

## STUDENT CHARTER

The purpose of the Student Charter is to provide a clear statement of the ways in which staff and students can enhance and support the learning and research experience at the University and support an enjoyable and appropriate environment in which to work and study.

In our Student Charter we set out our mutual responsibilities as members of the University community and the expectations we place upon one another. The Student Charter sets out the levels of service the University aims to provide for students which we will endeavour to improve and develop in order to attain the highest possible standards and quality. The Student Charter also sets out the expectations the University has of its students and encourages them to take an active part in their own learning and development and to fulfil their responsibilities to the University, its staff, other students, and partner organisations.

The standards in the Student Charter apply across the University - full details can be found at:

<https://www.lincoln.ac.uk/home/abouttheuniversity/governance/regulationspolicies/studentcharter/>. The Student Charter forms a key element of the University's regulatory framework and should be read in conjunction with the University Regulations.

## STUDENT COMPLAINTS

**The Student Complaints Procedure provides you with a means to channel complaints about the provision and delivery of academic programmes and related services and any aspect of your experience at the University.**

The procedure **cannot** be used for representations against decisions of Boards of Examiners (see the Review and Appeal Procedures) or allegations of misconduct by students (see the Student Conduct and Disciplinary Regulations).

If you are unhappy about any experience you've had you should raise the matter, **at the earliest opportunity**, either directly with those concerned or with your personal tutor, programme leader or student advisor. You may also seek the help and advice of the Student Support Centre or Students' Union which actively encourage students to attempt to resolve the issues informally.

To trigger the formal procedure, complaints should be directed in the first instance to the Secretariat. The formal procedure has two levels: School and University. Most complaints are resolved at School level and only progress to the University level once the School procedure has been exhausted without resolution.



UNIVERSITY OF  
LINCOLN

## GUIDANCE TO THE UNIVERSITY'S REGULATIONS AND STUDENT CHARTER 2017-2018

Undergraduate and Postgraduate Students - Sept 2017

## WELCOME TO THE 2017-2018 ACADEMIC YEAR

**Whether you are a new student starting your studies or you are a continuing student, we hope that you get the most out of your time at the University of Lincoln and that it is both rewarding and enjoyable.**

This leaflet is intended as an introductory guide to all students to highlight the University's Regulations and some of the procedures you may need to refer to during your studies at the University.

All the University's academic regulations can be located at:

<http://secretariat.blogs.lincoln.ac.uk/university-regulations/>.

This leaflet acts as a signpost to the University's Regulations and Student Charter and briefly summarises the University's Regulations relating to Academic Offences, Academic Appeals, Student Complaints, Student Discipline, Extenuating Circumstances, and Fitness to Practise.

The University General Regulations apply to all students, staff and University awards. In addition, students and some awards are also governed by additional Regulations such as:

- Undergraduate Regulations
- Taught Postgraduate Regulations
- Research Degrees Regulations for MA/MSc by Research, MPhil and PhD

**It is the responsibility of students to acquaint themselves with these Regulations which are available at:**

<http://secretariat.blogs.lincoln.ac.uk/university-regulations/>

## SECRETARIAT

<http://secretariat.blogs.lincoln.ac.uk/>

## EXTENUATING CIRCUMSTANCES

On occasion you may believe that your performance in assessment has been affected by circumstances beyond your control. You are entitled to request a Board of Examiners to consider a claim that your assessment performance has been adversely affected in some way.

You should not normally submit a claim for extenuating circumstances until after the appropriate assessment has taken place. Up until this point you should seek an extension and contact your School for advice.

If you wish the University Extenuating Circumstances Panel to consider your circumstances you should apply online and submit any independent supporting evidence.

Examples of circumstances which may be treated as adversely affecting a student's performance in assessment include:

- \* Illness affecting attendance at teaching or assessment.
- \* Illness affecting preparation for an assessment.
- \* Being the victim of a crime involving injury.
- \* Circumstances of a serious personal or emotional nature.

## DECISIONS OF BOARDS OF EXAMINERS – REVIEW AND APPEAL

There are occasions when you might wish to dispute the decision of a Board of Examiners.

You should initially raise your concerns informally with individuals such as your lecturers, personal tutors, programme leaders or your School/College Officers. Frequently, matters are resolved quickly and satisfactorily in this way.

Under the University Regulations you can formally pursue a dispute by requesting a Review and, if you remain dissatisfied with the outcome, it may be open to you to lodge an Appeal. To request a Review, you must contact the Secretariat in the first instance.

Review is a formal means by which a student may call into question the decision of a Board of Examiners. A student may not lodge an Appeal unless a Review has been concluded.

Further information:

<http://secretariat.blogs.lincoln.ac.uk/university-regulations/>

**IF YOU ARE VISUALLY IMPAIRED OR NEED TO HAVE A COPY  
OF THE REGULATIONS IN A DIFFERENT FORMAT  
PLEASE CONTACT THE SECRETARIAT**

## ACADEMIC OFFENCES

Academic Offences are taken very seriously by the University. Allegations of plagiarism etc at undergraduate final year or above cannot be dealt with by your own School - they have to be fully investigated and, if appropriate, referred to the University's Academic Offences Committee.

In 2015/2016, the Academic Offences Committee found 35 students guilty of plagiarism, cheating in examinations, falsifying research data etc. For undergraduate final year students or postgraduates, penalties are severe, and in most cases resulted in a drop in the final classification of their degree. **THIS MEANS THAT IF A STUDENT ACHIEVED A 2:2 THEY WOULD ONLY BE AWARDED A 3<sup>rd</sup>.**

Other students were given a mark of zero for the whole assignment, with no re-sit opportunity. **THE EFFECT OF THIS IS THAT SOME STUDENTS WERE UNABLE TO ACHIEVE AN HONOURS DEGREE OR THE FULL POSTGRADUATE AWARD.**

Under the Undergraduate Regulations, no credits are obtained for a module given a mark of zero. A student whose profile includes a module with a mark of zero may only achieve an ordinary (unclassified) degree but **NOT** an honours degree with a classification such as 2:1 or 2:2. The recent appearance of internet and other services offering 'custom-written essays' for a price is of particular concern and students who try to gain an unfair advantage over their group in this way should expect to be dealt with severely.

**Don't risk committing an academic offence. Even if you are under pressure to submit and running out of time, don't jeopardise your previous achievements.**

**What is an Academic Offence?** The following are examples:

- (i) **Collusion:** Submitting work for assessment done in collaboration with another person as entirely his or her own work. Collusion does not apply to group projects or assessments that are intended to be produced collaboratively.
- (ii) **Misleading material:** Inclusion of data which has been invented or obtained by unfair means; handing in the same work twice for separate credit; commissioning someone else to produce material for an assessment, such as via an internet 'essay-writing' service.
- (iii) **Plagiarism:** The passing off of another person's thoughts, ideas, writings or images as one's own. A student commits plagiarism when she/he incorporates in his or her own work substantial unacknowledged portions of another person's material, or attempts to pass off such work as original through its inclusion.
- (iv) **Cheating:** Any irregular behaviour during examinations such as the unauthorised possession of notes; the copying of another candidate's work; the use of forbidden equipment; and the unauthorised obtaining of examination papers.
- (v) **Misconduct in Research:** The falsification or misrepresentation of data or improper handling of procedures or information.

**DON'T THROW YOUR HARD WORK AWAY DON'T PLAGIARISE – DON'T CHEAT**

For full details see the University General Regulations 2017/18  
Available at <http://secretariat.blogs.lincoln.ac.uk/university-regulations/>  
The guidance above must be interpreted in accordance with University Regulations.  
**If in any doubt, speak to your Personal Tutor or other course staff**