

QA Higher Education Student Code of Conduct

London Metropolitan University Programmes

Prepared by: Quality Assurance Department

Date: May 2021

Issue: V1.0

1. Introduction

These Student Code of Conduct regulations sets out the expectations on all students to conduct themselves with due regard to QA Higher Education's (QAHE) objectives, permitting freedom of thought and expression with honesty and respecting the rights of other persons.

It provides a framework, underpinned by and linked to Section 16 of the [Academic Regulations](#) through which students can work together to create a positive learning environment.

The use of the procedures under these regulations is a serious matter. Any student who is accused of misconduct is advised to seek assistance from the [Students' Union](#) or the [Student Welfare](#) team.

2. Applicability

2.1 These regulations apply to all students enrolled with QAHE in partnership with London Metropolitan University. This includes students who are taking a break from their studies.

2.2 These regulations apply where the alleged conduct:

- Affects QAHE or its property, students, staff or visitors.
- Occurred during or arises out of QAHE activities.
- Brings QAHE into disrepute.
- Takes place on or off QAHE premises including conduct on social media.

3. Standards of Conduct

What we expect from our students:

- Students shall respect and uphold the rights and dignity of others including freedom of speech, regardless of race, sex, age, disability, religion, sexual orientation, gender identity or socio-economic status.
- Students shall respect QAHE policies as well as the law.
- Students shall not interfere inappropriately with the functioning or activities of QAHE.
- Students will not damage the reputation and integrity of QAHE.

- That you will take responsibility for your own learning, attend regularly, punctually and hand in work on time.
- That you will comply with any requests to provide feedback through the completion of surveys and providing comments to help us enhance our courses and services.
- That you will behave responsibly and respect other students, staff and the local community both on and off campus.
- That you will familiarise yourself with policies and regulations for both QAHE and London Metropolitan University.
- That you will not behave in any way which may be considered threatening or disruptive, or being likely to lead to injury, physical or emotional harm to any student, member of staff or any authorised visitor.
- That you will not behave in any way which may be considered violent, threatening, bullying or offensive whilst on QAHE premises, engaged in related activity or using QAHE computers, email accounts or social media accounts.
- That you will not bring, use or distribute prohibited drugs, alcohol or illegal substances onto the campus, or within the immediate vicinity of QAHE.
- That you will not harass any student, member of staff or authorised visitor to QAHE by any means including cyber-bullying or cyber-harassment.
- That you will not interfere with fire detectors, fire alarms or fire extinguishing equipment.

This list should not be considered to be exhaustive. Failure to comply with the Student Code of Conduct may result in proceedings as listed under section 6.

4. Students are also advised that:

- Students must observe fire alarms and related procedures and evacuate buildings when alarms sound.
- Students must wear their ID cards at all times whilst on campus.
- Security staff are responsible to QAHE for the overall safety of everyone on campus, must be obeyed, treated courteously and must not be impeded in their duties.
- Students should refrain from consumption of food and drink in lectures, seminars and meetings unless advised otherwise.

5. Lectures, Seminars & Meetings

- Students should arrive in time or the start of a lecture as late arrival is extremely disruptive to other students
 - Students must not disrupt a lecture or interfere with other students' ability to benefit from it.
 - The use of mobile phones and other electronic/personal devices to take or make calls, to send or receive text messages, or to record or send images is forbidden in lectures. Special permission may be requested in exceptional circumstances
 - The use of mobile phones and other electronic/personal devices to take or make calls, to send or receive text messages, or to record or send images is forbidden in lectures. Special permission may be requested in exceptional circumstances.
 - Taping of lectures should only take place with the agreement of the lecturer or prior authorisation.
 - Whilst attending lectures, seminars or meetings students are expected to communicate with one another using English only.
- 5.1 Breach of this Student Code of Conduct may be investigated as an allegation of misconduct. If it is more likely than not that a student has committed misconduct, a Misconduct Panel will be convened and the student may be liable to disciplinary proceedings and sanctions.
- 5.2 Misconduct that has been proven under these regulations may be referred to in any reference given by QAHE or a member of staff. QAHE may also be obliged to report it to a relevant professional body.

6. Investigations and Panels

- 6.1 The Misconduct Panel will be made up of at least 2 members of the Senior Management Team. Members of the Misconduct Panel should not investigate allegations where:
- They teach or have taught the student against the allegation that has been made;
 - They have a close connection with the student or the complainant;
 - They have previously advised the student or complainant regarding the allegation;
 - A reasonable independent third party would conclude there was a real possibility that they would not be impartial.

- 6.2 Allegations of non-academic misconduct by a student should be reported in writing in the first instance to the Director of Quality Assurance.
- 6.3 The Director of Quality Assurance shall investigate matters relevant to the alleged misconduct to determine whether misconduct has taken place.
- 6.4 The Director of Quality Assurance shall decide whether there is sufficient evidence to proceed and the Misconduct Panel will be convened.
- 6.5 The Director of Quality Assurance will inform the student in writing and include:
- A copy of the Misconduct Report;
 - All evidence in support of the misconduct;
 - A copy of this Student Code of Conduct;
 - Provide the student an opportunity to respond to the allegation within 10 working days;
 - Failure for a student to respond to the allegation will be considered as acceptance to the allegation;
- 6.6 The nature of investigation will depend on the complexity of the allegation, but the investigation:
- May include an interview with the person reporting the alleged misconduct;
 - Should include an interview with the student against whom the allegation is made, where the allegation against them and evidence on which it is based is put to them and they have an opportunity to respond;
 - The student should be given at least 5 days' notice of the interview;
 - The student can bring a friend or a member of the Student's Union to the interview;
 - A student can decline to be interviewed and/or may give written representations;
 - A student who refuses or fails to attend 2 interviews without good reason, shall be deemed to have declined the opportunity to be interviewed;
 - If a student declines to be interviewed the Misconduct Panel shall proceed on the basis of the evidence available to them.
 - The investigation will be completed within 30 days of the receipt of notice of the suspected misconduct. In complex matters the investigation may take longer.

7. Consideration by the Panel

- The Panel shall consider the allegation put forward.
- Where the Panel considers that the allegation has been substantiated they shall apply a penalty. (Appendix 1).
- Where the alleged misconduct has been admitted or deemed to be accepted, the Panel shall only consider the appropriate penalty to be applied. (Appendix 1)

8. Appeals

- 8.1 A student may appeal the decision in writing within 10 working days after the student was notified of the decision of termination of student registration and/or assessment publication.
- 8.2 All appeals must be addressed to the Director of Quality Assurance at QAHE.
- 8.3 An appeal may only be made on the grounds that:
- A student was unable to respond to the allegation within the timeframes provided in these Regulations for valid reasons beyond the student's control;
 - The evidence of alleged misconduct was insufficient to substantiate the allegation;
 - The student has new evidence that they could not reasonably have provided during the investigation and which would probably have a material influence on the outcome;
 - There has been a material procedural defect, other than one for which the student is responsible, resulting in substantial unfairness to the student;
- 8.4 The Director of Quality Assurance will write to the student within 5 working days after the Misconduct Panel has taken place, outlining the decision made by the Misconduct Panel.
- 8.5 The decision made by the Misconduct Panel may be eligible for review by London Metropolitan University.
- 8.6 A request for review must be made in writing on the prescribed [Appeal Form](#) not more than 10 working days after the student was notified of the decision being appealed.
- 8.7 London Metropolitan University may dismiss the review of appeal, if:

- The request for review is received late and there is no reasonable explanation why it could not be brought in time, or
- It does not clearly state the grounds on which the appeal is being made; or
- does not disclose any reasonable grounds of appeal; or
- It is entirely without merit.

Appendix 1

Table of Non- Academic Penalties

1.	A reprimand	Note that the misconduct has been committed by the student, but no further sanction will be applied.
2.	Conditional reprimand	This notes that the misconduct has been committed by the student, but no further sanction will be applied, provided the student complies with certain conditions. Such conditions may include a requirement to apologise, to make reparation (financial restitution or otherwise) and/or to accept behavioural measures to prevent future misconduct. If the conditions are breached, sanctions can be imposed for the original misconduct and the further misconduct.
3.	Suspended sanction	A sanction is imposed, but does not take effect provided that no further misconduct is committed in a period specified by the Panel. If further misconduct is committed the original sanction take effect and new proceedings can be taken for the further misconduct.
4.	Compensation Requirement	Require the student to pay reasonable sum to compensate for any loss or damage sustained by QAHE or any other person within a specified period. The compensation shall be payable to the person who has sustained the loss.
5.	Apology Requirement	Require the student to apologise formally (orally or in writing) to an individual or individuals affected by the student's behaviour within a specified period.
6.	Academic Sanction	Failure in any item of assessment associated with the misconduct, with (where permissible under the Academic Regulations) or without a re-assessment right. If a reassessment right is granted this may be uncapped (where permitted by the Academic Regulations) or capped at a bare pass.
7.	Exclusion	Exclude the student from QAHE for a fixed period of time. While excluded, the student is not permitted to access QAHE premises or its facilities, or to participate in its activities.
8.	Termination of Enrolment and/or Transfer	Termination of the student's enrolment on their current course. The student remains liable for any tuition fees that fell due for payment before termination of enrolment and QAHE reserves the right to take action to recover the debt. The student may be eligible to transfer to a different course at the discretion of the Panel.
9.	Expulsion	Expel the student from QAHE. The student ceases to be a member of QAHE and loses all rights and privileges of membership. The student remains liable for any tuition fees that fell due for payment before expulsion and QAHE reserves the right to take action to recover the debt.