



Code of Practice on Student Reasonable Diligence

Approved 18th October 2019

1. Preamble

- 1.1 This Code of Practice applies to all students, including those on undergraduate, Postgraduate, and further education programmes. It covers all modes of study including full and part time students, students on distance learning, collaborative provision programmes and placement.
- 1.2 This Code of Practice sets out the University's expectations for reasonable diligence.
- 1.3 Students undertaking a programme of study that is subject to fitness to practise requirements will be bound by the additional specific requirements for that programme as stated in the relevant Code of Professional Conduct and Fitness to Practise.
- 1.4 Students failing to demonstrate reasonable diligence will be dealt with in accordance with the General Student Regulations.

2. Expectations

- 2.1 A Student is required to show reasonable diligence in relation to engagement with learning and teaching for the whole programme and each of its constituent parts, including compulsory placements where appropriate.
- 2.2 Failure to show reasonable diligence in relation to learning and teaching shall be defined as one or more of the following:
 - a. Lack of academic progress as a result of poor attendance.
 - b. Failure to submit assessed work for a programme on more than two occasions during an academic year/teaching period.
 - c. Failure to engage in group work activities.
 - d. Unauthorised absence from compulsory placement/work experience.
 - e. Failure to attend all teaching sessions and submit all required assessed work after a formal written warning or performance agreement has been issued by the Dean of School (or nominee).

- i) Failure to register for modules to the required credit value for the programme (appropriate to level and stage of study).
- ii) Failure to report to the relevant Dean (or nominee) an absence of more than 5 consecutive days.
- iii) Submitting assessment after the specified deadline on more than three occasions during an academic year/teaching period.
- iv) International students should refer to the General Student Regulations and requirements of UCB's Tier 4 Sponsorship Licence

3. Timescales

In the interest of the Student, a school should engage in reasonable diligence procedures at the earliest opportunity. This enables the Student to take steps to engage with their programme and allows sufficient time for applying the reasonable diligence procedure.

4. Monitoring of Attendance

- 4.1 Schools will maintain a record of attendance in accordance with the University's attendance monitoring system.
- 4.2 Schools must take appropriate steps to draw attention to the need for Students to demonstrate reasonable diligence by achieving satisfactory attendance with regard to their programme of study. Such notification should also indicate that failure to show reasonable diligence may result in the imposition of penalties and sanctions, as set out here and in the Code of Professional Conduct and Fitness to Practise. Schools should also ensure that Students are aware of the sources of advice and support that are available to them from the University.

5. The Process

In the case of a student under 18 years of age the parent or guardian will be informed at all stages of the process and of the decisions taken.

Stage One

In the first instance, lack of reasonable diligence may be dealt with by the School on a more informal basis. The Student is expected to continue attending the programme during an investigation.

- a. Where it is determined that there is sufficient evidence to support a cause for concern, the Student should be invited to attend a meeting with their personal tutor or another member of academic staff within the School. Another member of University staff may also be present at the meeting. Where students are overseas, on placement or on distance learning programmes, alternative arrangements for contact may be made.
- b. The Student will have 5 working days to confirm their attendance at the meeting or to seek to rearrange the meeting for an appropriate time.
- c. The Student may be accompanied to the meeting by another UCB student, or UCB Guild representative, or in the case of a student under 18 years of age a parent or guardian.
- d. The meeting is to discuss and/or review that options available to the Student to make improvements to their attendance and/or academic progress.
- e. If the Student does not attend or seek to rearrange a meeting with their personal tutor or other academic member of staff, the Student will be sent a reminder prior to the case being referred to Stage Two if no appropriate contact has been made.
- f. Following the meeting a letter should be sent to the student setting out the points raised at the meeting, the reasoning behind the decision and the action the student is required to take to achieve reasonable diligence. This letter will serve as a record of the meeting and a copy should be retained by the School.

Stage Two

If, following the informal meeting, the School judges that the Student's attendance or academic progress continues to be unsatisfactory and that the action identified at the informal meeting has not been complied with, the Year Manager (or nominee) will send a formal written warning to the Student (and a copy to the parent or guardian if the Student is under 18 years of age) that clearly sets out the requirements and timescales for improved performance as determined by the School.

Stage Three

The Year Manager will refer the case of the student to the Dean of School where the student has not complied with the requirements and timescales for improved performance set out in the formal written warning. The Dean of School will decide whether to impose a sanction for non-compliance. If the Dean of School decides to impose a sanction, it must be proportionate to the circumstances of the case and the student will be notified of the outcome. The possible decisions are as follows:

- a. The student may continue on the programme of study unconditionally.
- b. The student may continue on the programme of study, subject to conditions of an academic nature which are deemed appropriate.
- c. The student will be withdrawn from the programme of study

The Dean of School will communicate the decision to the student in writing. In the case of a student under 18 years of age the parent or guardian will also be informed of the decision.

5 Mitigating Circumstances

A student will be treated as showing reasonable diligence in relation to learning and teaching where a relevant Dean (or nominee):

- a. Approves a self-certified medical certificate provided as soon as practicable by the student relating to an absence of up to 5 consecutive days. (Self-certification is not acceptable after a student has been absent for a total of 10 days in an academic year); **or**
- b. Approves a certificate from the student's medical practitioner relating to absence which lasts for more than 5 consecutive days; **or**
- c. Receives notification of accepted Extenuating Circumstance following submission to the Extenuating Circumstance Board.
- d. Receives notification that the student has been granted permission to be absent for a specified period.

6 The Right of Appeal

A student may appeal against the Stage Three decision of the Process under the Assessment Appeals Procedure.