

To be included in Guidance for T&L Partnership Proposals (Business cases)

Guidance for setting up processes to deal with Student Complaints and Appeals with Partner Institutions:

The University has produced the following guidance for staff considering student-related matters with Partner Institutions.

The advice below is to be considered as a guide of best practice and is not definitive. Where a partnership will benefit from a different approach to that listed below the proposer is asked to explain their rationale.

Different types of partnership may benefit from different approaches as outlined in the table.

In accordance with OIA guidance, any agreement with a Partner and any communications with students must clearly state whose policy and procedure they should follow in relation to complaints, appeals and extenuating circumstances and whose policies and procedures apply in relation to disciplinary matters, fitness to study and academic misconduct.

Guidance for Complaints:

Where a complaint relates to the academic standards and/or quality of the learning opportunity, we would expect this complaint to be handled informally by the delivering institution. Stage 1 and 2 of the complaint procedure should be referred to UoR where the student is studying a UoR module. If a student is studying a partner-owned module which counts towards the UoR Degree, the partner may handle the stage 1 complaint, but stage 2 should be referred back to UoR.

For complaints about non-academic services delivered by a Partner institution, in the first instance the partner should try to resolve this informally. Stage 1 complaints should be considered by the partner and Stage 2 may be considered by UoR or the Partner.

Where a Partner takes responsibility for any part of the Complaints Procedure, all cases and outcomes must be communicated to UoR.

Guidance for Academic Appeals:

For appeals in relation to a UoR programme or a UoR-owned module these should be handled by the UoR Appeals process.

Where a Partner's module(s) contributes to a UoR programme, it may be possible to follow the partner's processes for appeals in relation to these specific modules. As part of the partner due diligence/approval process the Senior Quality Support Officer for Partnerships (CQSD) can advise as to whether a partner's appeals process is comparable to UoR and can be used for their modules; this will be based on the comparability of the appeals process and the grounds considered for an appeal. Alternatively partner modules can be considered within the UoR appeals process.

Where a Partner takes responsibility for any part of the Academic Appeals Procedure, all cases and outcomes must be communicated to UoR.

Guidance for Academic Misconduct:

Where a student is suspected of academic misconduct in relation to a UoR-owned module/assessment this should be handled by the UoR Academic Misconduct process.

For a Partner-owned module, it may be possible to follow the partner's processes for academic misconduct in this instance. As part of the partner due diligence/approval process the Senior Quality Support Officer for Partnerships (CQSD) can advise as to whether a partner's processes are comparable to UoR and can be used for their modules; this will be based on the comparability of the investigation process, the criteria used to distinguish academic misconduct and the possible penalties applied. Alternatively partner modules can be considered within the UoR academic misconduct process.

All cases of Academic misconduct and the outcomes of any decisions should be communicated to UoR for monitoring purposes.

Guidance for Disciplinary Matters:

Students should remain in 'good standing' of both institutions throughout their period of study.

The current OIA Guidance does not include non-academic disciplinary matters.

Staff should speak directly to CQSD (Senior Quality Support Officer [Partnerships]) for guidance on an individual basis.

Guidance for Fitness to Study and Fitness to Practice:

A student who is studying on a UoR programme should be considered under the University's policy and procedures regarding Fitness to Study.

For Dual or Joint Degrees the partners Fitness to Study policy and procedures may be applied. As part of the partner due diligence/approval process the Senior Quality Support Officer for Partnerships (CQSD) can advise as to whether a partner's processes are comparable to UoR.

Any Fitness to Practice cases should be considered under the University's policy and procedures.

Guidance for Extenuating Circumstances Procedures:

An ECF for a UoR programme, module and assessment should be considered using the UoR policy and procedures.

Extensions and extenuating circumstances for Partner-owned modules may be considered under the partner's processes. As part of the partner due diligence/approval process the Senior Quality Support Officer for Partnerships (CQSD) can advise as to whether a partner's ECF process is comparable to UoR and can be used for their modules; this will be based on the comparability of the ECF process, the criteria used to distinguish extenuating circumstances and the possible extensions/allowance applied. Alternatively partner modules can be considered within the UoR ECF process.

The table below summarises the guidance for these processes:

Please consult the Senior Quality Support officer for Partnerships who will be able to advise you on your individual partnership proposal.

	Complaints	Academic Appeals	Disciplinary Matters	Academic Misconduct	Student Engagement / Fitness to Study	Fitness to Practice	ECFs
Franchise and Off-Campus Delivery – ie: UoR Programme and UoR Modules – delivered elsewhere by flying faculty and local staff							
BEST PRACTICE	Academic: Stage 0: Partner Stage 1: UoR Stage 2: UoR Services: Stage 0: Partner Stage 1: Partner Stage 2: UoR/Partner	UoR	Students must stay in good-standing of both institutions.	UoR	UoR	UoR	UoR
Validation Arrangements - ie: UoR Programme, but some Partner modules							
BEST PRACTICE	Academic: Stage 0: Partner Stage 1: Partner/UoR Stage 2: UoR Services: Stage 0: Partner Stage 1: Partner Stage 2: UoR/Partner	UoR for overall degree and UoR modules May Consider process at partner for their own modules. CQSD to advise.	Students must stay in good-standing of both institutions.	UoR for our modules May Consider process at partner for their own modules. CQSD to advise.	UoR	UoR	UoR for UoR modules Partner for Partner modules CQSD to advise.
Dual programmes – ie: UoR and Partner each award own degree, share modules							
BEST PRACTICE	Academic: Stage 0: Partner Stage 1: Partner/UoR Stage 2: UoR Services: Stage 0: Partner Stage 1: Partner Stage 2: UoR/Partner	UoR for our Award and contributing modules Partner for their Award and possibly their contributing modules. CQSD to advise.	Students must stay in good-standing of both institutions.	UoR for our modules May Consider process at partner for their own modules. CQSD to advise.	UoR May Consider process at partner. CQSD to advise.	UoR	UoR for UoR modules Partner for Partner modules CQSD to advise.
Joint Programmes ie: UoR and partner combined award							
BEST PRACTICE	Stage 0: Partner Stage 1: UoR/Partner Stage 2: UoR	UoR for overseas Partner	Students must stay in good-standing of both institutions.	UoR for UoR modules Partner for Partner modules	Either	UoR	UoR for UoR modules Partner for Partner modules

		Either for UK partner					
Progression-type arrangement – Only become our students once they transfer to UoR							
BEST PRACTICE	All stages at Partner when at Partner. All stages at UoR when at UoR	Programme: UoR Modules: UoR and Partner for respective modules	Partner when at Partner UoR when at UoR	Partner when at Partner UoR when at UoR	Partner when at Partner UoR when at UoR	UoR	Partner when at Partner UoR when at UoR

For information, but not to be included in Guidance for T&L Partnership Proposals (Business cases)

	Complaints	Academic Appeals	Disciplinary Matters	Academic Misconduct	Student Engagement / Fitness to Study	Fitness to Practice	ECFs	Other notes
Branch Campuses								
BEST PRACTICE	Stage 0: BC Stage 1: UoR Stage 2: UoR	UoR	UoR	UoR	BC	UoR and BC (for each region)	BC for School Director of Academic Tutoring role (Head of Section) UoR for SCTL & Special Cases Committee role	When/if BC get big enough to hold own committees, responsibilities could be devolved
Study Abroad								
BEST PRACTICE	Stage 0: Host Stage 1: UoR/partner Stage 2: UoR Services: Stage 0: Partner Stage 1: Partner Stage 2: UoR/Partner	Individual module mark: Host Programme award: UoR	Partner But also still bound by student contract with UoR	Partner UoR to have say on impact of final award	Both	UoR	Host UoR: Right to review	