



BISHOP GROSSETESTE UNIVERSITY

Document Administration

Document Title:	Code of Practice for Collaborative Provision
Document Category:	Code of Practice
Version Number:	1.1
Status:	<i>Approved.</i>
Reason for development:	To address the process required for collaborative provision.
Scope:	This procedure applies to staff and students.
Author / developer:	Regulatory Compliance Manager
Owner	Regulatory Compliance Manager
Assessment: (where relevant)	Tick relevant assessments <input type="checkbox"/> Equality Assessment <input type="checkbox"/> Legal <input type="checkbox"/> Information Governance <input type="checkbox"/> Academic Governance
Consultation: (where relevant)	<input type="checkbox"/> Staff Trade Unions via HR <input type="checkbox"/> Students via Bishop Grosseteste University Students' Union <input type="checkbox"/> Any relevant external statutory bodies
Authorised by (Board):	Senate
Date Authorised:	June 2015
Effective from:	October 2015
Review due:	October 2018
Document location:	University Website
Document dissemination / communications plan	University website, Staff Portal, Student Portal.
Document control:	All printed versions of this document are classified as uncontrolled. A controlled version is available from the <i>University website</i> .



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Introduction

1. This *Code of Practice* sets out the arrangements governing collaborative provision and is intended to comply with relevant sections of the Quality Assurance Agency (QAA) *UK Quality Code for Higher Education*, specifically *Chapter B10 – Managing higher education provision with others (2015)*. Collaborative provision is defined as educational provision leading to an award, or specific credit toward an award, of Bishop Grosseteste University (hereinafter referred to as the University) which is delivered and assessed through an arrangement with a partner organisation. The term is understood to cover both those cases in which the partner organisation is directly funded for the students enrolled on the programmes which are the subject of the collaborative arrangement and those where the funded numbers rest with the University. The nature of the financial arrangements which apply in a particular case will be set out in a memorandum of agreement. Arrangements for international exchange programmes do not fall within the remit of this *Code of Practice*, but under the *Code of Practice for Flexible and Distributed Learning*.
2. The approval of collaborative arrangements takes place at two levels and in two stages. The first involves an institutional agreement whereby an organisation is formally approved as a suitable partner for the delivery and assessment of programmes leading to an award of the University. This formal recognition is recorded within a Memorandum of Co-operation. The second stage involves the approval of particular programmes of study operating under the terms of the Memorandum. Programmes of study may be approved for delivery through a collaborative arrangement only in cases where institutional approval has been secured.
3. This *Code of Practice* is, therefore, divided into two parts corresponding to these processes. The first sets out the principles and procedures governing institutional approval; the second covers the approval of specific programmes of study and establishes the arrangements that are required to secure their academic standards and the quality of the experience offered to students enrolled on them.

Part 1: Institutional Approval

Initial consideration of proposals

4. A proposal to enter into a partnership with another organisation whereby the University would validate academic programmes offered by that organisation, or whereby a franchise or joint delivery arrangement has been proposed, will first be considered by the Senior Leadership Team (SLT). SLT will consider how far the proposal accords with the strategic priorities of the University and whether on the basis of the initial contact there is a case to proceed.

Institutional Approval Panel

5. If SLT decides that a case to proceed has been established, it will refer the proposal to Senate. If Senate agrees that the proposal merits further consideration, it will set up an Institutional Approval Panel consisting of at least three senior members of the University, at least one of whom will be a member of SLT who will act as Chair. The Chair will nominate at least one member external to the University to join the Panel who will have experience of collaborative arrangements and occupy a senior position in an institution unconnected with either the University or its proposed partner. Quality Assurance and Student Data (QASD) will provide advice as necessary on judging the suitability of any proposed external panel members. In addition, the Panel may call upon the expertise of other postholders or expert groups within the University. The nomination will be subject to the approval of the Chair of Senate.

6. The Chair of the Panel will request such information from the proposed partner as will enable the panel to satisfy itself of its good academic and financial standing. The documentation which will typically be required is listed in Appendix 1 and must in all cases be sufficient to establish
 - (i) the legal status of the prospective partner and its capacity in law to enter into a contract with the University;
 - (ii) the standing of the prospective partner in the light of the experience of other UK organisations and of reports by Ofsted, QAA and other bodies charged with the inspection, regulation or accreditation of the organisation and the programmes which it offers;
 - (iii) the capacity of the prospective partner to provide the resources necessary for the successful delivery of the programmes which are to be offered under the terms of the agreement in a safe and appropriate environment and with appropriate learning opportunities.

The panel will also seek to satisfy itself that the mission and educational objectives of the partner organisation are well matched to those of the University.

7. The Chair will also request information relating to the financial stability of the prospective partner. However, because such information is likely to be confidential and of commercial sensitivity, it will be considered in confidence by members of SLT who will undertake an assessment of the financial risk associated with the proposal. The Chair will report the outcome of this assessment to the Approval Panel.

Institutional Approval Event

8. The Approval Panel will meet for an Institutional Approval Event which will take place at the proposed partner organisation; if the event takes place at the University, the Panel will have ensured that the premises of the potential partner has been formally assessed for suitability of delivery of the University's courses. The Event will be of sufficient length and scope to provide a full opportunity for the Panel to explore in depth with



senior members of the organisation the documentation and issues arising from it. Members or appointed representatives of the Panel will wish to inspect the facilities offered by the organisation to assure themselves that they are sufficient to support the delivery of programmes validated by the University.

9. Members of the Panel will receive a copy of the documentation at least 10 working days in advance of the meeting to allow time for full consideration.
10. At the Institutional Approval Event the Panel will hold an initial private meeting. It will then discuss with senior staff of the partner organisation in order to undertake an exploration of issues arising from the documentation. It is expected that the questioning will be sufficiently rigorous to ensure that there can be full confidence in the organisation as a collaborative partner, but the event should be conducted on a basis of mutual respect appropriate for a professional process of peerreview.
11. Following its meeting with the proposing team, the Panel will meet privately to formulate the conclusions and the recommendation that it will make to Senate. It will be open to the Panel to make one of the following recommendations:
 - (i) to approve the organisation as a collaborative partner;
 - (ii) to approve the organisation as a collaborative partner subject to conditions and/or recommendations;
 - (iii) to defer a decision pending the resolution of major conditions;
 - (iv) to reject the proposal to enter a collaborative arrangement.
12. The Panel's decision and any conditions will be presented orally to the staff of the partner organisation at the conclusion of the Institutional Approval Event and a date will be agreed by which any conditions must be met. The Chair of the Panel will make clear that its decision has the status of a recommendation which will require the approval of Senate and SLT.

Approval by Senate and SLT

13. A written report of the Approval Event and its outcome will be produced by Quality Assurance and Student Data and circulated to members of the Panel and to the leader of the team from the proposed partner organisation for confirmation. Senate will receive the confirmed report together with a note from the Chair indicating whether the conditions have been, or are still to be, met. Senate will determine whether it approves the recommendations of the Panel and make a report to SLT accordingly. If the report is positive and if it is accepted by SLT, a Memorandum of Co-operation will be prepared.

Memorandum of Co-operation

14. All collaborative arrangements will be based upon a written and legally binding Memorandum of Co-operation setting out the rights and obligations of both the University and the proposed partner. The Memorandum will be signed by the Vice Chancellor on behalf of the University and the Principal/Chief Executive of the partner organisation. The agreement shall include:
 - (i) provisions for the resolution of disputes and arrangements for mediation;
 - (ii) specification of the legal jurisdiction under which any disputes would be resolved;
 - (iii) provisions to enable either organisation to suspend or withdraw from the agreement if the other party fails to fulfil its obligations;
 - (iv) provisions for the termination of the agreement and the financial arrangements that would apply in such a case;
 - (v) specification of the residual obligations of both parties to students on the termination of the collaborative arrangement, including the obligations of the awarding organisation to enable students to complete their course of study and receive an award.

15. The Memorandum of Co-operation will also set out the following requirements which will apply to all collaborative arrangements.
 - (i) All certificates, transcripts and diploma supplements issued in respect of awards offered through a collaborative agreement will be issued by the University.
 - (ii) The University has the responsibility for assuring itself of the accuracy of any information about the programmes which it validates. It will, therefore, have the right to approve all such information, whether available on paper or electronically, prior to publication and to require changes to be made where it deems this to be necessary. The partner organisation will ensure that it correctly represents the nature of its collaborative relationship with the University and that it includes accurate information relating to the programmes offered under that relationship, a link to the University's web site and the most recent University logo. The partner organisation will agree to the publication of the programme details and other information on the University's web site in accordance with the prevailing Key Information requirements.
 - (iii) The partner organisation will ensure that all its activities comply fully with the spirit of the University's policies on diversity and equality by aiming to provide equality of opportunity regardless of characteristics such as age, ethnic origin, family responsibility, gender, marital status, nationality, religion, sexual orientation and disability.



- (iv) The copyright of programmes validated by the University will rest with the University.
16. The Memorandum of Co-operation will distinguish clearly between those aspects that relate to the relationship between the University and the partner organisation and those aspects which are particular to the programme or programmes which are to be offered under the terms of the relationship. Where appropriate, the latter may be set out in a separate agreement.
17. The Memorandum of Co-operation will include an annex setting out the financial basis of the partnership and specifying the level of all charges to be levied. The terms of the financial annex may be reviewed annually. Before entering into a collaborative arrangement, the costs associated with it, and with any programmes which are to be offered under its terms, will be accounted for accurately and fully.
18. The Memorandum of Co-operation will specify the length of time for which institutional approval has been given. This period may not exceed six years. If during this period the partner organisation undergoes a change in status or ownership it is obliged to notify the University immediately and the University will then have the right to reassess the risks related to the partnership and review its continuing relationship. In the academic session prior to the expiry of the agreement, and provided that both parties wish to continue the collaborative arrangement, the University will review its operation through the process of Institutional Approval. The partner organisation will be invited to submit its own review of the operation of the collaboration to assist the Approval Panel in its deliberations. Provided that the Panel makes a positive recommendation for re-approval, which is accepted by Senate, a new Memorandum of Co-operation will be prepared and the partnership extended for a new term.

Register of Collaborative Arrangements

19. The University will maintain a current register of all partners with whom it has entered into a collaborative arrangement and of the programmes which have been approved for delivery through such an arrangement. This information will be publicly available on the University's web site. The register and other information relating to the collaborative arrangements will be held in the Academic Registry by Quality Assurance and Student Data.

Management of Collaborative Arrangements at Organisational Level

20. The University and the partner organisation will each identify a senior member of staff who shall have the responsibility for overseeing the collaborative arrangement and for monitoring the good academic health, specifically standards and learning opportunities, of the programmes of study operating under its terms.
21. A Joint Board of Studies will act as the principal forum in which all collaborative partners can meet to assure the quality of the programmes being delivered. The Joint Board of Studies will meet at least twice annually, normally at the end of each semester, and will report to the Academic Enhancement Committee of the University.

The Joint Board of Studies will not have executive powers but may make recommendations to the Academic Enhancement Committee of the University. The minutes will be received by School Boards for information.

22. The Deputy Vice Chancellor will act as Chair of the Joint Board of Studies whose membership is detailed in the terms of reference.

University staff

- the senior member of the University responsible for collaborative provision (if different from the Chair);
- the Head(s) of the academic School(s) or other unit(s) in which the programmes reside (or their nominee);
- Heads of Department within which the programmes reside (or their nominee);
- the Link Tutor(s);
- the Registrar (or his/her nominee);
- a Student Union (SU) representative.

Partner Organisation staff

- the senior member of staff of the partner organisation with responsibility for collaborative provision;
- the Course leader(s);
- the Registrar, Quality Officer or equivalent;
- a student representative from each partner institution.

Part 2 Programme Approval

Introduction

23. Collaborative arrangements of the kind outlined in Part One of this *Code of Practice* exist in order to create a framework in which the partner organisation may offer programmes of study validated by and leading to awards of the University. The second part of the *Code of Practice* sets out the arrangements by which the University may assure itself with regard to the quality and standards of the programmes offered in its name.

Programme Agreements

24. Each programme offered through a collaborative arrangement will be the subject of a separate agreement between the University and the partner organisation. The programme will operate under the terms of the Memorandum of Co-operation by which

the partnership is established.

Management of programmes offered through collaborative arrangements

Course Leaders and Link Tutors

25. The partner organisation will identify a named member of its staff as the Course Leader for each programme validated through a collaborative arrangement. The Course Leader will have direct responsibility for the programme and its operation and will be the first point of contact for the University in all matters connected with the programme. In some cases it may be appropriate for a single course leader to oversee a group of cognate programmes.
26. Similarly, the University will identify a designated Link Tutor or similar role who will oversee each programme or group of cognate programmes, monitor evidence of the quality of learning opportunities on those programmes on a day-to-day level, and be the first point of contact for the Course Leader.
27. The Course Leader and Link Tutor will each be responsible, through their line manager if appropriate, to the senior member of staff in their respective organisations who has overall responsibility for collaborative provision.

Programme Committee

28. A Programme Committee will be established for each programme offered through a collaborative arrangement. The Committee will be responsible for overseeing the effective operation of the programme and will be the forum in which issues affecting its development, operational delivery and matters related to the quality of learning opportunities can be raised and discussed. Where appropriate, agreement may be reached for a single Programme Committee to oversee a suite of cognate programmes. The Programme Committee will be chaired by the Course Leader and its membership will also include all tutors contributing to the programme, at least one student representative from each stage of the programme, and a representative nominated by the University (normally the Link Tutor). The terms of reference for Programme Committees will be the same as for Department Committees at the University save that where changes to the University's terms of reference are deemed necessary to suit local circumstances, they will be the subject of a written agreement. The Programme Committee will meet at least three times each year. The Course Leader will be responsible for sending an agenda and papers for the Programme Committee to the Link Tutor at least two weeks before the date of each meeting. The Link Tutor will have the right to place additional items on the agenda. Full and accurate minutes will be taken and the minutes will be received by the Joint Board of Studies and by the relevant Department Committee of the University. The Programme Committee will not have the power to make changes to the programme or to the arrangements set out in the programme agreement but it may request the Joint Board of Studies to recommend such changes to the University.

Academic Standards and Quality Assurance

29. The University will remain responsible for the academic standards and the ultimate assurance of the quality of learning opportunities of all awards offered in its name and it will take steps to ensure that they are such as to meet the expectations of the UK Quality Code.
30. The programmes offered under a collaborative agreement will be subject to the University's quality assurance and enhancement procedures in respect of validation, annual monitoring and periodic review. In implementing these procedures, both parties will use their best endeavours to ensure that the academic validity of the programmes, the standards set and achieved, the quality of public information provided on the programmes and the quality of the learning opportunities offered to students are equivalent to those of similar courses at the University.

Validation

31. All new programmes to be delivered by a partner organisation through a collaborative arrangement will be approved through the procedures set out in the University's *Code of Practice for the Validation of Programmes*. The validation panel will seek to ensure that the programme meets the expectations of the UK Quality Code by taking due account of the Framework for Higher Education Qualifications, relevant subject benchmarks, and the provision of a full programme specification in an approved format.
32. Where it is proposed to deliver a previously validated programme through a collaborative arrangement, an approval event will be held to ensure that the organisation through which it is proposed to deliver the programme has the necessary resources, facilities and expertise to ensure the maintenance of academic standards and the quality of the experience offered to students. Such an event will take account of, but will be separate from, the outcome of the Institutional Approval Event.

Professional Accreditation and Recognition

33. Prior to entering a collaborative arrangement in respect of a particular programme, the University will, where appropriate, inform any Professional, Statutory or Regulatory Body (PSRB) which has approved or recognised a programme of its intention and obtain a definitive ruling as to whether the accreditation or recognition will apply to the programme when delivered by the partner organisation. The University will keep the body which has approved or recognised the programme informed of the final agreement which is entered into and of any subsequent changes which are made.

Annual Monitoring of Programmes

34. Programmes offered through a collaborative arrangement will be subject to Annual Monitoring to provide assurance to the School Board and Joint Board of Studies that the standards and quality of the programme are continuing to meet the expectations of the University. The University also monitors the quality of information on the collaboration – provided by itself or by the collaborative partner – at least on an annual basis through



the joint efforts of the relevant academic and administrative staff including School based staff and Marketing specialists.

35. The Course Leader will make arrangements for the collection of written feedback from the students enrolled on each programme at least once in each session. The feedback will be subject to systematic analysis and be used as evidence to inform the process of Annual Monitoring. The University will have the right of independent access to student feedback.
36. The Course Leader will prepare an Annual Monitoring Report (AMR) on behalf of the Programme Committee. The format and content of the report will follow that adopted by the University and set out in the *Code of Practice for the Annual Monitoring of Programmes*. Where changes are necessary to the form of the report to reflect local circumstances, these will be agreed with the Head of School within which the programme resides.
37. The AMR will be considered and agreed by the Programme Committee. It will then be submitted to the University for consideration and approval by the School Board, normally at its meeting in the autumn term. The report will be reviewed in the Head of School's report on Annual Monitoring and will affect the University's highest-level institutional reporting on the academic health of its programmes. The Link Tutor will be responsible to the Head of School for overseeing the resolution of any issues of concern that may be identified through Annual Monitoring. The AMR will also be considered by the Joint Board of Studies. Particular attention is paid to standards and the monitoring of the quality of learning opportunities to ensure they are being equitable across the board wherever the programme is delivered when the same programme is taught to cohorts of students at the University and at collaborative partners.

Periodic Review and Revalidation

38. The period of time for which approval is granted to a programme for delivery through a collaborative partner will be determined at the point of approval but will not exceed five years. The programme will be subject to periodic review under the terms of the University's *Code of Practice for the Periodic Review of Programmes*.
39. Under the University's review process all programmes in an academic department are reviewed concurrently and the Head of Department is responsible for preparing a departmental report. Where the department's programmes are offered through a collaborative arrangement, the departmental report would be expected to include a commentary on the management of the partnership and an assessment of the health of the programmes delivered through it, including a review of issues related to academic standards and the monitoring of the quality of learning opportunities. The delivery of the programme by a collaborative partner would, however, be reviewed through a separate event and the timing of this would normally be determined by the date of approval. The timing might be influenced by the conclusions reached by the panel undertaking the review at the University. It should also be noted that periodic review may lead to conditions requiring revalidation of a programme and, where this is the case, any collaborative partner delivering the programme will be involved in a process of

consultation.

40. The process of periodic review requires programme teams to prepare a self- evaluation document which contains a critical review of the provision over the period since the programme was approved. The self-evaluation document, together with supporting evidence, will be presented for consideration by a Review Panel. Where a programme which is the subject of review is also delivered at the University, the focus of the review by the collaborative partner will be upon the standards achieved and the quality of the learning opportunities offered to students. However, where the programme is offered solely through a collaborative agreement, the review will also consider the continuing currency of the aims, learning outcomes and content of the programme and the Panel may decide upon conditions which would require revalidation. Where this is the case this would normally be expected to take place in the following session.
41. The University reserves the right to undertake a review of the partner organisation's provision of a particular programme at any time, save that it will give at least three months' notice of its intention to do so. Such reviews will be conducted under the terms of the University's *Code of Practice for the Periodic Review of Programmes* or, in cases where a full review is not deemed to be necessary, a modified form thereof. The partner organisation will comply fully with the requirements of such reviews and provide prompt access to the information requested by the University.

Documentation relating to quality and standards

42. Information relating to the standards and quality of programmes offered through collaborative provision (reports of validation and review events, annual monitoring reports, external examiners' reports etc.) will be held by Quality Assurance and Student Data.

Administration and delivery of programmes offered through collaborative provision

Admissions

43. The selection and admission of students will be undertaken by the partner organisation in accordance with the general entrance requirements of the University and any specific entrance requirements stipulated in the validated programme documents. The admissions process and the principles on which it is based will be comparable and compatible with those set out in the University's *Code of Practice on Admissions*.
44. Applications for the Accreditation of Prior Learning (APL) will be considered by the



Course Leader under the terms and procedures of the University's *Code of Practice for the Accreditation of Prior Learning*.

45. Students admitted to a programme offered through a collaborative arrangement will be registered as candidates for an award of the University. The responsibility for the maintenance of student records will be the responsibility of the partner organisation. The partner organisation will return details regarding students registered on the programmes to the Academic Registry at the University in an agreed format as soon as possible and in any case within 20 working days of their registration at the latest. The partner organisation will inform the University promptly and in any case within 20 working days of any student who withdraws from the programme or suspends his or her studies.
46. The partner organisation will supply the University promptly with all such information as may be required to allow it to meet its obligations with regard to the provision of information to stakeholders and the return of information to external agencies or services.

Programme delivery

47. The partner organisation will deliver the programme strictly in accordance with the syllabus and adopt such learning and teaching methodology as is set out in the validated programme document. Any changes to the validated programme will be approved through the process described in the University's *Code of Practice for Changes to Validated Programmes* normally in the session before the change is implemented.
48. The partner organisation will ensure that the programme is taught by staff who have appropriate qualifications and expertise and who have been approved by the University as suitable to teach and assess the programme. The partner organisation will include in the documentation presented for validation a full *curriculum vitae* for each member of staff who will contribute to the teaching of the programme. Where subsequent changes to the programme team are proposed, the Course Leader will inform the University and provide full *curricula vitae* for newly appointed staff, normally at least six weeks before they commence teaching. The University will have the right to require the partner organisation to seek additional or alternative staff where it regards this as necessary to maintain the quality of provision.
49. The partner organisation will agree that the academic standards of the programmes, the quality of their delivery, the student experience and learning opportunities offered, and the quality of public information provided on the programme and the collaboration will be monitored by a designated member of staff of the University, normally the Link Tutor, who will attend meetings of the relevant Programme Committees and the Joint Board of Studies; in the case of public information, normally also the Marketing Manager or a nominee is involved in the monitoring. The School Board and Academic Enhancement Committee of the University will monitor the standards and quality of provision through a consideration of such evidence as the minutes of the Programme Committee and Joint Board of Studies, the outcomes of Annual Monitoring, statistical indicators of student attainment and retention, and the reports of external examiners.



50. Should the partner organisation at any time fail to meet the quality or standards required by the University, QAA, Ofsted or a relevant professional body in relation to the programme of study, the University will have the right to give notice to the partner organisation of the nature of the failure and to specify the steps that it requires to be taken in order to address that failure and the date by which the specified actions must be completed. In the event that the partner organisation fails to comply with this condition, the University will be entitled to withdraw its approval for the programme, save that it will take steps to safeguard the interests of those students who are already registered.

Assessment

51. Assessment will be conducted by the approved internal examiners in accordance with the provisions set out in the validated programme documents. A sample of the students' assessed work will be agreed with the Link Tutor for moderation by staff of the University.
52. The principles and processes for assessment will conform to those set out in the University's *Code of Practice for the Assessment of Students* and the associated 'University Marking Policy', except where there is express written agreement to adopt alternative practice in consideration of local circumstances.
53. Arrangements for examinations will be comparable and compatible with those specified in the University's *Code of Practice for the Conduct of Examinations*.

Board of Examiners

54. A Board of Examiners will be constituted for each programme or suite of programmes in accordance with the University's *Code of Practice for the Conduct of Boards of Examiners*. The Board will be chaired by a senior member of the University. Its membership will comprise all course tutors contributing to the programme, the Link Tutor and the External Examiner. Meetings of the Board of Examiners will follow a standard agenda and will be responsible for the confirmation of marks and grades, student progression and awards in accordance with the regulations currently in force.
55. The partner organisation will present the marks or grades awarded to students in an agreed format for confirmation by the Board of Examiners and retain records of these marks or grades for the period of time specified in the University's policy relating to record management.

External Examiners

56. The University will appoint an External Examiner for each programme or suite of cognate programmes. The External Examiner will carry out the duties and observe the principles set out in the University's *Code of Practice on External Examining* and pay particular attention to standards and the monitoring of the quality of learning opportunities to ensure they are being equitable across the board wherever the programme is delivered when the same programme is taught to cohorts of students at



the University and at collaborative partnership organisations. The External Examiner will consider a sample of assessed work and attend the meetings of the Board of Examiners at which student awards and progression are confirmed.

57. The External Examiner will produce an annual report in an approved format. The Course Leader will prepare an action plan to address any issues arising from the report. The report will be considered and the action plan agreed by the Programme Committee before being submitted to the University for approval by the School Board. The Deputy Vice Chancellor has overall responsibility to include a consideration of the reports relating to collaborative provision in the summary of issues raised by external examiners prepared annually for the Academic Enhancement Committee.

The management of academic appeals, student misconduct and complaints

Academic Appeals

58. Any academic appeal against a decision of the Board of Examiners will be reported immediately to the Student Administration Manager at the University who will arrange for the appeal to be investigated under the regulations currently in force.

Academic Misconduct

59. The partner organisation will ensure that a procedure for investigating allegations of academic misconduct is in place and is comparable to that which would apply to a student enrolled at the University. The definition of academic misconduct, the process through which allegations will be investigated and the penalties which may be imposed will be brought to the attention of students and the relevant documentation will be readily accessible to them. The partner organisation will investigate and endeavour to resolve allegations of academic misconduct before referring the matter to University. The partner organisation will make an annual report to the Joint Board of Studies regarding the number and nature of cases of academic misconduct that have been investigated and resolved internally and any penalties imposed.

Student complaints

60. The partner organisation will have in place a procedure for addressing complaints by students which is comparable to that which would be available to a student enrolled at the University. The complaints procedure will be drawn to the attention of students and be readily accessible to them. The partner organisation will endeavour to resolve complaints from students internally before referring the matter to the University. The partner organisation will make an annual report to the Joint Board of Studies regarding the number and subject of complaints that have been considered and resolved internally.



Right of Appeal to the University

61. Students will have the right of appeal to the University if they are dissatisfied with the outcome of the investigation of a complaint conducted by the partner organisation in relation to the programme of study or other arrangements covered by this *Code of Practice* or by the outcome of an investigation into a case of academic misconduct. The appeal will be considered under University's procedures and the partner organisation will make all documents relevant to the appeal available and ensure that relevant members of staff attend any panel meetings convened to investigate or adjudicate in relation to the appeal.
62. The University will decline to deal with any complaint relating to a collaborative partner unless the internal procedures of that organisation have been fully exhausted and the procedures of any professional accrediting body have likewise been fully exhausted. The University will also decline to deal with any complaint relating to a collaborative partner organisation if legal proceedings have been commenced in relation to that complaint, and will continue so to decline until legal proceedings have been fully ended.
63. Anonymous complaints or grievances will not normally be considered.
64. Where the internal procedures of the partner organisation and the University have been completed, and where the complaint relates to provision which is under the control of the University, the student may refer the complaint to the Office of the Independent Adjudicator within three months of the date of the 'completion of procedures' letter issued to the student by the University.

Documents Required for Institutional Approval

Documents should be as listed unless alternative agreed in advance.

1. Corporate Documents including:

- Corporate Plan
- HE Strategy
- Learning, Teaching and Assessment Strategy (including resources)
- Widening Participation Strategy/Plan
- Other related strategies

2. Policies and Procedures including:

- Diversity and Equality
- Complaints
- IT Policy
- Admissions (including immigration and international)
- Staff Development
- Student Disciplinary
- Student Support
- Learner Advice
- Data Protection and Freedom of Information
- Health and Safety
- Environmental Law

3. Management Information Indicators:

- Recruitment, retention and achievement data for the institution

4. Quality Assurance Procedures and Processes:

- Student Evaluation
- Annual Monitoring
- Academic Appeals

5. Reports by external agencies e.g.:

- Ofsted
- QAA
- Validating body reports etc

6. Financial reports demonstrating the financial health of the institution (confidential to BGU, not to be released to the panel).