

Key Summary of Rights and Responsibilities

Handbook of Student Regulations 2023-24

Format Requirement

If you require this section in a different format, contact the Student Appeals and Complaints Officer (studentappealsandcomplaints@northumbria.ac.uk).

1. Introduction

The summary below is not a complete statement of your rights and responsibilities to the University and the University's rights and responsibilities to you, but this document provides an overview of the key terms. You must read all relevant documents provided to you during your studies.

2. Your Right to Challenge the University

You have the right to challenge the decisions or actions of the University if you can identify and demonstrate the permitted grounds as described in the relevant section of the 'Handbook of Student Regulations'. If you wish to challenge a University decision, you must provide evidence to support your argument.

2.1 Right to a Fair Hearing

All appeals or complaints will be considered in good faith and investigated fairly, according to the procedures set out in the 'Handbook of Student Regulations'. You will not be disadvantaged because you lodged an appeal or a complaint.

See Appendix B of the 'Handbook of Student Regulations' for further information.

2.2 Timeframes

You **must submit any challenge within the timeframe indicated in the relevant regulations**. Late challenges will only be considered if you can provide and evidence a compelling reason why you missed the deadline.

2.3 Clarifying University Actions or Decisions

If you do not understand the reasons for a particular University action or decision, or think there may have been a mistake, it is always worth first discussing your case with the person most directly concerned, going to Student Central, or raising a query through the Student Portal.

3. Enrolment Conditions

3.1 Providing Relevant Information

You have a responsibility to provide the University with all relevant and accurate information when you apply for a place on a programme. Students on professional programmes are reminded this will include a satisfactory Disclosure Barring Service check. Failure to do so may result in your place at Northumbria being withdrawn and your agreement with the University being terminated.

3.2 Tuition Fee Liability

You are responsible and liable for all tuition fees and may be excluded from the University if you fail to pay. You will be liable for tuition fees from your first day of teaching. If you enrol less than 14 days before the first day of teaching, your liability begins 14 days from the date of enrolment. For students who have enrolled early onto a Carousel distance learning programme, a period of 7 days grace will be permitted from the first day of teaching *for the first module only*).

3.3 Changes or Discontinuation of a Programme

The University may make changes to or discontinue a programme if circumstances require this. This includes making changes to secure our good operation and legal or regulatory compliance, for example, to comply with relevant public health legislation and guidance issued by the Government or Local Authority. In the event of this happening, the University will keep you fully informed (Please consult section 2.7 of the Handbook for further information).

3.4 Data Protection and Information Sharing

The University will process your personal data whilst you are a student of the University and for limited purposes after you have left the University, as outlined in the [Student Privacy Notice](#)

3.5 Visa and Immigration Regulations

Students subject to UK Visa and Immigration regulations should note that, if the University withdraws you from a programme of study, for whatever reason, it must inform 'UK Visas and Immigration' and the University cannot normally reinstate sponsorship of your visa even in the event of an upheld appeal. Further information about change in circumstances is available at <https://www.northumbria.ac.uk/study-at-northumbria/immigration/changes-to-your-circumstances>

Please consult Section 2 of the 'Handbook of Student Regulations' for full details of Enrolment Conditions.

4. Academic Appeals

4.1 Appealing an Assessment-Related or Exam Board decision

You may appeal a Personal Extenuating Circumstances, Short Extension Request or Examination Board decision. You have the right to appeal these decisions if you can demonstrate the permitted grounds.

Appeals must be lodged within 10 working days of the decision being challenged. You must map your appeal onto the permitted grounds and provide supporting evidence wherever possible.

4.2 Limits of the Academic Appeals Process

Academic Appeals are not a means for you to request a re-mark.

It is important to realise that successful appeals will result in your case being reconsidered, but this may not result in a material change to the original decision (e.g. if you were hoping to change your degree classification through an appeal).

Examination Board decisions remain in place unless and until replaced by a new Examination Board decision after a successful appeal. You must be careful if you enter into accommodation contracts or other financial commitments in anticipation of your appeal being successful. If you do so, you do so at your own risk.

Please consult Section 7 (Taught) or Annexes 2-3 & 5 (PGR) for full details of the Academic Appeals Procedure.

5. Complaints

5.1 Your Rights

You have the right to complain about University actions or the behaviour of staff if you can demonstrate you have not received an expected service or have been treated unfairly. Complaints must be submitted within three months of the issue in question and within 10 working days of any informal decision being taken. You must make the reason for your complaint clear and, as far as possible, support this with evidence.

5.2 Vexatious Complaints

Vexatious or malicious complaints will be dismissed and may result in disciplinary action.

5.3 Anonymous Complaints

The University cannot normally investigate anonymous complaints. Students can report unacceptable behaviour anonymously using the University's [reporting tool](#), but in these circumstances the action the University can take under its procedures may be limited.

Please consult Section 10 (Taught) or Annexe 4 (Research) of the Handbook of Student Regulations for full details of the Student Complaints Procedure.

6. Requests for Review

6.1 Other University Decisions

You may request a review of other University decisions, including Disciplinary, Withdrawal for Unsatisfactory Academic Progress, Fitness to Practise, and Exclusion for Non-Payment of Fees decisions.

Please consult Appendix G of the 'Handbook of Student Regulations' for details of how to request a review.

7. Student Conduct

7.1 Your Conduct

The University expects you to behave responsibly and disciplinary regulations may apply if you fail to do so. The Student Disciplinary Procedures (Section 3 of the Handbook of Student Regulations) apply to your life as a student, but the University can take action against you for action in your private life if you are identifiable as a Northumbria student and your behaviour brings the University into disrepute. If the University takes disciplinary action against you, it is the University's responsibility to provide the proof that demonstrates on the balance of probabilities misconduct occurred.

7.2 Fitness to Practise

If you are student on a professional programme and the University is required to confirm you are fit to practise in your chosen profession on completion of your programme, the University may take action wherever your behaviour may have occurred, including on social media and notwithstanding your current enrolment status.

7.3 Limit of Liability

The University will not be liable for any loss or damage of whatever nature, which you may suffer as a result of any action taken against you by the University to terminate its Agreement or disciplinary action by the University (provided the action by the University is taken properly in accordance with these conditions or the University's procedures).

7.4 Social Media Use

The University has conduct expectations detailed in Section 3 Appendix 2 of the Handbook of Student Regulations and provides guidance about Social Media use and other forms of conduct on its [Terms and Conditions page](#). Misuse of social media may be judged to be misconduct under the Disciplinary Regulations.

7.5 Misconduct and Ill Health

The University has the right to take disciplinary action against you, even when ill-health is considered a major factor in your misconduct. However, the impact of any relevant health issues will be considered when deciding the disciplinary outcome.

7.6 Penalties and Sanctions

Penalties for misconduct, and sanctions for fitness to practise concerns, can range from an oral warning to withdrawal from your programme and expulsion from University depending upon the seriousness and circumstances of the behaviour.

Please consult Section 3 of the ‘Handbook of Student Regulations’ for full details of the University’s Disciplinary Procedures and Section 9 of the ‘Handbook of Student Regulations’ for details of the Fitness to Practise Procedures.

8. Duty of Care

8.1 University Action

The University has a duty of care to you, but it may also take action against you under its Duty of Care procedures if it judges any of your behaviour indicates you may be a serious risk to yourself or other members of the University. In such circumstances, it may place limitations on your use of University facilities. In the most serious cases, it may place you on a Precautionary Suspension and potentially withdraw you.

8.2 Disclosing Criminal Activity

In order for the University to meet its Duty of Care responsibilities and manage risk appropriately, students have a responsibility under regulation 17.7.2 of the University’s Duty of Care Procedures (Section 17 of the Handbook of Student Regulations) to disclose when under investigation for or charged and convicted of certain offences whilst enrolled at the University.

- Any kind of violence including (but not limited to) threatening behaviour, offences concerning the intention to harm or offences which resulted in actual bodily harm, and stalking and harassment;
- Offences listed in the Sex Offenders Act 2003;
- The unlawful supply of or intent to supply controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking;
- Offences involving firearms;
- Offences involving arson;
- Offences listed in the Terrorism Act 20 (information about the University’s Prevent Duty is available [here](#))

If you need to disclose any of the offences listed, please log a query through the Student Portal asking to speak confidentially with a manager in the [Student Life and Wellbeing Service](#) in the first instance. Failure to disclose any of these offences is a disciplinary matter, which will be referred to the Student Conduct Team for consideration in line with the Student Disciplinary Procedure.

Please consult Section 17 of the Handbook of Student Regulations for full details of the University's Duty of Care procedures.

9. Withdrawal for Unsatisfactory Academic Progress or Non-Engagement

9.1 University Action

The University has the right to withdraw you if it can demonstrate you have not satisfactorily progressed or properly engaged in your academic studies.

Please consult Section 8 (Taught) or Annexe 1 (Research) of the Handbook of Student Regulations for full details of the withdrawal process, including your right to appeal and request a review.

10. Disclosing Relevant Information

10.1 Your Responsibility

You have a responsibility to provide to the University relevant information about you (e.g. extenuating circumstances, long-term illness, or a disability) so you have the opportunity if you wish to access appropriate support services. The University is under no obligation to act retrospectively if you reveal this later. If you reveal this later, you must supply and evidence a compelling reason for not disclosing this information earlier.

11. Living in University Accommodation

11.1 Your Responsibilities

If you are resident in University accommodation, you have a responsibility to comply with the (see Section 3 Appendix 4 of the 'Handbook of Student Regulations'). Serious misconduct or failure to pay your rent may result in you being issued with a Notice to Quit, requiring you to leave University Accommodation.

11.2 Your Accommodation Contract

You are reminded that your Tenancy Agreement is a legally binding contract and you are liable for the rent for its duration.

Please consult the University's Accommodation Rules, Section 4 of the 'Handbook of Student Regulations', and your Tenancy Agreement for full details or your rights and responsibilities in relation to living in University accommodation.

12. Freedom of Speech

12.1 The University's Position

The University vigorously supports the principle of Freedom of Speech but may take action if there is a risk of the law being broken.

Please consult Section 5 of the 'Handbook of Student Regulations' for full details of the University's Statement on Academic Freedom and Freedom of Speech.

13. Ethical Protocols

13.1 Your Responsibilities

You have a responsibility to comply with the appropriate ethical protocols before undertaking any research as part of a programme of study. A copy of the 'Ethics Governance and Research Policy' is now available at <https://www.northumbria.ac.uk/research/ethics-and-integrity/>

If after reading this document and the relevant section of the Handbook of Student Regulations you have any questions about these procedures, please contact the Student Appeals and Complaints Office at studentappealsandcomplaints@northumbria.ac.uk.

Independent advice and guidance on all matters relating to the Handbook of Student Regulations is also available from the [Students' Union](mailto:su.enquiries@northumbria.ac.uk) at su.enquiries@northumbria.ac.uk.