for which other arrangements may be made); and

7.6.4 permit the student to utilise Goldsmiths' services during the period of absence; and

7.6.5 only be granted if it will allow the student to complete the programme of study within the original timeframe (with no need to extend enrolment); and

7.6.6 be managed in detail in accordance with the College's Authorisation of Student Absence Policy

Illness

7.7 A student who is absent from the College because of illness or other unavoidable cause shall inform his or her department(s) on the first day of absence and immediately upon return, or as soon as possible thereafter.

7.8 A student must supply a medical certificate showing the cause of absence if this has lasted for one week or more.

7.9 A student who is absent from a placement must also immediately inform the contact in the placement concerned and their tutor.

Interruption of Study

7.10 A student who wishes to interrupt a programme may do so up to 31 March in any academic year for a maximum of two years in total, and should advise the College of their decision within two weeks of their last day of attendance at the College. Interruptions in excess of two years shall be permitted only in exceptional circumstances, with the approval of Academic Board or its delegated authority.

7.11 A student who has interrupted on health grounds will be permitted to re-enrol only on submission of a written confirmation from a UK registered doctor that they are fit to return to the approved programme of study.

7.12 A student re-enrolling after interruption must do so from a point in the academic year agreed with their Department.

7.13 The College is required to notify the appropriate UK Government Agency if a student holds a Tier 4 (General) Visa at the point they interrupt their studies. This will usually result in the curtailment of their existing visa and students returning from interruption in this instance will usually require a new CAS and a new Tier 4 (General) visa.

Academic Progress - Failure in Examinations

7.14 The relevant Board of Examiners is empowered to dismiss or suspend temporarily a student on grounds of unsatisfactory academic progress because of failure in a summative assessment. (A summative assessment is any form of assessment which constitutes a part of the assessment defined by the Regulations for the award which the student seeks.)

7.15 The relevant Board of Examiners shall also determine whether, and on what conditions, a student may proceed to the next year of study, may be readmitted, or may repeat a year of study wholly or partly. It may not, however, allow a student to continue or repeat a course in contravention of the Regulations governing the programme.

7.16 Notice of a decision to dismiss, stating the underlying reasons, will be sent to a student by recorded or registered delivery to his or her last known address. The

College can take no responsibility if a student has failed to notify it of a change of address.

7.17 A student whose dismissal has been recommended may appeal in accordance with the Regulations. A student who has not passed sufficient summative assessments to continue their programme of study, may appeal against dismissal only in so far as it is sought to have this converted to a suspension of dismissal until the failure has been recovered.

Academic Progress – Other Unsatisfactory Performance

7.18 Heads of Department are responsible for monitoring the academic progress of students on programmes within their department, and should ensure that every effort is made to support and retain students demonstrating unsatisfactory academic performance.

7.19 Where a student's academic performance or attendance is unacceptable, the Head(s) of Department concerned shall place the student on probation, advising the student in writing that their performance is unacceptable, giving reasons, and notifying them that unless their performance shows sufficient improvement they may be dismissed from the College.

7.20 Academic Progress Committee will publish guidance and model correspondence to be used by departments when managing probation and referring students to the Committee.

7.21 Probation will last for four term-time weeks, unless the Programme Scheme states otherwise.

7.22 After the probationary period, the Head(s) of Department will advise the student in writing either that their performance has improved sufficiently, in which case they will no longer be on probation; or will refer them to Academic Progress Committee with a recommendation for their dismissal from the College.

7.23 Academic Progress Committee may call students or staff to gain further information.

7.24 Academic Progress Committee may then, having considered all the circumstances surrounding the case:

7.25.1 take no action at this stage; or

7.25.2 permanently dismiss a student from the College; or

7.25.3 temporarily suspend a student; or

7.25.4 advise a student who is ineligible to continue to repeat some or all of the previous year of study either full-time or part-time.

7.25 Students will be informed of the decisions of the Committee as soon as possible; a student may appeal against the Committee's decision.

7.26 For the avoidance of doubt, the above procedure does not apply in cases of academic failure or where other requirements (such as good standing with a professional body or external placement provider) are provided in the Programme Scheme.

Withdrawal

7.27 A student who wishes to withdraw from their programme of study should discuss this first with the relevant tutor in their department, who will explore with the student the reasons for their wish, and whether any other course of action (eg interruption of studies, transfer to a different programme) may be more beneficial to the student. The tutor may also refer the student to the Student Centre for further advice.

7.28 A student who decides to withdraw should formally notify the College. Liability for fees shall be as set out in paragraph 6.5.

7.29 A student who has withdrawn on health grounds may be permitted to re-enrol only on submission of a written confirmation from a UK registered doctor that they are fit to return to the approved programme of study.

7.30 The decision to readmit a student who has been withdrawn shall be taken only on the advice of the Head(s) of the relevant Department(s) and is subject to the approval of the Director of Student, Alumni and Library Services.

8. Assessment

Definitions

8.1 'Summative assessment' means any examination, test, coursework, presentation, dissertation, thesis or other piece of student work, whether completed individually or as part of a group, and whether undertaken in the students' own time or under supervision, the mark for which counts towards a students' academic progression or in determining whether they should be awarded a degree, diploma, certificate or academic credit.

8.2 'Formative assessment' means any examination, test, coursework, presentation, dissertation, thesis or other piece of student work, whether completed individually or as part of a group, and whether undertaken in the students' own time or under supervision, the mark for which does not count towards a student's academic progression, and which is undertaken as part of a student's learning. (It should be noted that a Department may nonetheless require submission of formative assessments, and failure to do so could mean that the student is placed on probation.)

8.3 The Programme Scheme shall set out the summative assessment associated with a programme of study.

Regulatory framework

8.4 Assessment practices and procedures shall be set out in the following documents:

8.4.1 The Assessment Regulations prescribe the core rules relating to assessment

8.4.2 The Academic Assessment Policy sets out matters of academic practice which have been agreed by Academic Board or its committees

8.4.3 Assessment Procedures and Guidelines provide detail on the practical implementation of assessments in the College

8.4.4 Guidance on levels and penalties provides guidance for use in considering cases of academic misconduct

Core principles

8.5 Boards of Examiners are responsible, on behalf of Academic Board, for making judgments about student attainment in summative assessment.

8.6 A degree, diploma, certificate or academic credit may not be awarded to a student unless they have satisfied the examiners in accordance with the Programme Scheme or other such document.

8.7 A student who has passed a summative assessment may not subsequently retake that assessment to improve the mark that they have achieved.

8.8 The College may make regulations to allow for the award of an aegrotat degree (a degree awarded where a student has not, through illness, been able to

undertake all elements of the assessment); to allow for the award of a degree where a student has died; and to allow for the condonement of failure in some elements of the assessment.

Cheating

8.9 It shall be a disciplinary offence for a student to cheat or attempt to cheat in an assessment.

8.10 The Assessment Regulations prescribe procedures to be used in this regard

Strike action

8.11 In the event of strike action which affects the assessment process, the Warden may approve a suspension of regulations as necessary to allow assessments to take

place and to avoid disadvantaging students. This may include, but is not limited to, the appointment as Internal Examiners of academic staff who have not been involved in teaching the programme, and the appointment of special Boards of Examiners.

8.12 In the event of such action being taken a full report shall be made to the next meeting of Academic Board.

9. Principles for Handling Student Complaints and Appeals

9.1 Goldsmiths is committed to the provision of the highest quality student experience; we encourage students to raise matters of concern as they arise, and so the College has separate and clearly defined procedures for considering student complaints and academic appeals.

9.2 Both procedures have three stages

9.2.1 The first stage comprises local resolution of the student complaint; or preliminary discussion of the procedure and valid grounds of appeal

9.2.2 The second stage – if matters have not satisfactorily been addressed – comprises consideration beyond the initial scope: either escalation to a formal complaint; or formal consideration of academic appeals

9.2.3 Finally, there is a review stage, limited in scope to the identification of procedural irregularities, substantial fresh evidence or a manifestly unreasonable outcome of the second stage.

What these procedures cover

9.3 The following list indicates examples of the type of complaint covered by the Student Complaint Procedure:

9.3.1 academic complaints, such as concerns about module delivery, administration, teaching or feedback;

9.3.2 personal complaints about a member of staff, or another student or group of students;

9.3.3 non-academic and non-personal complaints relating to accommodation, or general non-academic or professional services.

9.4 A request for a review of a decision of an Examination Board regarding student progression, assessment and award is defined as an Academic Appeal and is dealt with under the Academic Appeals Procedure.

What these procedures do not cover

9.5 The following are not covered by the procedures:

9.5.1 The complaints procedure cannot be used to challenge decisions relating to admission to Goldsmiths: applicants should consult the Admissions Policy to find out how to raise matters of concern.

9.5.2 Anonymous complaints will not be addressed under this procedure;

9.5.3 Concerns about College policy or governance should be raised via Goldsmiths Students' Union, which is represented on College committees including Council (the governing body).

9.6 Goldsmiths will make appropriate reasonable adjustments at any stage of this Procedure to accommodate the needs of students; the Disability Team may be consulted for advice relating to complaints from students who have disclosed a disability under the Equality Act 2010.

General Matters

9.7 If a student initiates legal proceedings against the College, any complaint will be paused until those proceedings have completed.

9.8 Students will have the right to be accompanied, assisted or represented by another member of Goldsmiths (a currently enrolled student, or a member of staff of the College, or a member of staff or elected officer of the Students' Union), at any stage of the Student Complaint Procedure. Goldsmiths will not enter into discussions about student complaints with third parties without explicit written permission from the student.

9.9 If a complaint is made against an individual, that individual will have the right to be accompanied and/or assisted by another member of Goldsmiths in any related investigation. In order to ensure that natural justice is observed, and in the interests of resolution, a complaint against an individual will be sent to that individual, who will be invited to make a response to it. This will take place before any further action is taken in relation to the complaint, unless to do so would prejudice any other formal Goldsmiths process or external criminal investigation, in which case notification will then be given as soon as is reasonably practicable having taken into consideration the particular circumstances of the matter. At Stage One of the Student Complaint Procedure, any decision to delay notification to the individual can only be made by the relevant Head of Department or director of professional service who must record the reasons for the delay. Where a complaint has moved straight to (or progressed to) Stage Two, a decision to delay notification can be taken only by the Director of Governance & Legal Services.

9.10 Privacy and confidentiality will be maintained in the handling of complaints and appeals except where disclosure is necessary to progress the matter, where there is a statutory duty to report, or for the safety of others. It is Goldsmiths' expectation that the confidentiality of any documentation generated by a complaint will be respected by all parties.

9.11 It is important to remember that complaints will not always produce the outcome preferred by the complainant. There may be a number of reasons for this, including lack of evidence to substantiate the complaint or the fact that circumstances beyond Goldsmiths' control may have affected the level of service provided. But whatever the decision, students will be informed of the outcome of the complaint in writing and will be provided with reasons for that outcome.

9.12 Anonymized monitoring and summary data on formal complaints and appeals (Stages Two and Three) will be reported to the Senior Management Team, Academic Board and other appropriate College bodies for the purposes of institutional learning, development and enhancement.

Group complaints and appeals

9.13 If more than one person wishes to submit a complaint or appeal about the same issue (group complaint) the group must:

9.13.1 nominate one member of the group, to whom Goldsmiths should respond and who will inform the rest of the group as to the progress and outcome of the complaint;

9.13.2 enclose a list of the names, student numbers and signatures of all students who are party to the submission of the complaint.

9.14 Goldsmiths may decide, where the circumstances and impact of the substance of the complaint differ between members of a group, to investigate Stage Two complaints separately and/or to propose different remedies. In such cases the complainants will be given reasons for this decision.

Overlap of complaints and appeals

9.15 If an academic appeal and complaint relating to substantially the same issue are submitted, the appeal will not be dealt with until the complaint outcome has been determined; the complaint outcome will inform consideration of the appeal.

9.16 Where a complaint concerns the quality of teaching or supervision, the outcome will not automatically constitute grounds for amendment of the examination marks or progression of the student, but may be brought to the attention of the relevant Board of Examiners and of the appropriate Pro-Warden.

9.17 Students who are unhappy with elements of the academic provision on a taught module should raise the matter constructively with the module tutor and/or the convenor, or with the Head or Deputy-Head of Department; or with the Programme Departmental Student Co-ordinator (DSC), as early as possible. DSCs, and the Students' Union Advice Service, can provide advice as to whether the matter should be raised through academic feedback mechanisms, or should be pursued via this Procedure. Research students should consult the Research Student Handbook and the Graduate School Office.

Complainant behaviour and vexatious complaints/appeals

9.18 Goldsmiths is committed to considering matters of proper concern raised by students in an appropriate manner. Students should ensure that their conduct during the progress of a complaint or appeal is reasonable and constructive, allowing the opportunity for resolution. A complaint or appeal deemed to be vexatious will be referred to the Director of Governance & Legal Services where a decision will be made on whether the matter may proceed.

9.19 A complaint or appeal may be deemed to be vexatious when, on its own, or in the context of other complaints or communications from the same individual:

9.19.1 clearly does not have any serious purpose or value; or

9.19.2 is designed to cause disruption or annoyance; or

9.19.3 gives rise to disproportionate inconvenience or expense; or

9.19.4 has the effect of harassing members of the College's staff; or

9.19.5 can otherwise fairly be characterised as obsessive or manifestly unreasonable.

9.20 A complaint or appeal will not be deemed vexatious simply because it is complex, or causes inconvenience or expense.

9.21 The decision to deem a complaint vexatious will be given in writing, together with reasons for the decision and the evidence considered in reaching the decision. A Completion of Procedures letter will be issued within one-month of the notification of the decision.

9.22 The College has agreed a Policy on Unacceptable Complainant Behaviour which sets out how such behaviour will be handled

Mediation

9.23 Student complaints or appeals may, if both parties so wish it, be addressed through mediation.

9.24 Mediation is a method of conflict resolution that brings the disputants together with a trained mediator in order to find a solution. Mediation is not suitable for all disputes but where it is used, individuals are encouraged via the process to identify their own solutions and agreements. Mediators are impartial to the conflict and seek to help all parties equally. Mediators do not express opinions or make judgements about who is right or wrong.

9.25 At any stage, if both parties agree to mediation, the complaints or appeals procedure will be suspended until an outcome to the mediation has been reached. If either party wishes to suggest mediation as a way of resolving the problem, they

should contact the Department of Governance & Legal Services, who will then discuss the proposal of mediation with the other party, and make arrangements to initiate it if agreement is reached. Mediation may also be suggested by the College to both parties, although it can only proceed if both parties are amenable.

9.26 If the mediation is successful, and both parties agree, the formal complaints or appeals process will be terminated. If the mediation is not successful, the student has the right to resume the formal process at the start of the stage at which it was suspended.

10. Academic Appeals

10.1 Regulation 9 gives guidance on General Principles relating to Student Complaints and Academic Appeals, and should be read in conjunction with this Regulation

Definition

10.2 An academic appeal is a request by a student for a review of a decision of an academic body charged with making decisions on student progress, assessment and awards. This includes Boards of Examiners and Academic Progress Committee.

10.3 There is a separate procedure for consideration of appeals by research degree students which is set out in the Research Student Handbook.

Timescale

10.4 Completed appeal forms and all supporting evidence must be received by the Governance & Legal Services Department within 21 days of the date of issue of the Transcript of Results.

Grounds for appeal

10.5 Students have the right to appeal on the following grounds:

10.5.1 that the student's performance was adversely affected by extenuating circumstances which the student was unable:

a in the case of academic appeals, to disclose to the examiners, for medical or other serious reason, within seven days of the assessment affected

b in the case of appeals against a decision of Academic Progress Committee, to disclose to their Head of Department during the period of academic probation

10.5.2 that there was some form of administrative error or procedural irregularity in the way in which an examination or assessment was conducted,

10.5.3 that there is evidence of prejudice or of bias on the part of one or more of the examiners such that the validity of the result of the examination is called into question.

Subject of an appeal

10.6 An appeal may be lodged against: an individual assessment result; the classification of award; the requirement to repeat elements prior to progression; failure of the programme; or the decision that a student be required to withdraw from the University because he or she has failed to satisfy the requirements for academic progress; or because of a decision by Academic Progress Committee.

Where an appeal will not be considered

10.7 Appeals may not be based on ignorance of assessment requirements or submission deadlines. There is no right of appeal against the academic or professional judgement of the examiners or of Academic Progress Committee. The only circumstance in which approved assessments may be reviewed is following a successful appeal on the grounds set out above.

Stage 1 – preliminary discussion before an appeal against assessment

10.8 Although this stage is not mandatory, students are advised to request a meeting to discuss the appeal procedure and valid grounds of appeal, before submitting the appeal form. Undergraduate students can contact the Departmental Senior Tutor for procedural advice; taught postgraduate students should contact the course convenor. All students are strongly advised to seek advice from the Students' Union advice service.

Stage 2 - appeal

10.9 If a student wishes to appeal, he or she must submit a request on the appropriate form to the Governance and Legal Services Department, within 21 days of the issue of the Transcript of Results, or notification of the decision of Academic Progress Committee to dismiss the student. Appeals received outside this time limit may be accepted at the discretion of the appeals officer, for example, where the student can provide medical evidence that they were medically unable to engage with the procedure within the required timeframe.

10.10 The appeal will be considered in the first instance by an appeal officer, who will determine whether the appeal is within the permitted time frame, and whether the appeal presents valid prima facie grounds. If the appeal does not present valid grounds or is out of time, the student will be informed in writing. The student may then submit one further, or modified appeal, within 7 days of this notification. If they do not do so, a Completion of Procedures letter will be issued.

10.11 If the appeal does present valid prima facie grounds, it will be referred to the Chair of the relevant Examination Board, or as appropriate the chair of Academic Progress Committee and the relevant Head of Department, for comment. The appeal

officer will then consider whether there is a substantive case and either uphold or dismiss the appeal. If appropriate, supplementary information may be sought, for example from the Head of Department.

10.12 Students should expect to receive an initial response within four weeks of submitting the form, though the process may take somewhat longer for appeals received out of term. Where the process is likely to take longer than four weeks, students will be notified of that.

10.13 In all cases, students will be informed of the stages of consideration to which an appeal has been subject and of the basis upon which the appeal has been granted or denied and of any remedial action.

10.14 If the appeal is upheld, the Board of Examiners or Academic Progress Committee, as appropriate, will be asked formally to reconsider its decision.

10.15 If the appeal is not upheld, or the student is not satisfied with the result of a reconsideration, the student may ask that the matter proceed to Stage 3.

Stage 3 - Review

10.16 A student who remains dissatisfied with the outcome of the Stage Two consideration should complete and submit a Stage 3 Form, to request a final internal review of the complaint. Students must lodge a request for Stage 3 review within one month of receiving the outcome of the Stage Two reconsideration. Requests for review received later than this will not normally be considered.

10.17 Valid grounds for the review of outcomes of Stage Two considerations are confined to the following:

10.17.1 There were procedural irregularities in the conduct of the appeal; or

10.17.2 Fresh evidence can be presented which could not reasonably have been made available with submission of the Stage Two Form; or

10.17.3 The outcome of the appeal was not reasonable in all the circumstances.

10.18 The Governance Services manager will undertake an initial consideration of the Review request. If the Governance Service Manager considers that the request is without merit he or she may dismiss the Review request. Otherwise, he or she may refer the case to a Review Panel comprising a Pro-Warden and two senior members of the academic staff, who are not members of the student's department and have no prior knowledge of the case.

10.19 Where the Pro-Warden considers it to be appropriate and proportionate, a Hearing may be convened; otherwise the Panel will meet in private, considering written evidence. A private meeting may be conducted by correspondence.

10.20 In the event that a Hearing is convened, evidence for the College shall be presented by the Chair of the relevant Board of Examiners, or of Academic Progress Committee, or his/her nominee.

10.21 The Chair may invite members of staff with relevant professional expertise, eg Disability Advisor, to give evidence to the Hearing.

10.22 The appellant, who may be accompanied by a friend (who may be a representative of the Students' Union), shall give evidence on his or her own behalf. At the request of the appellant, and with the agreement of the Chair, the friend may also speak on his or her behalf.

10.23 Further witnesses may be admitted with the agreement of the Chair.

10.24 The decision of the Review Panel shall be final and the student will be informed thereof as soon as possible.

10.25 Students should be informed of the outcome of Stage Three within 21 days of submitting a completed form, and will be notified of any delay.

External Review

10.26 There is no further procedure internal to Goldsmiths for an academic appeal to be pursued. A student will be issued with a 'Completion of Procedures' (CoP) letter within one month of the completion of Stage 3. The CoP letter will confirm that internal procedures have been exhausted; list the issues raised and considered, and the outcome; and inform the student of his or her right to submit a complaint to the Office of the Independent Adjudicator together with the deadline for doing so.

11. Student Complaints

11.1 Regulation 9 gives guidance on General Principles relating to Student Complaints and Academic Appeals, and should be read in conjunction with this Regulation

11.2 Goldsmiths will make every effort to resolve student complaints quickly and locally, and with sensitivity and discretion. Departmental Senior Tutors and professional staff in Student Services can advise students on how to deal with problems as they arise, but in circumstances where local resolution has not been possible, students may, without fear of discrimination or disadvantage, raise a formal complaint, within three months of the events complained of, by following the complaints procedure. For students who decide to make a formal complaint, advocacy and personal support is provided by the Students' Union Advice Service; procedural advice is provided by the Governance & Legal Services Department.

11.3 The Student Complaint Procedure addresses complaints from enrolled students, including those who have been formally permitted to interrupt their studies. Complaints from former students must be submitted within two months of graduation,

or of the termination of registration. Complaints received more than two months after graduation or termination may be considered, at the discretion of the Governance Services Manager, where there is evidence of continuing disadvantage, or that the complainant was unable to submit a complaint, for medical or other serious reason, within the required period.

Stage One: Front-Line Resolution

11.4 Wherever possible complaints should be raised immediately with the member of staff responsible, with the student's Personal Tutor (or with the Departmental Senior Tutor), or with the manager of the relevant professional service, with the aim of resolving the problem directly. Students must bear in mind that Stage 2 complaints must normally be submitted no later than three months from the events complained of.

11.5 Students enrolled in partner institutions or on professional placement should seek advice from their institution or placement supervisor at this Stage. Details of support services are set out in the Programme handbook.

11.6 If students remain dissatisfied with the response to the complaint at Stage One, or if matters have not been resolved within two weeks of the problem having been raised, students should progress the matter to Stage Two. Although students should normally make every effort to resolve difficulties at the front-line stage before submitting a formal complaint, complaints may in any event be moved to Stage Two, by and at the discretion of the Governance Services Manager, where issues of serious or urgent concern are raised which immediately require detailed investigation.

Stage Two: Formal Complaint

11.7 Where it has not been possible to resolve matters at Stage One students should complete the Stage Two Complaint Form and return it to the Governance & Legal Services Department. Stage 2 complaints must normally be submitted no later than three months from the events complained of. Complaints received later than this may be considered at the discretion of the Director of Governance & Legal Services, where the complainant can provide evidence of continuing disadvantage, or that he or she was unable to submit a complaint, for medical or other serious reason, within the required period.

11.8 In order for the complaint to be properly investigated it is essential that students are specific as to the cause and nature of the complaint. Students should provide full details, including full name, student number and term-time address and attach all relevant documentation in Word or PDF format, or hard-copy. Students should detail what attempts have already been made to resolve the complaint, and state the outcome and remedy sought. Students should expect to receive an acknowledgement of the receipt of the complaint within five working days.

11.9 The complaint, and all relevant documentation, will be sent to an Investigating Officer, who shall be the relevant Head of Department for an academic complaint or,

for a non-academic complaint, an appropriate senior member of professional services without prior involvement in the case. If the Head of Department has already been involved at Stage One, an alternative member of staff from the Department will be identified to conduct the Stage Two investigation.

11.10 The Investigating Officer will conduct the investigation of the complaint in the manner they feel is most appropriate in the circumstances, and may exercise their discretion to seek relevant information from any individuals. Stage Two investigations will be administratively supported by a member of staff with no prior involvement in the case nominated by the Governance & Legal Services Department.

11.11 In some cases complainants may be contacted for further information or clarification; students have the right to request a meeting with the person investigating the complaint, together with a 'friend' who should be a member of the College in the terms of paragraph 9.10 above.

11.12 Students will be informed, in writing, of the outcome of the complaint. Goldsmiths will normally resolve Stage Two complaints within one month of receipt of the properly completed form. Students will be informed if, for any reason, there is likely to be delay in the process (for example: in the absence of relevant parties, where issues are particularly complex, or where further evidence has been sought).

Stage Three: Review

11.13 In the event that complainants remain dissatisfied with the outcome of the complaint at Stage Two, students should complete and submit a Stage 3 Form to request a final internal review of the complaint. Supporting material should be submitted in Word or PDF format, or in hard-copy. Students must lodge a request for Stage Three review within one month of receiving the outcome of the Stage Two investigation. Requests for review received later than this will not normally be considered.

11.14 Valid grounds for the review of outcomes of Stage Two investigations are confined to the following:

11.14.1 There were procedural irregularities in the investigation of the complaint; or

11.14.2 Fresh evidence can be presented which could not reasonably have been made available with submission of the Stage Two Form; or

11.14.3 The outcome of the investigation was not reasonable in all the circumstances.

11.15 If the Governance Services Manager is satisfied that any of the above conditions apply, s/he will undertake a review of the complaint, considering whether any procedural irregularities occurred during Stage Two, the impact of any further evidence on the complaint outcome, and whether the outcome was reasonable. Where appropriate s/he will consult with senior officers, who may include the Pro-

Wardens and/or the Registrar & Secretary. Where the Governance Services Manager has been involved in any earlier stage of the complaints procedure, or in the events to which the complaint relates, the review will be undertaken by the Director of Governance & Legal Services.

11.16 The Governance Services Manager may decide to uphold the decision of the Stage Two investigation, or may (following consultation with senior officers) overturn the Stage Two outcome and/or remedy. S/he may decide, where fresh evidence has been presented or where circumstances otherwise merit it, that a Complaints Committee should be convened. The Complaints Committee will be constituted of a Pro-Warden together with two senior members of the academic staff, none of whom shall have had prior involvement in the case. The Complaints Committee will follow the procedure for the conduct of student hearings.

11.17 Students will be informed if, for any reason, there is likely to be delay in the process (for example: in the absence of relevant parties, where issues are particularly complex, or further evidence has been sought).

External Review

11.18 There is no further procedure internal to Goldsmiths for a complaint to be pursued. A student will be issued with a 'Completion of Procedures' (CoP) letter within one month of the completion of Stage 3. The CoP letter will confirm that internal procedures have been exhausted; list the issues raised and considered, and the outcome; and inform the student of his or her right to submit a complaint to the Office of the Independent Adjudicator together with the deadline for doing so.

Contact details

For advice regarding (potential) student complaints, academic appeals, poor academic performance (including problems with attendance) and student conduct, contact:

Complaints & Appeals Manager
appeals@gold.ac.uk
0207 919 7921

12. Student Conduct and Professional Fitness to Practise

Preamble

12.1 Any decision to take formal action against a student under this regulation shall be made by the Warden or a Pro-Warden, on the advice of professional services staff in the Governance & Legal Services Department. Governance & Legal Services administers the procedures set out in this regulation, and should be the point of contact for academic and professional services departments in matters relating to student misconduct.

12.2 A case officer from the Governance & Legal Services Department will be the administrative point of contact for student and staff in any formal action under this regulation.

12.3 A three stage procedure is operated:

12.3.1 Cases, including a preliminary enquiry, are initially considered by (or on behalf of) the Warden

12.3.2 As a second stage, a case may be considered by a disciplinary committee

12.3.3 Following a disciplinary committee, a student may ask for a review

12.4 The standard of proof to be applied is the balance of probabilities.

12.5 Disciplinary and Review Committees will be conducted in accordance with a Procedure for Conduct of Student Hearings agreed by Council on the recommendation of Academic Board

Definitions

12.6 It shall be an offence under these Regulations for a student by his or her conduct or activities to prejudice the good order and discipline of the College either in the precincts of the College, or in buildings or in premises owned or occupied by the College, or elsewhere, or by his or her conduct to bring the College into disrepute.

12.7 The offence of plagiarism is dealt with separately under the Assessment Regulations, and student disciplinary offences in student accommodation are dealt with in the Student Accommodation Regulations.

12.8 In particular, but without prejudice to the generality of 12.6, it shall be an offence for any student by his or her conduct wilfully to disrupt teaching, study, research, examinations, or the administration of the College, or to obstruct staff of the College or any other authorised representative of it in the performance of his or her duties, or to damage or deface any property of, or in the custody of, the College, or wilfully to harm any member or authorised representative of the College.

12.9 The following shall (subject to the above) constitute misconduct:

12.9.1 disruption of, or improper interference with the academic, administrative, sporting, social or other activities of the College, whether on College premises or elsewhere;

12.9.2 obstruction of, or improper interference with, the functions, duties or activities of any member of the College, authorised representative of it, or authorised visitor;

12.9.3 violent, indecent, disorderly, threatening or offensive behaviour or language whilst on College premises or engaged in any College activity;

12.9.4 fraud, deceit, deception or dishonesty in relation to the College or its staff or in connection with holding any office in the College or in relation to being a student of the College;

12.9.5 action likely to cause injury or impair the health or safety on College premises of students or staff;

12.9.6 harassment of any student, member of staff or other employee of the College or any authorised visitor to the College;

12.9.7 use of social media, including any websites, blogs, wikis, instant messaging, video/web conferencing, email or any app in such a way as to bring the College's name into disrepute, or to be derogatory, demeaning, malicious, defamatory, abusive, offensive or hateful to any individual employed by or attending the College.

12.9.8 breach of any College Regulation or any procedures or policies given authority by these College Regulations;

12.9.9 damage to, or defacement of, College property or the property of other members of the College community caused intentionally or recklessly, and misappropriation of such property;

12.9.10 misuse or unauthorised use of College premises or items of property, including computer misuse;

12.9.11 behaviour which brings the College into disrepute;

12.9.12 failure to disclose name and other relevant details to staff of the College or any other authorised representative of it in circumstances when it is reasonable to require that such information be given;

12.9.13 failure to comply with a previously-imposed penalty under these Regulations;

12.9.14 in the case of a student enrolled on a programme of study which leads to an entitlement to practise as a member of a profession, conduct which might call into question his or her suitability to practise that profession (professional fitness to practise);

12.9.15 conduct which constitutes a criminal offence where that conduct:

1 takes place on College premises; or

2 affects or concerns other members of the College community; or

3 damages the good name of the College; or

4 itself constitutes misconduct within the terms of these Regulations; or

5 is an offence of dishonesty, where the student holds an office of responsibility in the College.

Misconduct that is also a criminal offence

12.10 The following procedures apply where the alleged misconduct would also constitute an offence under the criminal law if proved in a court of law:

12.11 Where the offence under the criminal law is considered to be not serious, action under these Regulations may continue, but such action may be deferred pending any police investigation or prosecution.

12.12 In the case of all other offences under the criminal law, no action (other than suspension or exclusion) may be taken under these Regulations unless the matter has been reported to the Police and either prosecuted or a decision not to prosecute has been taken, at which time the Warden may decide whether disciplinary action under these Regulations should continue or be taken.

12.13 Where a finding of misconduct is made and the student has also been sentenced by a criminal court in respect of the same facts, the court's penalty shall be taken into consideration in determining the penalty under these Regulations.

Stage 1 - Warden's Preliminary Enquiry

12.14 For the purpose of these Regulations, reference to the Warden may be taken to refer to a Pro-Warden who shall act for the Warden.

12.15 When a report of misconduct is received, a Preliminary Enquiry shall be held by the Warden, or by his or her nominee, for the purpose of ascertaining whether or not a substantive case exists against the accused.

12.16 The student shall be notified of the general nature of the charge under investigation and shall be given an opportunity to make representation in writing to the member of staff undertaking the Preliminary Enquiry. He or she shall be under no obligation to make any statement or give any explanation if he or she does not wish to do so, and shall be so informed.

12.17 If no substantive case is found to exist, all proceedings in respect of that charge shall terminate.

12.18 If the Warden has reason to believe that an offence has been committed, he or she shall have the power to take no further action in the matter, to reprimand a student, to deliver a warning, or to summon a student to appear before the Disciplinary Committee, and at his or her discretion to suspend or exclude a student from the College until such time as a hearing may be convened.

12.19 In the event of the Warden administering a reprimand or warning he or she shall do so in writing. The Warden will offer the student the alternative of having the matter referred to the Disciplinary Committee.

12.20 In cases of urgency, a student may be excluded temporarily by a member of the staff of the College in order to protect the members of the College in general or a particular member or members. Where a student has been excluded as a matter of urgency, by a member of staff other than the Warden, a report on the circumstances surrounding the exclusion shall be made to the Director of Governance & Legal Services at the earliest opportunity.

12.21 Suspension shall involve a total prohibition on attendance at or access to the College and on any participation in College activities; but it may be subject to qualification, such as permission to attend for the purpose of an examination.

12.22 Exclusion shall involve selective restriction on attendance at or access to the College or any premises owned or occupied by the College, or prohibition on exercising the functions or duties of any office or committee membership in the College or the Students' Union, the exact details to be specified in writing.

12.23 Where a student has been suspended or excluded from academic activities associated with his or her programme of study pending a police investigation or prosecution, the decision to suspend or exclude shall be reviewed by the Warden every four weeks in the light of any developments.

Stage 2 - Disciplinary Committee

12.24 The Disciplinary Committee shall comprise:

12.24.1 A Pro-Warden, or other member of the academic staff, appointed by the Warden, as Chair

12.24.2 One Head of an academic department

12.24.3 Either: One member of Academic Board in Class 2 or 3

or, where misconduct falls under 12.9.14 (professional fitness to practise), one person who will normally be registered with the relevant professional regulatory body, and who will not be an employee of the College, but who may be a member of academic staff from another University or relevant institution.

12.24.4 One enrolled student of the College nominated by the President of the Students' Union

and shall as far as practicable comprise members from a variety of gender, ethnic, and social backgrounds.

12.25 No one shall serve on the Disciplinary Committee who has prior knowledge of the offence, or who has knowledge of the student being considered.

12.26 The quorum for a meeting of the Disciplinary Committee shall be three members.

Penalties Which May be Imposed by Disciplinary Committee

12.27 The following penalties may be ordered by the Disciplinary Committee:

12.27.1 written warning;

12.27.2 written reprimand;

12.27.3 suspension or exclusion from the College or from premises owned or occupied by the College for a stated period;

12.27.4 removal from a relevant programme of study;

12.27.5 permanent dismissal from the College;

12.27.6 payment of a sum determined by the Director of Finance, not exceeding the cost thereof, for the repair of damage caused by, or the defrayal of other expenses arising from, the offence.

12.28 The Disciplinary Committee shall also have the power to impose combinations of the above penalties.

12.29 The Disciplinary Committee may order that the measures agreed will be imposed immediately or that the imposition will be deferred. The conditions of any such deferment shall be clearly stated as part of the decision of the Committee.

12.30 The Disciplinary Committee will consult the Head of the relevant Department prior to imposing any penalty in respect of a student enrolled on a programme of study which leads to a professional qualification.

12.31 The Disciplinary Committee will pay due regard to any mental health issues that may have affected behaviour when considering the penalty to be imposed, and where necessary may seek advice from the Counselling or Disability teams.

Stage 3 - Review

12.32 A student may request a Review of the decision of a Disciplinary Committee, on one or more of the following grounds:

12.32.1 that there was a material procedural irregularity in the process leading to the decision of the Disciplinary Committee or;

12.32.2 that relevant further evidence can be presented which could not reasonably have been made available to the Disciplinary Committee, and casts substantial doubt on the Committee's decision;

12.32.3 that the decision of the Disciplinary Committee and/or the penalty imposed by the Committee was not reasonable in all the circumstances.

12.33 Review applications must be received by the Director of Governance & Legal Services within fourteen days of the outcome of the Disciplinary Committee; applications based on the ground of further evidence must be supported by that evidence.

12.34 The Director of Governance & Legal Services, or his/her nominee, will consider the Review application. If the application is found to present valid grounds, then a Review Committee will be convened. If the application is not found to present valid grounds, the student will be informed in writing, and a Completion of Procedures letter issued.

Review Committee

12.35 The Review Committee shall comprise three members (but note 12.36 below):

12.35.1 An independent member of Council as Chair

12.35.2 A Pro-Warden OR a member of the academic staff who is also a member of Council

12.35.3 One enrolled student of the College nominated by the President of the Students' Union

12.36 Where misconduct falls under 12.9.14 (professional fitness to practise) the Committee shall additionally include one person who will normally be registered with the relevant professional regulatory body, and who will not be an employee of the College, but who may be a member of academic staff from another University or relevant institution.

12.37 None of the above members shall be persons who have served on the Disciplinary Committee or have been directly involved in the case or in the teaching of the student(s) concerned. All must be present to form the quorum.

Complaint to the Office of the Independent Adjudicator

12.38 If dissatisfied with the College's final decision, a student may submit a complaint to the Office of the Independent Adjudicator, which is an independent agency established to consider complaints from students in higher education. The Office of the Independent Adjudicator will only consider a complaint once the College's own internal procedures have been exhausted. In order to submit a complaint to the Office of the Independent Adjudicator a student must obtain a letter of Completion of Procedures from the Governance & Legal Services Department.

13. Library

13.1 Borrowing membership of the Library is open to members of the College Council, College staff, enrolled students on award bearing programmes and

intercollegiate students of the College. External readers or borrowers may be admitted on application to the Librarian.

13.2 The card which permits entry to and borrowing from the Library may be used only by the person to whom the card was issued.

13.3 Loan and reservation facilities may be stopped for any borrower who, without good cause, keeps any loan item overdue, or who fails to pay a fine when due.

13.4 The Librarian may exclude from the Library any person who breaks the Library Rules, or in any way interferes with the convenience of Library users or the work of the Library.

13.5 Any person may appeal to the Registrar and Secretary against any disciplinary action taken against them by the Librarian. Students have the right to be represented by the Students' Union in any matter involving possible exclusion.

13.6 Library Rules shall be publicised to Library users. Amendments to the rules shall be approved by the Pro-Warden with responsibility for student matters, who may seek advice from relevant committees.

13.7 The Library Rules shall define borrowing rights for different categories of reader, and the circumstances in which fees may be charged for library usage to persons who are neither members of staff nor students.

14. Information Technology Services

Preamble

14.1 The aim of these regulations is to help ensure that Goldsmiths' IT facilities can be used safely, lawfully and equitably.

14.2 The issues covered by these regulations are complex and you are strongly urged to read the guidance document, which gives more detailed information that we hope you will find useful.

Scope

14.3 These regulations apply to anyone using the IT facilities (hardware, software, data, network access, third party services, online services or IT credentials) provided or arranged by Goldsmiths.

Governance

14.4 When using IT, you remain subject to the same laws and regulations as in the physical world.

14.5 It is expected that your conduct is lawful. Furthermore, ignorance of the law is not considered to be an adequate defence for unlawful conduct.

14.6 When accessing services from another jurisdiction, you must abide by all relevant local laws, as well as those applicable to the location of the service.

14.7 You are bound by Goldsmiths' general regulations when using the IT facilities.

14.8 You must abide by the regulations applicable to any other organisation whose services you access such as Janet, Eduserv and Jisc Collections.

14.9 When using services via Eduroam, you are subject to both the regulations of Goldsmiths and the institution where you are accessing services.

14.10 Some software licences procured by Goldsmiths will set out obligations for the user – these should be adhered to. If you use any software or resources covered by a Chest agreement, you are deemed to have accepted the Eduserv User Acknowledgement of Third Party Rights. (See accompanying guidance for more detail.)

14.11 Breach of any applicable law or third party regulation will be regarded as a breach of these IT regulations.

Authority

14.12 These regulations are issued under the authority of the Registrar and Secretary who is also responsible for their interpretation and enforcement, and who may also delegate such authority to other people.

14.13 Responsibility for the interpretation and enforcement of these regulations is primarily delegated to the Chief Information Officer.

14.14 You must not use the IT facilities without the permission of the Chief Information Officer.

14.15 You must comply with any reasonable written or verbal instructions issued by people with delegated authority in support of these regulations. If you feel that any such instructions are unreasonable or are not in support of these regulations, you may raise the matter with the Chief Information Officer.

Intended use

14.16 The IT facilities are provided for use in furtherance of the mission of Goldsmiths, for example to support a programme of study, research or in connection with your employment by the institution.

14.17 Use of these facilities for personal activities (provided that it does not infringe any of the regulations, and does not interfere with others' valid use) is permitted, but this is a privilege that may be withdrawn at any point.

14.18 Use of these IT facilities for non-institutional commercial purposes, or for personal gain, requires the explicit approval of the Chief Information Officer.

14.19 Use of certain licences is only permitted for academic use and where applicable to the code of conduct published by the [Combined Higher Education Software Team \(CHEST\)](#). See the accompanying guidance for further details.

Identity

14.20 You must take all reasonable precautions to safeguard any IT credentials (for example, a username and password, email address, smart card or other identity hardware) issued to you. You must not allow anyone else to use your IT credentials. Nobody has the authority to ask you for your password and you must not disclose it to anyone.

14.21 You must not attempt to obtain or use anyone else's credentials.

14.22 You must not impersonate someone else or otherwise disguise your identity when using the College's IT facilities.

Infrastructure

14.23 You must not do anything to jeopardise the integrity of the IT infrastructure by, for example, doing any of the following without approval:

- Damaging, reconfiguring or moving equipment;
- Loading software on Goldsmiths' equipment other than in approved circumstances;
- Reconfiguring or connecting equipment to the network other than by approved methods;
- Setting up servers or services on the network;
- Deliberately or recklessly introducing malware;
- Attempting to disrupt or circumvent IT security measures.

Information

14.24 If you handle personal, confidential or sensitive information, you must take all reasonable steps to safeguard it and must observe Goldsmiths' Data Protection and Information Security policies and guidance, particularly with regard to removable media, mobile and privately owned devices.

14.25 You must not infringe copyright, or break the terms of licences for software or other material.

14.26 You must not attempt to access, delete, modify or disclose information belonging to other people without their permission, or explicit approval from the Chief Information Officer.

14.27 You must not create, download, store or transmit unlawful material, or material that is indecent, offensive, threatening or discriminatory. Goldsmiths has procedures to approve and manage valid activities involving such material: please see paragraph 3.8.

14.28 You must abide by Goldsmiths' publication policy when using the IT facilities to publish information.

Behaviour

14.29 Real world standards of behaviour apply online and on social networking platforms, such as Facebook, Blogger and Twitter.

14.30 You must not cause needless offence, concern or annoyance to others.

14.31 You should also adhere to Goldsmiths' guidelines on social media.

14.32 You must not send spam (unsolicited bulk email).

14.33 You must not deliberately or recklessly consume excessive IT resources such as processing power, bandwidth or consumables.

14.34 You must not use the IT facilities in a way that interferes with others' valid use of them.

Monitoring

14.35 Goldsmiths monitors and records the use of its IT facilities for the purposes of:

- The effective and efficient planning and operation of the IT facilities;
- Detection and prevention of infringement of these regulations;
- Investigation of alleged misconduct.

14.36 Goldsmiths will comply with lawful requests for information from government and law enforcement agencies.

14.37 You must not attempt to monitor the use of the IT facilities without explicit authority.

Infringement

14.38 Infringing these regulations may result in sanctions under the College's disciplinary processes. Penalties may include withdrawal of services and/or fines. Offending material will be taken down.

14.39 Information about infringement may be passed to appropriate law enforcement agencies, and any other organisations whose regulations you have breached.

14.40 You must inform the Chief Information Officer if you become aware of any infringement of these regulations by any person.

15. Intellectual Property

15.1. Academic Board shall make regulations and policy relating to the ownership and management of intellectual property relating to the work of the College.

15.2. Such regulations and policy may set out requirements on students and staff relating to the granting of licenses to the College for the use of their intellectual property; the commercialisation of such intellectual property; and the sharing of revenue which arises from that intellectual property.

16. Copyright

16.1 Copyright Licensing Agency

16.1.1 In pursuance of its duties under the Copyright, Designs and Patents Act 1988 which came into force on 1 August 1989 the College has entered into a Licence negotiated on behalf of universities with the Copyright Licensing Agency (CLA) in respect of certain printed and electronic material.

16.1.2 All students and staff are required to observe the conditions of the Licence, which are displayed near all College photocopiers.

Obtaining permission

16.1.3 The College's Print Service will not undertake unlawful copying and will check with the customer if instructions are received which appear to infringe the terms of the Copyright, Designs and Patents Act 1988, the Copyright (Visually Impaired Persons) Act 2002 or the CLA Licence. Students and staff must not use any copiers other than those in the Print Service to make multiple copies of copyright material. Students and staff must not use departmental or other College equipment to make copies which contravene either of the two Acts mentioned above, or the Licence.

16.1.4 Where students or staff wish to make copies not covered by either of the two aforementioned Acts, and which are either larger extracts than those outlined in the Licence or types of work listed as prohibited in the Licence and not covered by any other Licence or permission, or for purposes not covered by any Licence or permission, permission must be sought from the copyright owner or their agent (eg publisher). Forms for requesting permission are available from the Design and Print Service, and the manager of the Service, who should be sent copies of all requests made to copyright owners. The Design and Print Service will require evidence that permission has been given where copying is requested which falls outside the terms of any Licence or the relevant Act.

16.1.5 The Copyright Licensing Agency will advise where there is doubt on what constitutes an infringement of the Licence. Such queries should be directed to the

College's designated Licensing Co-ordinator, or any other person appointed by the Registrar and Secretary to perform this role, and not direct to the CLA.

Scanning

16.1.6 Under the CLA licence, digital copies may be made of certain works in the possession of the College and placed in the Virtual Learning Environment. This may only be done by designated staff and all enquiries and requests should be sent to the Head of Lending Services. Further information may be found on the Library website.

16.2 Copyright Licences

16.2.1 In pursuance of its duties under the Copyright, Designs and Patents Act 1988 which came into force on 1 August 1989 the College has entered into the following Licences negotiated on behalf of universities:

* the Educational Recording Agency in respect of the off air recording of copyright works (see also below);

* the Newspaper Licensing Agency (NLA) in respect of the copying of articles from certain newspaper.

16.2.2 All students and staff are required to observe the conditions of the Licences, which are displayed on the Library website. Queries should be directed to the College's designated Licensing Co-ordinator and/or to any other person designated by the Registrar and Secretary to receive enquiries on this topic.

16.2.3 It is a condition of the licence with the Educational Recording Agency that recordings may be used only by staff and registered students of the College, and only for educational purposes. Students undertaking teaching practice or other placements in schools may use them, provided that the school also has an ERA licence. Authorised library staff may make reciprocal arrangements with other ERA licensed institutions.

16.3 Electronic Resources

16.3.1 Under the Copyright, Designs and Patents Act 1988 a piece of computer software is regarded for copyright purposes as a 'literary work', but is not covered by the CLA Licence. All computer files containing textual, visual or sound data are subject to the same copying restrictions as material published in other media as are data from electronic information services and resources.

16.3.2 It is the responsibility of staff and students to ensure that they are aware of and abide by the licensing conditions attached to any electronic resource made available to them in or by the College.

16.3.3 Where use of electronic data or software requires explicit acceptance by the user of the conditions under which such material is made available, any attempt to

use such material without the required acceptance or any failure to abide by the conditions accepted will constitute a breach of this Regulation.

16.3.4 The College's licences for certain electronic resources, including computer software, may require the use of individual or generic usernames, passwords or licence numbers for access. Individual usernames, passwords or licence numbers must not be divulged to others; generic usernames, passwords or licence numbers must not be divulged to members of College who are not authorised to use them or to persons who are not members of College.

Software

16.3.5 All students and staff are required to observe the requirement that software must not be copied or distributed using College facilities, except under one or more of the following conditions:

- 1 the copy is made for the purposes of security backup only
- 2 the software user has been explicitly informed by IT Services that they are entitled, on the basis of a multi-user licence issued to the College, to make a copy of the software for use on either a computer in College. a personally-owned computer, or both.
- 3 The software is covered by a licence which allows the user to make a copy of the software unconditionally or under conditions which can and will be met by the user; where an explicit number of permitted copies is specified, users must ensure that this number is not exceeded.

16.3.6 The Software Copyright Policy defines the responsibilities of the Director of Information Technology and Heads of Department in ensuring that all software installed on College computers is properly licensed.

Electronic data

16.3.7 Staff and students may freely use and/or distribute copyright electronic data only where it is accompanied by an explicit notice from the copyright owner that this is permissible or where its availability without charge or restriction from the copyright owner implies that it may be freely used for non-commercial purposes.

16.3.8 Staff and students are responsible for ensuring that their use of copyright material in electronic form including data derived from digitisation, CD-ROMs, on-line information services and other networked information resources, is legal, and should not assume that material accessible on College computer systems or via the College network is free of copyright restrictions.

16.3.9 Staff and students must not use College facilities to create digital copies from copyright material in other media without the prior written consent of the copyright owner except where a paper copy of the same material put to the same use would be permitted.

16.3.10 Where copyright electronic material originates outside the UK, its copyright status in the UK determines whether copying is permissible or not.

16.3.11 IT Services may be asked to advise on the copyright status of software and electronic data in the first instance.

16.4 Infringements of Copyright and registered trademarks

16.4.1 Students and staff will be personally liable to prosecution if they make, or cause to be made, or allow to be made, unlawful copies, or infringe trademarks. The College could also be prosecuted if the infringement takes place on College premises.

16.4.2 The College may take disciplinary action against any student or member of staff involved in an infringement of the law or of any copyright licensing agreement which the College has signed.

17. Information Law Compliance and Records Management

17.1 The College's policies on Data Protection and Freedom of Information, and arrangements for compliance with current legislation, shall be governed by a Management Framework approved by Council and revised as necessary from time to time.

17.2 The Framework document shall provide for the means by which more detailed policies and guidelines on Data Protection, Freedom of Information and compliance with the Regulation of Investigatory Powers Act shall be formulated, updated and disseminated to members of the College and others.

17.3 There shall be a Staff Privacy Statement, approved by a committee of the College appointed by Council to act on its behalf . This shall define the way in which the College approaches the balance between the right of public access to information under the Freedom of Information Act and the rights of staff as individuals under the Data Protection Act.

Recordings

17.4 Where students or staff make private recordings of teaching sessions, video or web conferences, or other events facilitated by the College, whether face to face or in a virtual environment, the consent of all those being recorded should be obtained for any usage other than for private study/information (and in particular for any commercial use, or for publication on the internet). As a matter of ethical practice, any individuals being recorded be informed in advance of private recordings, even when the purpose is private study/information only.

17.5 Official recordings made by the College (usually initiated by the person with lead responsibility for the event, or as a result of a wider institutional policy decision) shall be in accordance with procedures approved by a committee of the College

appointed by Council to act on its behalf. A member of the Professional Services staff designated by the Registrar and Secretary shall be responsible for facilitating the recording process and ensuring that the requirements of the Records Management Policy are met.

Records Management

17.6 There shall be a Records Management Policy approved by Council, setting standards of acceptable practice and Records Management, taking into account both the need for internal efficiency and obligations under the Data Protection and Freedom of Information Acts, and specifying where accountability lies for the delivery of these standards.

17.7 There shall be a Retention Schedule, specifying the length of time for which specific documents held by the College should be kept, and the accountability of specific staff for storage and destruction in accordance with the schedule. This shall be approved by Academic Board and Council, or by a committee appointed by Council to act on their behalf.

18. Freedom of Speech

Introduction

18.1 In pursuance of its duties as laid down in Section 43 of the Education (No 2) Act 1986 the Council of Goldsmiths' College has made the following Regulations with a view to taking such steps as are reasonably practicable to ensure that freedom of speech within the law is secured for members, students and employees of the College and for visiting speakers.

Principles

18.2 So far as is reasonably practicable, no premises of the College shall be denied to any individual or body of persons on any grounds connected with:

- the beliefs or views of that individual or of that body;
- the policy or objectives of that body.

18.3 The College shall also take account of other legal obligations which may require it to have regard to what is said on its premises. (A speaker, for example, who incites an audience to violence or to breach of the peace or to racial hatred transgresses the bounds of lawful speech. Equally, assemblies of persons, even if directed to lawful purposes, cease to be lawful if they cause serious public disorder or breaches of the peace.)

18.4 The premises of the College shall be deemed for the purposes of this Regulation to include any premises designated by the College for the use of the Goldsmiths Students' Union.

Procedures

18.5 There shall be procedures approved by the Council of the College to be followed by members, students and employees of the College in respect of:

- meetings or any other activities which are to be held on premises of the College falling within the class of meetings specified in paragraph 18.9 below;
- the conduct required of all persons in connection with any such defined meetings or activities;
- any other related or ancillary matters which the Council of the College from time to time shall declare to fall within these Regulations.

18.6 Infringements of, or departures from, the procedures in whatever respect will render those responsible subject to disciplinary action in accordance with the Charter, Statutes, Ordinances and Regulations.

18.7 Additionally, if any such actions involve breaches of the law, the College authorities will be ready to assist the prosecuting authorities to implement the processes of law and, if charges are preferred, will stay the aforementioned disciplinary action pending the outcome of any such proceedings.

18.8 The Council of the College, in laying down the procedures, has authorised the Registrar and Secretary to act on its behalf to ensure as far as is reasonably practicable that all members, students and employees of the College, and visiting speakers, comply with the provisions of these Regulations.

Meetings or Other Activities to Which These Regulations Apply

18.9 Any meetings or other activities where there is a real likelihood that the speaker may not be able to enter or leave the building safely or deliver his or her speech shall be deemed to fall within the purview of these Regulations.