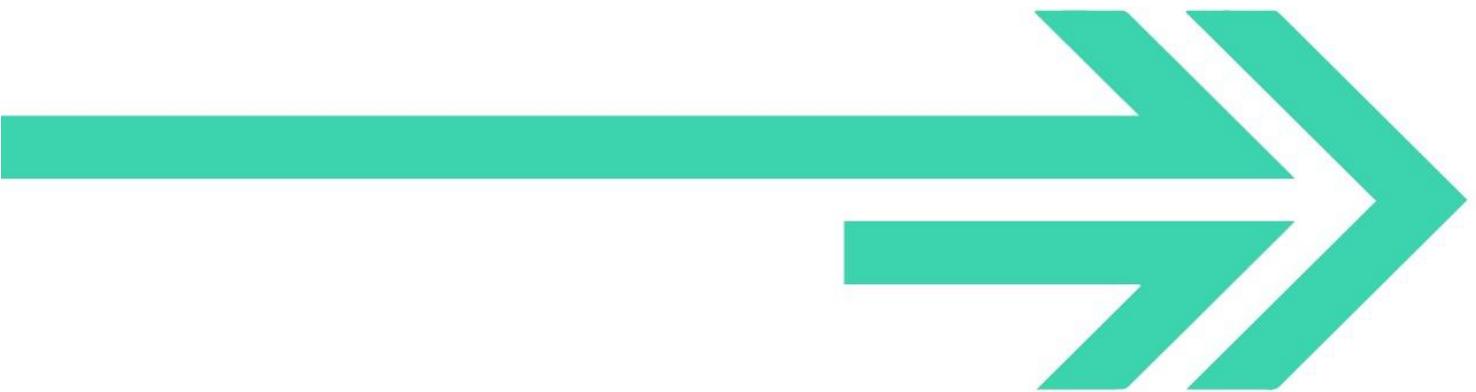




QA Higher Education Student Code of Conduct



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Introduction

As members of QA Higher Education's (QAHE) diverse community, all students are expected to be familiar with this Code and to conduct themselves with due regard to QAHE's mission and values. The Code forms part of a range of measures QAHE has in place to safeguard and promote a safe culture, and to enable students to realise their full potential in a safe, healthy, and inclusive environment.

The Code applies to all enrolled students studying at any of our QAHE locations, in London, Birmingham and Manchester, and extends to any applicant applying to study at QAHE or one of our partner universities. By applying and/or accepting a place, you agree to comply with this Code and the University's regulations. The Code provides a framework, underpinned by and linked to each of the University's Student Disciplinary Regulations. The University's Regulations will always take precedence when considering any action.

The primary aim of the Code is to set out clear standards of behaviour expected from our students which fosters a safe and inclusive learning environment.

The Code seeks to tackle allegations of non-academic misconduct by students in an integrated and supportive way, and ensure fair, effective, and timely outcomes where behaviour falls below expectations.

We hope that by following the Code and understanding the reasons behind it, students will be able to make the most of their learning experience.

Linked QAHE and University Policies

QAHE Safeguarding Policy and Procedure
QAHE Prevention of Harassment, Sexual Misconduct and Relationship Abuse
London Metropolitan University Student Code of Conduct
Middlesex University Student Code of Conduct
Solent University Disciplinary Procedure
Ulster University Ordinance and Regulations
University of Roehampton Student Code of Conduct



Guiding Principles Regarding Good Conduct

QAHE expects all members of its community to uphold standards of behaviour that are in line with its values and commitment to safeguarding and promoting a safe and inclusive culture across the QAHE community, enabling all students to realise their full potential.

We expect all our students will:

- Take responsibility for your own learning, attend regularly and punctually
- Always try to communicate in English
- Engage fully with all lectures and seminars, giving their full attention and participating actively. This applies equally to online and in-person sessions. It is expected that students do not engage in other activities (e.g. travelling, working, childcare) whilst attending online sessions.
- Keep their cameras turned on during online sessions and take an active role in class. This includes contributing to class discussion verbally and/or via the chat function, using the reactions buttons, participating in polls/quizzes and taking part in breakout groups with other students. Good 'netiquette' should be demonstrated, and background noise should be kept to a minimum. Students must inform the Welfare Team and/or their lecturer of any issues affecting their ability to use their camera and/or engage fully in online sessions.
- Engage fully with your personal tutor, studies advisor, academic team and support services.
- Comply with any requests to provide feedback through the completion of surveys and providing comments to help us enhance our courses and services.
- Engage fully with any feedback opportunities and to submit assessment on time, completed to the best of your ability.
- Behave responsibly and respect other students, staff and the local community both on and off campus.
- Familiarise yourself with QAHE, University rules, policies, and regulations.
- Pay all fees and charges due when required and that you settle any outstanding debts prior to graduating.
- Not behave in any way which may be considered threatening or disruptive or likely to lead to injury or physical or emotional harm to any other students or staff.



When Accessing and Using Campus facilities

- Observe fire alarms and related procedures and evacuate buildings when alarms sound. This is to ensure the health and safety of everyone.
 - In the event of a fire alarm all students must leave the building immediately, following instructions of the Fire Wardens.
 - To ensure a safe evacuation, we ask that you do not take your belongings, and move swiftly to leave the building.
 - You will be directed to the Fire Evacuation meeting point, and you should remain there until further instructions are given. Please do not wander off.
 - For health and safety reasons there will be no access for up to 1 ½ hours while we make all safety checks to allow students to re-enter the building.
 - Students will be required to present their Student ID card before being permitted to enter the building.
 - As note above failure to respond to a fire alarm in an orderly manner or to respond to instructions given by QAHE staff during such events can be deemed misconduct.

- Always wear your Student ID card whilst on campus. If you do not have your ID card, you will be denied access to the campus, and you will be required to report to Student Advice and Support Centre to obtain a temporary ID pass.
- Your Student ID card is for your use only, and it should not be used to permit fellow students or visitors to gain entrance through the barriers.
- You should not permit fellow students or visitors to tailgate you through the barriers, and you should alert Security immediately.
- Be mindful that Security staff are responsible for the overall safety of everyone on campus, and any instructions given by them must be adhered to. They should be treated courteously and must not be impeded in their duties.
- Refrain from consumption of food and drink (excluding water) during on-campus lectures, seminars, and meetings unless advised otherwise.
- When bringing onto QA premises non-QA students (family members, children or friends) they will only be permitted for a maximum of 30 minutes. Guests are not permitted to attend any classes and should only be permitted onto the campus if the student is accessing one of the support services (e.g. Student Advice and Support Centre or Welfare). All visitors under 18 years of age must be accompanied at all times. Any guests must be signed in at Reception. QAHE reserve the right to refuse entry to any guests.



When attending Lectures, Seminars, Meetings

- Students should arrive in time for the start of a lecture or seminar as late arrival is extremely disruptive to other students and will not be permitted.
- Students must not disrupt a lecture/seminar 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 and seminars. Special permission may be requested in exceptional circumstances.
- Audio or video recording of lectures/seminars/1-to-1 sessions/meetings and around campus should only take place with the agreement of the lecturer/s /member of staff or prior authorisation from Learning Support Team, where there is an adjustment to learning. Please refer to our Guidelines for Recording for further detail.
- Whilst attending lectures, seminars or meetings students are expected to communicate with one another using English only.

Reporting an Incident

If you are a victim or, or witness to, an incident that you feel is a breach of the Code, you should complete the incident form using the [online reporting tool](#).

Reports received anonymously will not normally be accepted, except where there are compelling reasons, supported by evidence, for the matter to be investigated.

If you are on campus and in immediate danger, please seek assistance from the Security team, Student Advice and Support Centre or Safeguarding, Student Life and Wellbeing team.

If you are off campus, and in immediate danger, please contact the Police by calling 999.

Welfare of students and cases involving mental illness or other disability

QAHE understands that, while addressing cases of student conduct, issues relating to a student's wellbeing may arise. We will make all reasonable efforts to ensure that these issues are handled with sensitivity.

Where concerns are raised about a student's wellbeing, the matter may be referred for consideration under QAHE's and the University's Fitness to Study policies and procedures. We also understand that some students may act in a way which could be construed as constituting misconduct because of a disability or mental health issue. If a student is aware that they have such a disability they are encouraged to make it known to the Welfare Service as soon as possible.



Guiding Principles Regarding Misconduct

QAHE considers the following inappropriate conduct to constitute misconduct. Behaviour of this nature is likely to lead to disciplinary proceedings. The list should not be considered to be exhaustive.

- Failure to respect the rights of others to freedom of belief, orientation or practices, or freedom of speech.
- Violent, disorderly, threatening, bullying, or offensive behaviour or language whilst on QA premises and online, engaged in related activity or using QAHE/University computers or email accounts.
- Serious acts of fraud, deceit, deception or dishonesty in relation to QAHE or their staff and students or the University.
- Any action likely to cause significant injury or impairment of safety on QAHE or University premises.
- Bringing, using or distributing prohibited drugs, alcohol, or illegal substances into the campus, or within the immediate vicinity of QAHE
- Any action likely to bring the reputation of QAHE or the University into disrepute, this includes, but is not limited to, students under any criminal investigations.
- Harassment of any kind towards a student, member of staff or authorised visitor to QAHE by any means including, sexual harassment, stalking, cyber-bullying or cyber-harassment.
- Any interference with fire detectors, fire alarms or fire extinguishing equipment.
- Failure to respond to fire alarms or other security alerts or to follow instructions during such events given to you by QAHE staff members
- Serious damage to, or defacement of QAHE property.
- Serious misuse or unauthorised use of QAHE/University premises and property, including computer misuse.



Student Misconduct procedures

Suspected student misconduct should in the first instance be reported to the Misconduct Administrator via the following email address – Misconduct@qa.com. The administrator will pass the details onto the investigating officer, who will usually be the Head of Safeguarding, Student Life and Wellbeing, and in their absence, the Assistant Director of Safeguarding, Student Life and Wellbeing. The role of the investigating officer is to obtain all evidence and make recommendations as to whether a temporary suspension is required, and/or whether the matter needs to be referred to a Disciplinary Panel for formal proceedings. The investigating officer will take one of the following steps:

- Determine that the allegation does not constitute non-academic misconduct, or that there is no case to answer, and take no further action. In this case, no entry regarding the matter will be entered on the student's record;
- Refer the allegation to a Disciplinary Panel for consideration.
- Refer the allegation to the University. If the case is referred to the University, the University's policies and procedures will be followed.

Precautionary suspensions

In all cases, the safety of victims and the QAHE community will be the primary consideration, when making any decision to suspend.

If the incident has occurred at the campus, individuals may be sent home pending a full investigation. See section Automatic removal from campus for further information.

If the incident has occurred during an online learning environment, individuals may be asked to leave the session and dependent on the circumstances, may not be permitted to attend online sessions, pending a full investigation.

A precautionary suspension should not be seen as presumption by QAHE of misconduct having taken place. This is determined during the investigation. However, a the suspension may be used as a precaution to allow sufficient time for a full investigation and review to take place, whilst keeping both the reported and our campuses communities safe..

Disciplinary Panel

If the investigating officer determines that the case should be considered by a Disciplinary Panel, they will advise the misconduct administrator who will invite the student to a disciplinary meeting, giving no less than three days' notice and including a copy of any relevant information gathered during the investigation. The student will be advised of the following:

- Details of the allegation that has been received
- That the allegation is being considered by a Disciplinary Panel
- That the student is entitled to bring a supporter
- The names of the attendees at the meeting.

In the disciplinary meeting the allegation will be discussed with the student giving them an opportunity to respond. At the end of the meeting the Panel will determine one of the following:



- That there is insufficient evidence to conclude that a breach of the Student Code of Conduct has occurred, in which case there will be no further action.
- That there is sufficient evidence to conclude that a breach of the Student Code of Conduct has occurred in which case a sanction may be applied:
 - Formal warning
 - Request the student to write a letter of apology to the affected party.
 - Exclude the student from the campus for a limited period.
 - Exclude the student from the campus permanently.
- That the case should be referred to the University.

The misconduct administrator will make a written record of the meeting and will inform the student in writing of the decision, giving reasons and details of any penalties to be applied, normally within 7 days.

The student will be informed of their right to appeal under the appeals procedure of the university partner.

International students

In the case of international students, sponsored by the University, where misconduct is proven an immediate referral will be made to the QAHE Head of Compliance to consider the impact on an individual's immigration status.

Criminal proceedings

Where there is a concern that misconduct that may also constitute a civil or criminal offence QAHE may recommend to the University to defer or suspend any misconduct investigation or proceedings at any time where it believes that an investigation by the police or any other authority is ongoing or contemplated.

Where a student is alleged to have committed a criminal offence, it is normally for the victim of the alleged offence to decide whether to report the matter to the police. The victim can request the Safeguarding, Student Life and Wellbeing team assist in making a report.

Students who are victims of crime are encouraged to report the crime to the Police. However, there may be cases where a victim does not wish a crime to be reported to the police and in those cases QAHE should only in exceptional circumstances report the alleged crime without the consent of the victim - for example, when the victim is unconscious, or where a crime is witnessed or where the crime has implications for others beyond the primary victim (e.g. Safeguarding and/or Prevent concerns).

Where conduct by a student is either subject to an investigation by the Police as a suspected criminal offence or where a student has been charged with a criminal offence and is awaiting trial, QAHE will review such incidents on a case by case basis looking at the best interests of all parties concerned in determining whether any additional investigation under this Code is appropriate or necessary, or whether a suspension is appropriate pending the outcome of the criminal investigations, or proceedings. Students may be requested to take an interruption of studies.

Automatic removal from campus



The QA Higher Education Security team reserve the right to remove any student from campus who are involved in any of the following offences:

- Physical fight on campus
- Threatening behaviour
- Discriminatory behaviour
- Intoxication
- Possession and/or use of illegal substances
- Sexual misconduct
- Theft
- Damage to property
- Inappropriate use of WiFi
- Any behaviour where there is a risk of escalation and concerns for safety of others

QA Higher Education also reserves the right to contact the Police, where there a concern that a student has been involved in criminal offence.

Recording and Storing of data

All documents will be held on the Safeguarding, Student Life and Wellbeing case management system. This is separate to your academic records. The records will be destroyed by the team, 6 years after the academic year in which the incident was dealt with, or the latest incident, if there is more than one.

If following the investigation, the case was referred to the University, the University's policy will apply.