



# YOUR GUIDE

## TO UNDERSTANDING

University of Worcester  
Academic Procedures

# Help & Advice

from your

# Students' Union

[WWW.WORCSU.COM/HELPANDADVICE](http://WWW.WORCSU.COM/HELPANDADVICE)

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# INTRODUCTION

The Students' Union Help and Advice Service has put together this guide to help students understand how to make sure their studies stay on track, and where to get support if things don't go to plan.

If you have further questions, please get in touch with us at [www.worcsu.com/helpandadvice](http://www.worcsu.com/helpandadvice). We have a wealth of knowledge and experience and will either be able to offer the support you need or signpost you to someone who can help.

You don't need to be on campus to get advice. **Telephone** and **MS Teams** advice appointments are now available alongside face-to-face.

## COVID-19

In exceptional circumstances, such as the COVID-19 outbreak, there can be changes to the academic procedures and processes to accommodate the situation. For accurate information, always check the University webpages: [www.worcester.ac.uk/registry](http://www.worcester.ac.uk/registry) and [www.worcester.ac.uk/coronavirus](http://www.worcester.ac.uk/coronavirus). These pages have extensive information about every aspect of the University, its processes and procedures.

This resource provides some initial guidance and is not intended to replace the full details or regulations and procedures. The University has an extensive website which contains detailed information about every aspect of the University, its processes and procedures.

**FOR MORE INFORMATION REFER TO**  
**[WWW.WORCESTER.AC.UK/REGISTRY](http://WWW.WORCESTER.AC.UK/REGISTRY)**



# WHERE CAN I GET HELP ON CAMPUS?

## ACADEMIC SUPPORT

On campus there are a number of different people who offer academic support, including:

- Personal Academic Tutor (PAT)
- Course Leader/Lecturer
- Program Advisers
- Students' Union Help & Advice Service
- Academic Liaison Librarians
- Writers in Residence
- Course Reps
- Language Centre Workshops

## EXTERNAL SUPPORT

- GP and other NHS services
- Citizens Advice Bureau
- National Debtline



For comprehensive information around on campus support:

Visit:

[www.worcester.ac.uk/firstpoint](http://www.worcester.ac.uk/firstpoint)

Call:

01905 542551

Email:

[firstpoint@worc.ac.uk](mailto:firstpoint@worc.ac.uk)



## NON-ACADEMIC SUPPORT

Who you chose to speak to regarding non-academic support will depend on the type of problem you have.

Within the University there are many places to seek support and most services can be accessed from **firstpoint**:

- Student Services (including Money Advice, the Disability & Dyslexia Service, Careers, Counselling and Mental Health)
- International Experience
- University Community and Security Officers
- Accommodation

The Students' Union Advice Service can offer advice and support on a wide range of issues such as accommodation and consumer issues.

# COMPLAINTS AND APPEALS

For more advice on complaints and appeals see the SU Advice Service web pages:

[www.worcsu.com/helpandadvice/academic/appealsandcomplaints/](http://www.worcsu.com/helpandadvice/academic/appealsandcomplaints/)



## ACADEMIC APPEALS

### What is the difference between a complaint and an appeal?

An Academic Appeal is made to the Academic Registrar if there has been an administrative error in the conduct of an assessment, application of the regulations or some other irregularity relevant to an assessment.

Students cannot appeal on the grounds of disagreeing with academic judgement.

See the Office of the Independent Adjudicators (OIA) statement on Academic Judgement:

[www.oiahe.org.uk/glossary.aspx](http://www.oiahe.org.uk/glossary.aspx)

## COMPLAINTS

A Complaint would be made in respect of a student's experience at University including the relationship with administration, any services, departments, or discrimination issues.

## PLACES TO GET ADVICE:

**SU Advice Service** | [suadvice@worc.ac.uk](mailto:suadvice@worc.ac.uk)  
**firstpoint** | [firstpoint@worc.ac.uk](mailto:firstpoint@worc.ac.uk)  
**Registry** | [complaintsandappeals@worc.ac.uk](mailto:complaintsandappeals@worc.ac.uk)

## WHAT CAN THE SU DO?

Our Advisors can:

- Explain the complaints and appeals procedures (sometimes they're hard to understand)
- Advise you on how to structure an effective complaint
- Read over your complaint or appeal and offer advice on improving it
- Attend University meetings with you regarding your complaint

## STUDENTS' RIGHTS UNDER CONSUMER LAW

All institutions which provide undergraduate courses must comply with consumer law. For more information on consumer rights see the CMA (Competition and Markets Authority) information for students.

Read the government Higher Education Guide to consumer rights for students:



[www.gov.uk/government/publications/higher-education-guide-to-consumer-rights-for-students](http://www.gov.uk/government/publications/higher-education-guide-to-consumer-rights-for-students)

## COMPLAINTS AND APPEALS OFFICER

If you have any queries about submitting a complaint or appeal or about the University's procedures contact the Complaints and Appeals Officer on **01905 855 396** or email [complaintsandappeals@worc.ac.uk](mailto:complaintsandappeals@worc.ac.uk)

The university procedures can be found here:

[www.worc.ac.uk/registryservices/662.htm](http://www.worc.ac.uk/registryservices/662.htm)





# MITIGATING CIRCUMSTANCES

If you have a genuine reason for not being able to perform well in an exam or assignment you might be able to claim Mitigating Circumstances.

Reasons for claims might include illness, bereavement or any other serious crisis affecting your performance.

The process is evidence based and students have to provide their own evidence to back up their claims.

## PLACES TO GET ADVICE:

**SU Advice Service** | [suadvice@worc.ac.uk](mailto:suadvice@worc.ac.uk)

**firstpoint** | [firstpoint@worc.ac.uk](mailto:firstpoint@worc.ac.uk)

**Registry Services** | [mitcircs@worc.ac.uk](mailto:mitcircs@worc.ac.uk)

## WHAT CAN THE SU DO?

Our Advisors can:

- Explain the mitigating circumstances procedure
- Advise you on appropriate evidence to use for your claim
- Explain how to write a good claim
- Explain the different options such as non-submission and performance affected and what that means for each student's assessments

## STUDENTS CAN CLAIM FOR:

- Non-submission (by 3pm)
- Late submission (up to 7 days late)
- Performance affected (in submitted work)
- Non-attendance at an exam

## DEADLINES

For most undergraduates the deadline to claim is 7 days after your assignment deadline.

Nurses and midwives usually have different deadlines.

For more advice on making a claim and suitable evidence see the SU Advice Service web pages:



[www.worcsu.com/helpandadvice/academic/mitigatingcircumstances](http://www.worcsu.com/helpandadvice/academic/mitigatingcircumstances)

The University procedure and deadlines can be found here:  
[www.worc.ac.uk/registry services/679.htm](http://www.worc.ac.uk/registry/services/679.htm)

# DISSERTATION EXTENSIONS

If you are having problems completing your dissertation due to extenuating circumstances you can apply for an extension using the Dissertation Extension Request Form. You must also include evidence.

## DEADLINES

The deadline to request an extension is a minimum of two weeks before your Dissertation submission date. If you miss this date, you must then apply through the Mitigating Circumstances procedure (see page 5 of guide)

The University Dissertation Extension Request Form can be found here:

[www.worcester.ac.uk/registryservices/678.htm](http://www.worcester.ac.uk/registryservices/678.htm) 

Registry Services have compiled some FAQs:

[www.worcester.ac.uk/registryservices/720.htm](http://www.worcester.ac.uk/registryservices/720.htm)



For more advice on submitting an extension request see the SU website:

[www.worcsu.com/helpandadvice/academic/dissertation](http://www.worcsu.com/helpandadvice/academic/dissertation)



## PLACES TO GET ADVICE:

**SU Advice Service** | [suadvice@worc.ac.uk](mailto:suadvice@worc.ac.uk)  
**firstpoint** | [firstpoint@worc.ac.uk](mailto:firstpoint@worc.ac.uk)  
**Registry Services** | [mitcircs@worc.ac.uk](mailto:mitcircs@worc.ac.uk)

## WHAT CAN THE SU DO?

Our Advisors can:

- Advise you on good evidence to use for your claim
- Help you complete your form

# WITHDRAWAL FROM STUDIES

If you are considering withdrawing from your studies, there is a wide range of information on offer, and students are advised to get support before making this decision.

Students decide to leave for a variety of reasons. We recommend talking to people to discuss your options before making your final decision. There may be other options you haven't considered, such as changing course, temporary withdrawal or changing your mode of study.

It is very important that you do more than simply stop attending.

Firstpoint has produced a guide on where to get support:

[www.worcester.ac.uk/firstpoint/withdrawal-from-study.html](http://www.worcester.ac.uk/firstpoint/withdrawal-from-study.html) 

## FORMALLY WITHDRAW

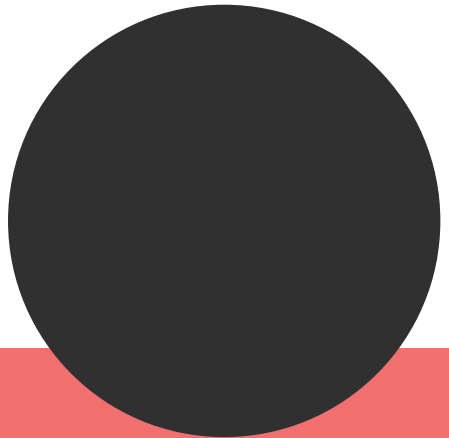
To make sure you are formally withdrawn, you need to complete the online withdrawal from study form. You can find the link on your SOLE page under the 'Course Information' tab.

## PERMANENT WITHDRAWAL

This is where you permanently end your registration with the University of Worcester and leave.

## TEMPORARY WITHDRAWAL

You can request to take a temporary break from your studies; this should only be for serious reasons such as ill-health as there may be consequences to consider. For instance, your course may not be able to offer the same modules when you return.



## PLACES TO GET ADVICE:

**SU Advice Service** | [suadvice@worc.ac.uk](mailto:suadvice@worc.ac.uk)

**firstpoint** | [firstpoint@worc.ac.uk](mailto:firstpoint@worc.ac.uk)

**Registry Services**

**Personal Academic Tutor**

# DISCIPLINARY PROCEDURES



If you are involved in any incident that is investigated under disciplinary procedures, we recommend getting advice as soon as possible.

Initially you will be asked to a meeting. Before attending you should have knowledge of the allegations against you, and you can take someone with you if you want.

The University has different disciplinary procedures so it's important to understand which procedure you are subject to.

## STUDENT DISCIPLINARY PROCEDURE

A complaint of misconduct, either by one student against another or by a member of staff against a student, will be dealt with using the University's Student Disciplinary Procedure.

The University procedure can be found here: [www.worc.ac.uk/registryservices/649.htm](http://www.worc.ac.uk/registryservices/649.htm)

## POSSIBLE OUTCOMES

Depending on the nature of the allegations there may be no further action. For more serious incidents students can be temporarily suspended from studies or permanently withdrawn.

For information and links, see the SU Advice Service web pages:

[www.worcsu.com/helpandadvice/academic/disciplinary](http://www.worcsu.com/helpandadvice/academic/disciplinary)



## FITNESS TO PRACTISE

Fitness to Practise procedures affect students studying on an academic course leading to a professional qualification. This includes teaching, nursing, and social work students.

The procedure covers students' behaviour both in and out of University as well as on placement. An initial investigation will be undertaken if the University receives any information about the behaviour of a student which causes concerns regarding the student's fitness to practise their profession.

This information could come from other students, colleagues, professionals, academics, or members of the public.

## POSSIBLE OUTCOMES

Depending on the seriousness of the allegations there may be no further action, an action plan, or permanent withdrawal from your studies.

For information and links, see the SU Advice Service web pages:

[www.worcsu.com/helpandadvice/academic/fitnesstopractice](http://www.worcsu.com/helpandadvice/academic/fitnesstopractice)



## PLACES TO GET ADVICE:

**SU Advice Service** |  
[suadvice@worc.ac.uk](mailto:suadvice@worc.ac.uk)

## WHAT CAN THE SU DO?

Our Advisors can:

- Help you understand the regulations and procedures to hopefully get the best outcome possible.
- Ensure that any case is handled in accordance with University procedures and that the outcome is reached fairly.
- Help you prepare for any meetings you might have to attend and accompany you if needed.

The University procedure can be found here: [www.worc.ac.uk/registryservices/649.htm](http://www.worc.ac.uk/registryservices/649.htm)

# ACADEMIC MISCONDUCT (PLAGIARISM OR CHEATING)

Academic integrity is an important part of study. The University has a process in place if there is any suspicion of misconduct in assessments or exams. The term 'academic misconduct' is used to cover all the possible methods of plagiarism or 'cheating', both intentional and un-intentional.

As a student, you are expected to familiarise yourself with the different types of plagiarism and how to avoid it.

The penalties for academic misconduct can be very severe. Sometimes your degree classification can be downgraded or you might not be able to graduate with your course mates. We recommend getting advice as early on in the process as possible.

The University procedure and deadlines can be found here: [www.worcester.ac.uk/registry-services/681.htm](http://www.worcester.ac.uk/registry-services/681.htm)

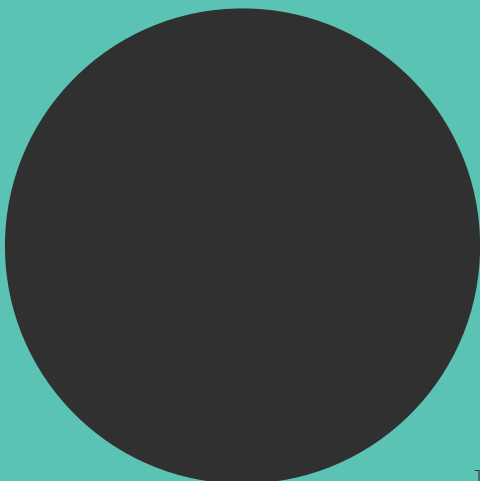
## PLACES TO GET ADVICE:

**SU Advice Service** | [suadvice@worc.ac.uk](mailto:suadvice@worc.ac.uk)   **Registry** | [academicmisconduct@worc.ac.uk](mailto:academicmisconduct@worc.ac.uk)

## WHAT CAN THE SU DO?

Our Advisors can:

- Help you understand the regulations and procedures.
- Ensure that any case is handled in accordance with University procedures and that the outcome is reached fairly.
- Help you understand regulations and procedures.
- Help you prepare for any meetings you might have to attend and accompany you if needed.



# THE OFFICE OF THE INDEPENDENT ADJUDICATOR (OIA)

The OIA operates an independent student complaints scheme for Higher Education.

If for any reason you are unhappy with how the University has investigated your complaint, you can take the matter to the OIA. However, you can only do this if you have exhausted the internal complaints procedure of the University.

To make a complaint to the OIA you must have first received a University Completion of Procedures Letter. Once this has been received there is a twelve month deadline to take a complaint to the OIA.

For more information  
about the OIA see:

**WWW.OIAHE  
.ORG.UK**



## WHAT CAN THE SU DO?

The Advice Service can support any student in the process of making a complaint to the OIA.

# Help & Advice

from your

# Students' Union

[WWW.WORCSU.COM/HELPANDADVICE](http://WWW.WORCSU.COM/HELPANDADVICE)