

# Postgraduate Taught Regulations

These regulations apply to all students registered, or seeking registration on postgraduate taught courses.

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## ADMISSION TO THE UNIVERSITY

### 1. Admissions requirements

(1) In order to be admitted as a student of the University, an applicant must:

- (a) be at least 16 years of age on the published start date of the course;
- (b) satisfy or be exempted from the General Entrance Requirements set out in the University Course Finder or in the case of collaborative provision the equivalent document of the partner institution;
- (c) be demonstrably proficient in spoken and written English to the satisfaction of the University before commencing the course of study;
- (d) satisfy or be exempted from additional entrance requirements where prescribed for individual courses.

Qualifications presented for consideration must be in approved subjects, and there may be restrictions against the combination of certain overlapping subjects. An applicant who has already obtained an Honours Degree or an Integrated Masters Degree will only be admitted to a course which the University has judged to be sufficiently different from that already completed.

- (2) Applicants who do not possess the normal qualifications for entry or applicants with qualifications or credit at tertiary level, or other relevant qualifications or experience, may be considered for admission under the provisions of Section 2 below.
- (3) Applicants will be asked to give details of any disability or Specific Learning Difficulty so that the University, or in the case of collaborative provision the partner institution, can advise them provisionally on the level of support available. Information provided for this purpose will play no part in assessing an application for admission to the University.
- (4) Applicants for admission to courses leading to the award of a professional qualification or membership of a professional body will be required to declare unspent and/or spent convictions as specified in the relevant course specification. The decision on whether to accept an applicant will be based firstly on academic requirements, and secondly on the risk posed to staff and students. Applicants admitted to such courses who have failed to disclose criminal convictions as required will be subject to disciplinary action as will those who fail to disclose any criminal convictions which arise during their course of study.
- (5) A contract is formed between the University and the applicant as soon as the offer of admission to the University has been accepted. Acceptance of an offer is expressly subject to the terms of this contract, which include the requirement that students will comply with the conditions of enrolment with the University or in the case of collaborative provision the partner institution.
- (6) Any person, including students of other universities, may seek admission to the University as a Visiting Student to follow an agreed diet of modules which does not lead to an academic award. The rights of Visiting Students to attend classes, submit work for assessment and use University facilities will be stated either in an exchange agreement between the University and the student's home institution or in the student's formal offer of admission.

## **2. Recognition of Prior Learning**

- (1) In assessing an applicant who does not possess the normal qualifications for entry, the University will seek evidence that s/he:
  - (a) can study at the required level;
  - (b) has achieved the specific learning outcomes, including professional competencies and proficiency in spoken and written English, required for admission to the course;
  - (c) has a broad general education.

The University may set qualifying examinations where it is not satisfied that prior learning has been verified through reliable and valid assessment.

- (2) Applicants with accredited prior learning deemed acceptable to the University may be admitted with advanced standing to postgraduate study only in up to two thirds of the course.
- (3) The University will consider the recognition of accredited prior learning and the recording of such learning as exemption from part of the course subject to the following conditions:
  - (a) credit will be recognised only for learning which has been verified through reliable and valid assessment, unless otherwise specified as part of an institutional agreement;

- (b) the University will only consider for the purposes of recognition of prior learning and exemption information on modules and examination results provided and certified by the appropriate officer at the institution responsible for the delivery of those modules;
  - (c) credit will not normally be recognised for learning undertaken over five years before the published start of the course at the University. Courses which are accredited by Professional, Statutory or Regulatory Bodies may place further restrictions on the recognition of prior learning;
  - (d) applications for recognition of prior learning and exemption will be considered in the context of approved modules and courses of the University in order to ensure that all students are assessed in reference to the learning outcomes specified for the award. Applications are subject to the approval of the Executive Committee for Assessment or the Head of School and the Partnerships Committee in the case of an institutional agreement. To this end:
    - (i) credit will only be given for learning in subjects and at a level appropriate to the course;
    - (ii) the modules and/or module assessment to be credited, and the modules to be followed at the University, must together equate to an approved course in terms of the amount and level of work and the coverage of topics, including any mandatory elements.
- (4) The University will consider applicants who have already been awarded a Postgraduate Certificate or a Postgraduate Diploma from the University and who wish to complete their postgraduate studies subject to the following conditions:
- (a) these awards were not made as a result of failure of the student to progress or complete their studies;
  - (b) a maximum of three years will have lapsed between the award of the Postgraduate Certificate or Postgraduate Diploma and the return to study.

Applicants will be required to surrender the Postgraduate Certificate or Postgraduate Diploma prior to the award of a higher qualification being made.

## **REGISTRATION AND ENROLMENT**

### **3. Registration**

- (1) To be eligible for registration as a student of the University a candidate must have applied for and been formally offered admission, and have satisfied the academic and other conditions of admission.
- (2) Registration with the University is subject to the following general restrictions:
  - (a) no student may normally register concurrently for more than one course for which the requirements of the final award have not been completed, unless special provision has been made in the course specification(s);

- (b) no student may normally register concurrently as a student of another institution, unless s/he has been admitted as a Visiting Student or as part of an institutional agreement;
  - (c) Visiting Students may not register for courses which lead to an academic award.
- (3) Students who register with the University retain their registration status until they graduate, withdraw permanently from their course or have their registration terminated. Students are required to give notice in writing to the Director of Student and Academic Services before withdrawing. In cases of collaborative provision students are also required to give notice in writing to the partner institution.
- (4) A student's registration with the University may be terminated at any time on academic grounds under the provisions of Sections 16 and 17 of these regulations.
- (5) Communications sent from the University, the University of London, or in the case of collaborative provision from the partner institution, to an individual student must be regarded as applying to that student only.

#### **4. Enrolment**

- (1) Save for the provisions of Section 7 (2) of these regulations, students must enrol for each year of their studies by
- a. completing the Online Sign-Up process;
  - b. paying, or making arrangements acceptable to the University to pay, the tuition fees and any outstanding debts, as outlined in the Fees Regulations;
  - c. providing relevant documentation to verify their identity and their right to study in the UK at the outset of the course and, where required, during their studies.

In the case of collaborative provision students may have these obligations to the partner institution rather than the University.

- (2) It is a condition of enrolment that students agree to abide by and submit to the University Statutes, Regulations and Rules, as amended from time to time by the Academic Board and Council. Without prejudice to the generality of that statement, these include the academic regulations, the fee regulations, the library and computing regulations, arrangements for hearing appeals and grievances, codes of discipline, fitness to practice regulations, safety rules and arrangements in respect of the Data Protection Act. In the case of collaborative provision students may be subject to additional statutes, regulations or rules and/or those statutes, regulations or rules in force at the partner institution. Failure to comply with any relevant statutes, rules or regulations may result in the termination of the student's registration with the University.
- (3) Enrolment gives students the right to attend classes, receive tuition or supervision and have access to relevant University facilities, subject to any particular arrangements for Visiting Students and to particular arrangements set out in institutional agreements for collaborative provision.
- (4) The University, or partner institution in the case of collaborative provision, reserves the right not to enrol a student who arrives after the advertised dates without prior approval and in the absence of medical or other good cause deemed acceptable by the Director of Student and Academic Services.

- (5) The amount of paid work undertaken by a student enrolled with the University or in the case of collaborative provision with a partner institution on a full-time basis shall not exceed 20 hours per week during term time. No student may undertake paid work which may conflict with his/her responsibilities as a student of the University or partner institution.

## COURSES AND AWARDS

### 5. Nomenclature of awards

- (1) The University awards the following degrees of the University of London:

*Taught Masters Degrees*  
Master of Arts (MA)  
Master of Business Administration (MBA)  
Master of Music (MMus)  
Master of Science (MSc)  
Master of Research (MRes)

- (2) The University may also award the following degrees of Royal Holloway and Bedford New College:

*Taught Masters Degrees*  
Master of Arts (MA)  
Master of Business Administration (MBA)  
Master of Music (MMus)  
Master of Science (MSc)  
Master of Research (MRes)

- (3) The University awards Postgraduate Certificates (PgCert) and Postgraduate Diplomas (PgDip) of Royal Holloway and Bedford New College.

### 6. Structure of courses

- (1) The structure of courses and any requirements in respect of module choices, assessment and progression, will be specified in the course specification, subject to the following minimum requirements:
- (a) courses leading to the award of MA, MBA, MMus, MRes and MSc will comprise modules leading to the assessment of at least 1,800 notional learning hours at FHEQ Level 7, including the preparation of a significant piece of individual work of up to 20,000 words;
  - (b) courses leading to the award of PgDip will comprise modules leading to the assessment of at least 1,200 notional learning hours at FHEQ Level 7;
  - (c) courses leading to the award of PgCert will comprise one or more modules leading to the assessment of at least 600 notional learning hours at FHEQ Level 7.
- (2) The course specification may place restrictions on the range of taught modules available and will also stipulate whether a Fail outcome in these modules can be condoned for the purposes of progression or qualification for the award as follows:
- (a) mandatory modules which students must take and which are either designated as

- (i) non-condonable, that is, which students must pass, or from which they must be granted exemption in order to progress onto the next stage or to qualify for the award;
  - (ii) condonable, that is, which students must take but do not have to pass in order to progress onto the next stage or to qualify for the award;
- (b) optional / elective modules which may be taken at a specific stage of a course. Fail outcomes in these modules can normally be condoned;

Masters courses include a research project/ dissertation, which is mandatory (non-condonable) so must be passed to qualify for the award.

- (3) The University reserves the right to vary the content and delivery of courses of study, to discontinue, merge, or combine courses, and to introduce new courses if such action is reasonably considered to be necessary by the University. Such change may occur either before or after admission. Students will be informed, as soon as is practicable, of any substantial changes which might affect their course. The University will take steps to mitigate any disadvantage that may result from this.
- (4) The University aims to offer flexibility within courses of study. However, while every student will be able to take modules appropriate to the course for which s/he is registered, no timetable can guarantee that all options will be available to all students qualified to take them.

## 7. Period of study

- (1) Courses may be offered as a period of full-time study and/or a period of part-time study as specified in the course specification. Part-time courses must normally be completed within five years.
- (2) The period of study shall normally be continuous. The Director of Student and Academic Services may permit a student to interrupt his/her studies for up to 24 months on financial, medical or personal grounds on the recommendation of the student's Head(s) of Department or an authorised deputy. A student may only interrupt his/her studies for more than 24 months, whether consecutively or otherwise, with the permission of the Executive Committee for Assessment. Students who have interrupted their studies remain registered students of the University and subject to University Regulations, but do not have the right to attend classes, use University facilities, or receive tuition or supervision other than occasional access to tutors by arrangement. In the case of collaborative provision students who have interrupted would not have the right to access these and other related services provided by the partner institution.

## 8. Transfer of course

- (1) Where courses are designed to allow students to gain either a Taught Masters Degree, a Postgraduate Diploma or a Postgraduate Certificate by following different proportions of a common curriculum, a student may apply to transfer from one course to another within the common curriculum where provision is made for this in the course specification. The criteria on which any such application will be considered, which must be met before the point of transfer, will be set out in the course specification, and will specify:
  - (a) the point(s) at which transfer may take place;

- (b) the minimum levels of achievement required to be eligible to transfer from one course to another;
  - (c) the requirement that the student must satisfy the normal conditions for admission to the new course;
  - (d) for students with Student Route (Tier 4) sponsorship a transfer may be refused in line with Student Route (Tier 4) Immigration rules;
  - (e) students may not attend a new course of study until their transfer request has been approved.
- (2) Where a student transfers to a new course of study and is required to repeat a stage of study, this will count as a first attempt at the stage if no credits are carried over, but will count as a second attempt if credits are carried over.
- (3) A student who is not permitted to continue with his/her course of study on academic grounds, may be given permission to commence, in the next academic year, another similar or entirely different course of study in the University at the discretion of the relevant department(s)/ school(s) subject to the requirement in paragraphs in (1c) and (2) above and any others set by the relevant department(s)/school(s).

## **MODULES**

### **9. Registration for modules**

- (1) It is a requirement of enrolment with the University that a student registers for modules as specified in the course specification and in accordance with procedures and deadlines published by the Director of Student and Academic Services. Students enrolled for a repeat year must register for modules specified by their Head(s) of Department.
- (2) The course specification may provide for a student to register, subject to the agreement of his/her Head(s) of Department, for one or more modules taught outside the University. In such cases, the student will be subject to the regulations of the other institution as well as those of Royal Holloway.
- (3) A student may not register for a module s/he has previously taken and passed or which is deemed to overlap with any other module s/he has previously taken and passed.
- (4) By registering for a module, a student is also deemed to have entered him/herself for assessment in that module.
- (5) Visiting Students who are registered for one term of study at the University must register for a minimum of 40 and a maximum of 60 credits in that term.

### **10. Engagement and submission of work**

- (1) It is a requirement of enrolment with the University, or a partner institution in the case of collaborative provision, that in line with School Engagement requirements a student engages with as far as reasonably possible all parts of the module(s) for which s/he is registered and presents all set work for assessment within specified deadlines.

- (2) Where in the absence of a satisfactory and adequately documented reason a student has failed to satisfy the requirements for engagement or submission of work specified for one or more modules, the Head of School or an authorised deputy responsible for the course may terminate that student's registration for the course under the provisions of Sections 16 and 17 of these regulations. In addition, for students holding a Student Route (Tier 4) Student Visa, the University has obligations placed on it to report non-attendance to UK Visas and Immigration and may terminate a student's registration without following the formal warning process in Section 17 of these regulations.
- (3) A student who is not registered for a module may not attend classes, submit work or have access to facilities for that module.

#### **11. Methods and conduct of module assessment**

- (1) Methods of assessment will be determined in order to measure the specific learning outcomes of each module and will be communicated to students in the module specifications.
- (2) Special arrangements may be made in order for students with disabilities and/or specific injuries or conditions to undertake assessment in accordance with the [Regulations on Access Arrangements for Assessment](#).
- (3) Department Assessment Boards have discretion to use alternative methods of assessment to those stated in the module specifications for individual candidates when making special assessment arrangements for students with registered disabilities, or when setting a resit assessment under the provisions of Section 12 (1) of these regulations subject to the following requirements:
  - (a) the alternative assessment must involve some additional assessment activity which constitutes a justifiable and efficient assessment of the intended learning outcomes;
  - (b) the alternative assessment must be scheduled so that a final outcome can be agreed by the School Progression and Awards Board which considers whether the student may progress, or be considered for award classification;
  - (c) where alternative assessment arrangements are needed for students with registered or temporary disabilities, these must be submitted to the Executive Committee for Assessment for consideration;
  - (d) a full statement of the alternative method of assessment and the reasons for which it was used will be recorded in the minutes of the Department Assessment Board meeting.
- (4) Save for the provisions of paragraph (2) above, candidates may consult or use during an examination only those materials listed in the rubric for the examination. Candidates may be required to use materials or instruments provided by the University or by the partner institution in the case of collaborative provision.
- (5) Assessment offences will be investigated in accordance with the [Regulations on Academic Misconduct](#).
- (6) All assessed work must be written in English unless instructions are given to the contrary. Dictionaries may not be used in formal examinations or in-class assessments for the purpose of enabling candidates to overcome any deficiencies in their command of English language.



- (7) All work submitted for assessment, and any materials confiscated during an examination, will remain the property of the University.

## **12. Entry for assessment and re-assessment**

- (1) The School Progression and Awards Board will normally permit a student who gains an overall outcome of Fail in a module on the first attempt to:
- (a) repeat the module and assessment, subject to availability, by registering a second (final) time in the next academic year. Such students will be required to satisfy afresh the module requirements in respect of engagement and submission of work. A student may be permitted to substitute the failed module with another module subject to the permission of the Course Lead. In such a case the attempt at the substituted module will be deemed a second attempt in line with paragraph (2) below;
  - (b) resit or resubmit any part of the module assessment not passed on the first attempt at the next available opportunity, which, at the discretion of the School Progression and Awards Board, will be either prior to the start of the next academic year or during the following academic year subject to availability and any resource constraints. Where School Progression and Awards Boards permit resits or resubmissions prior to the start of the next academic year, students may take a maximum of 40 credits. Where students have failed 60- 80 credits worth of modules they may still be permitted to take 40 credits prior to the start of the next academic year provided at least 40 credits worth of the fails have marks between 40-49 which may be condoned. In order to resit or resubmit the module assessment not passed, a student must enter him/herself for assessment in that module a second (final) time without registering to attend teaching for the module again.
- (2) Save for the provisions of Section 14 (2-5) of these regulations, a student who gains an overall outcome of Fail in a module on the second attempt will not be permitted any further opportunity to resit or resubmit parts of the module assessment or to register to repeat the module for a third time.
- (3) Where a Visiting Student gains an overall outcome of Fail in a module, the School Progression and Awards Board will normally offer the opportunity to resit or resubmit parts of the module assessment not passed on the first attempt to students who are deemed to have fulfilled the engagement and submission requirements of the module in line with Section 13 (1). The Department Assessment Board may approve an alternative form of assessment for these students, in line with the requirements of Section 11 (3).

## **13. Outcomes of module assessment**

- (1) In determining each module outcome for a candidate, the Department Assessment Board will take into consideration:
- (a) whether the candidate has satisfied the engagement requirements stated in the module specification;
  - (b) whether the candidate has satisfied the assessment requirements stated in the module specification.

- (2) The Department Assessment Board will determine an outcome for each candidate who qualifies for final consideration, as follows:
  - (a) an outcome of Pass (P), and a percentage mark recorded as an integer between 0% and 100% inclusive, will be returned where the candidate has achieved a mark of at least 50% overall and in all assessments which carry an individual pass requirement;
  - (b) an outcome of Fail (F), and a percentage mark recorded as an integer between 0% and 100% inclusive, will be returned where the candidate has achieved a mark of less than 50% overall, or in any assessment which carries an individual pass requirement.
- (3) Students entered to resit an assessment under the provisions of Section 12 (1b) of these regulations shall not receive an overall percentage mark greater than 50% for that module.
- (4) Students registered to repeat a module under the provisions of Section 12 (1a) of these regulations may receive an overall percentage mark greater than 50% for that module.
- (5) In the absence of acceptable extenuating cause, late submission of work will be penalised as follows:
  - (a) for work submitted up to 24 hours late, the mark will be reduced by ten percentage marks;
  - (b) for work submitted more than 24 hours late, the maximum mark will be zero.
- (6) Any work (written, oral presentation, film, performance) may not be marked beyond the upper limit set. The upper limit may be a word limit in the case of written work or a time limit in the case of assessments such as oral work, presentations, films or performance. In the case of presentations, films or performance these may be stopped once they exceed the upper time limit.
- (7) Subject to the provisions of Section 18 of these regulations the outcomes of module assessment shall be final and binding on all candidates.
- (8) Marks and grades communicated to students during the academic year are subject to change and will have no formal status until they have been considered and decided upon by the appropriate Board(s) of Examiners.
- (9) Final marks and grades will be issued to candidates by the Director of Student and Academic Services after they have been determined by the School Progression and Awards Board. Certificates of award will not be issued to any student deemed to have a tuition or tuition-related debt to the University or the University of London, or in the case of collaborative provision to a partner institution.

#### 14. Extenuating circumstances

- (1) Where a student is unable to complete any part of the assessment by the deadline due to adequately documented extenuating circumstances, the student may apply, as appropriate, for permission to:
  - (a) extend the deadline: in such cases, the Department Assessment Board may agree an extension to the deadline for the coursework or dissertation which allows for the result to be considered by an Autumn School Progression and Awards Board and an outcome to be returned in line with Section 13 (2-4) of these regulations;
  - (b) take the assessment during the academic year: in such cases the Department Assessment Board will set an assessment, identical in format to the missed assessment (e.g. in-class test) to be taken during the academic year;
  - (c) defer any part of the assessment to the summer vacation assessment period or to the next academic year where the result could not be considered by one of the Autumn term School Progression and Awards Board in such cases, the School Progression and Awards Board will return an outcome of 'deferral' (DA). Such a student will not be regarded as having made an attempt at the module assessment on that occasion. A student may be granted deferrals for one year, on up to two occasions.
- (2) Where a student's performance in the assessment was affected by adequately documented extenuating circumstances, the School Progression and Awards Board may return alternative module outcomes as set out in paragraphs (3 – 5) below.
- (3) Where up to one third of the module assessment has been affected, and the student has otherwise demonstrated that the learning outcomes of the module have been met, the percentage mark achieved in the unaffected assessment will be proportionately scaled up to return an outcome for the whole module, in line with Section 13 (2-4) of these regulations.
- (4) Where up to one third of the module assessment has been affected, and the student has not demonstrated that the learning outcomes of the module have been met, the School Progression and Awards Board may set additional work for the student to demonstrate the learning outcomes have been met. If demonstrated, the percentage mark achieved in the unaffected assessment will be proportionately scaled up to return an outcome for the whole module, in line with Section 13 (2 - 4) of these regulations.
- (5) Where a student's performance in more than one third of the module assessment was affected by adequately documented extenuating circumstances, the School Progression and Awards Board may return alternative module outcomes as set out below:
  - (a) return an outcome of 'resit without a cap' (UR) with a percentage mark, where the first attempt was affected, to enable a resit or resubmission in the affected assessment with the marks achieved in the unaffected assessment and the resit/resubmission used to return an outcome for the whole module, in line with Section 13 (2) of these regulations;
  - (b) return an outcome of 'exceptional third attempt (capped)' (ET) or exceptional third attempt (uncapped)' (UT) with a percentage mark, where the first and/or second attempt was affected, to enable the resit or resubmission in the affected assessment with the marks achieved in the unaffected assessment and the resit/resubmission used to return an

outcome for the whole module, or exceptionally, to repeat in attendance, in line with Section 13 (2 - 5) of these regulations. In exceptional circumstances, the School Progression and Awards Board may make an application under s 4 of the *Approval and Suspension of University Academic Regulations* to allow for an additional attempt.

## AWARD OF TAUGHT MASTERS DEGREES, CERTIFICATES AND DIPLOMAS

### 15. Consideration and classification of candidates for the award

- (1) To be eligible for the award of a Taught Masters Degree, Postgraduate Diploma or Postgraduate Certificate a candidate must satisfy the examiners in the assessment prescribed in the course specification within two years of satisfactory completion of the prescribed period of study. Save for the provisions of (5) below, to be eligible for these awards a candidate must have taken and passed the minimum credits specified below:
  - (i) For the award of a Taught Masters Degree 180 credits at FHEQ Level 7;
  - (ii) For the award of a Postgraduate Diploma 120 credits and FHEQ Level 7;
  - (iii) For the award of a Postgraduate Certificate 60 credits at FHEQ Level 7.
- (2) The School Progression and Awards Board will determine an award classification for each student using the scheme specified in the course specification, which will:
  - (a) include a schedule of modules which count towards the final assessment and their relative weightings or credits;
  - (b) satisfy or exceed the minimum criteria stated in paragraph (4) below;

Where prior learning has been recognised as exemptions from the course of study in line with Section 2 of these regulations, the award classification will be based on marks obtained for modules completed while a registered student of the University. Where a student who has already been awarded a Postgraduate Certificate or Postgraduate Diploma has returned to the University to complete a higher award in line with Section 2 (4), the award classification will be based on all marks obtained for modules completed while a registered student of the University.

- (3) The following principles shall apply with respect to the recording of marks and calculation of the Final Average:
  - (a) In cases where the summative assessment for a module is split into separate components, the marks for each component will be recorded as an integer between 0% and 100% inclusive.
  - (b) The final mark for each module will be calculated from component marks and recorded as an integer between 0% and 100% inclusive.
  - (c) Any values of 5 or above will be rounded up and any value of 4 or below will be rounded down so 0.35 would be rounded to 0.4 and 0.74 would be rounded to 0.7 when calculating to one decimal place.

- (d) Where appropriate for the subject discipline and in cases where a component of assessment has been compromised as a result of a procedural irregularity or the range of marks significantly fails to match student performance in other components, the marks for that component may be scaled on the advice of the External Examiner. The final mark for a module cannot be scaled.
  - (e) In the calculation of component marks which contribute to the final mark for each module and for Final Averages all intermediate values that form part of the calculation should be rounded to two decimal places.
  - (f) The Final Average for an award will be calculated to one decimal place.
  - (g) For the purposes of calculating the Final Average for the award of a Postgraduate Diploma or Postgraduate Certificate where the student has taken and passed more than the minimum number of credits for the award, the highest marks for 120 credits or 60 credits (or closest to these minima) respectively will be used. For the purposes of calculating the Final Average for the award of a Postgraduate Diploma the 120 credits may include the passing mark awarded for the dissertation/ research project. For the purposes of calculating the Final Average for the award of a Postgraduate Certificate, only passing marks for taught modules will be used.
- (4) The following minimum criteria shall apply for the award of Taught Masters Degrees and Postgraduate Diplomas:
- (a) for the award of Pass, a weighted average of 50.0% or above, calculated to one decimal place, save for the provisions of paragraph (5) below;
  - (b) for the award of Merit, a weighted average of 60.0% or above, calculated to one decimal place, in the final assessment save for the provisions of paragraph (5) below;
  - (c) for the award of Distinction, a weighted average of 70.0% or above, calculated to one decimal place, in the final assessment save for the provisions of paragraph (5) below.

For the award of a Postgraduate Certificate with a Pass, Merit or Distinction a pass mark of 50% in each module is required, in addition to the weighted averages outlined in (a) – (c) above.

- (5) For students first registered on Taught Masters and Postgraduate Diplomas with effect from September 2014, the examiners may, at their discretion and with the agreement of the External Examiner(s), condone a mark of Fail in taught modules constituting up to a maximum of 40 credits, except that the percentage score in any such module may not normally be below 40%. Taught modules in which a mark of Fail may not be condoned will be specified in the course specification. A Fail in the dissertation/ research project cannot be condoned for the award of a Taught Masters degree. The examiners will not condone failure in credits leading to the award of a Postgraduate Certificate.
- (6) A candidate for the award of MA, MBA, MMus, MRes and MSc who satisfies both the following criteria will automatically be raised into the next class:
  - (a) the Final Average must fall within 2.0% of one of the classification boundaries in paragraph (4) above;
  - (b) the mark for the dissertation/ research project is above the classification boundary.

- (7) A candidate for the award of PGDip, either as an exit award or as an award in its own right, who satisfies both the following criteria will automatically be raised into the next class:
- a. the Final Average must fall within 2.0% of one of the classification boundaries in paragraph (4) above;
  - b. the marks for at least 60 credits counting towards the award must be above the relevant classification boundary. These 60 credits could be for taught modules or the module designated as the dissertation/project.
- (8) Save for the provisions of Section 12 (1 and 2) and paragraph (5) above a candidate who has been given an outcome of Fail in one or more modules will be given an outcome of Fail in the course overall.
- (9) Candidates registered for a postgraduate course who do not satisfy the requirements for the award may be considered for a Graduate Certificate or Diploma where provision is made for this in the course specification. The award of Graduate Certificate and Graduate Diploma will be classified on a Pass/Fail basis only, unless provision is made in the course specification for the award of Merit or Distinction.
- (10) Where courses are designed to allow students to gain either a Taught Masters Degree, a Postgraduate Diploma or a Postgraduate Certificate by following different proportions of a common curriculum, candidates will normally receive only the highest award for which they have qualified.

## **TERMINATION OF REGISTRATION FOR COURSES ON ACADEMIC GROUNDS**

### **16. Academic grounds for termination of registration**

- (1) Academic grounds on which a student's registration with the University may be terminated may include one or more of the following:
- (a) failure to satisfy the requirements for progression to the next stage of his/her course;
  - (b) failure to gain the award of the course;
  - (c) failure to produce set work of a satisfactory standard in coursework or departmental examinations;
  - (d) failure to engage satisfactorily;
  - (e) failure to produce set work.
- (2) The School Progression and Awards Board may terminate a student's registration with the University on the grounds set out in (1) (a) and (b) above without following the formal warning procedure or may terminate a student's registration after only one attempt in cases where at least one formal warning has been issued.
- (3) A Head of School or authorised nominee may make a recommendation to the Senior Vice-Principal (Education) or nominee to terminate a student's registration for a course on any of the grounds set out in paragraph (1) (c – e) above, in the absence of a satisfactory and adequately documented reason for the failure(s). In such cases the formal warning procedure set out in

Section 17 of these regulations will be followed. For students holding a Student Route (Tier 4) Student Visa, the University has obligations placed on it to report non-attendance to UK Visas and Immigration and may terminate a student's registration without following the formal warning procedure.

- (4) The Director of Student and Academic Services or a nominee shall write to each student whose registration has been terminated through the formal warning procedure informing him/her of the decision and the reasons for it, of the right to appeal against the decision and the appeal procedure (see Section 19), and of the date by which any appeal must be submitted.

## **17. Formal warning procedure**

- (1) Any formal warning issued relates to the student's course registration.
- (2) Before making a recommendation to the Senior Vice-Principal (Education) or nominee that a student's registration should be terminated, Student Administration will issue the student with two formal warnings by letter on behalf of the Head(s) of School or authorised nominees. Each letter shall state the reason(s) for the warning, the nature of any requirement made of the student in order to demonstrate improvement and the period of time within which this is to be done in order for the student to avoid his/her registration being terminated. The second letter of formal warning shall state the fact that it is the final warning.
- (3) Normally four weeks, or three weeks in the case of modules taught over only one term, will elapse between the first and second formal warnings in order to give adequate time for the student to demonstrate a satisfactory level of improvement. The period of time between warnings may be shortened as appropriate in the case of courses delivered over less than an academic year or in the case of students studying at the University or a partner institution for less than one academic or calendar year.
- (4) At each warning the student will be offered the opportunity to submit a written response and/or to meet with the Head(s) School or authorised nominees in order to discuss the grounds for the warning. The student may be accompanied at the meeting by another student or member of staff of the University. On provision of a satisfactory and adequately documented explanation for the student's record of attendance, academic performance or productivity Student Administration may set the warning aside. This decision will be confirmed to the student by letter. Formal warnings which have not been set aside will remain active for the duration of the student's programme of study.
- (5) If after the second letter of formal warning there is insufficient improvement, the Head(s) of School or authorised nominee may recommend that the student's registration should be terminated. Student Administration, will present the case to the Senior Vice-Principal (Education) or nominee, who will make a final decision based on the particular circumstances.

## **APPEALS**

### **18. Appeals against the outcomes of Boards of Examiners**

- (1) The University's appeals process against the outcomes of Boards of Examiners includes two stages as outlined below:

- (a) a formal stage;
  - (b) a review stage.
- (2) A student may appeal against the outcome of an assessment only on one or more of the following grounds:
- (a) that the student's performance in the assessment was substantially affected by circumstances of which the examiners had not been made aware and which the student could not with reasonable diligence have disclosed before the outcome had been determined;
  - (b) that there were procedural irregularities in the conduct of the assessment, or administrative errors, which might cause reasonable doubt as to whether the outcome would have been the same if the irregularities or errors had not occurred;
  - (c) that there is evidence of bias on the part of one or more of the examiners such that the outcome should not be allowed to stand.

A student cannot appeal against academic judgement, which includes, but is not limited to marks awarded for assessed work and outcomes for students following the acceptance/rejection of extenuating circumstances.

- (3) Appeals must be submitted in writing by the student to the Director of Student and Academic Services within 15 working days of the date on which the student was formally notified of the outcome of the Boards of Examiners. The student's submission must include:
- (a) a statement of all the matters which the student wishes to be investigated and taken into account, which specifies how these matters relate to the grounds for appeal in paragraph (2) above and lead the student to believe that the outcome of the assessment was unfair;
  - (b) a statement of the student's desired outcome from the appeal;
  - (c) copies of all documentary evidence on which the student wishes to rely in the appeal, and where relevant an explanation for why the student was previously unable to submit any of the evidence or information for consideration by the examiners;
  - (d) in the case of appeals made in reference to paragraph (2)(c) above, a signed record by the student of all comments or remarks made by the examiners which, in the student's view, indicate bias.
- (4) The Director of Student and Academic Services or his/her nominee may dismiss any appeal which in his/her opinion does not fall within the remit of these regulations, fails to present reasonable grounds or fails to provide sufficient evidence in support of the student's claims. Where there are inadequate grounds for an appeal or insufficient evidence, the Director of Student and Academic Services or his/her nominee may give the student one opportunity to address the deficiencies before deciding to dismiss the appeal. Where the appeal does not fall within the remit of these regulations the Director of Student and Academic Services or his/her nominee may recommend an alternative route for consideration of the student's concerns. If an appeal is considered by the Director of Student and Academic Services or his/her nominee to be frivolous or malicious, the student may be liable for disciplinary action under the Student Disciplinary Regulations.



- (5) Appeals which are not dismissed under the provisions of paragraph (4) above will be investigated by an investigating officer from Student Administration. Normally the investigation will be conducted through written correspondence and may include requests to any individual or party for representations, additional information or an expert opinion. The investigating officer may also decide to meet with one or more individuals as part of the investigation, in which case a written record will be kept of any matters arising during the meeting which are relevant to the investigation and would be likely to influence the outcome. Where the investigating officer decides to meet with the student, the student may be accompanied by another student or member of staff of the University, otherwise all such meetings shall be held in private.
- (6) A student who wishes to abandon or withdraw an appeal at any stage must inform the Director of Student and Academic Services immediately in writing. The investigating officer will then determine how to proceed, taking account of the available evidence and the matters raised by the student in the appeal.
- (7) Following his/her investigation, the investigating officer will decide on one of the following outcomes of the formal stage:
  - (a) reject the appeal, in which case the original outcome of the Boards of Examiners shall stand;
  - (b) ask the original examiners to reconsider their decision, the outcome of which shall be final;
  - (c) set the original assessment aside and arrange for another assessment to be conducted, the outcome of which shall be final. The investigating officer in consultation with the Director of Student and Academic Services may make stipulations about the conduct of the assessment.
- (8) In addition to the provisions of paragraph (7) above, the investigating officer and/ or the Director of Student and Academic Services may make any recommendations which s/he deems to be appropriate in the light of his/her investigation.
- (9) The Director of Student and Academic Services or investigating officer will inform the student in writing of his/ her decision and the reasons for it, the student's right to take the academic appeal to the review stage, the procedures and time limit for doing so and where and how to access support in this regard.
- (10) If a student chooses not to take the appeal to the review stage, or fails to do so within the given time limit of 10 working days, s/he can request that the University issue a Completion of Procedures letter.
- (11) On receipt of the written outcome of the formal stage of the appeals investigation as outlined in paragraph (10) above, a student may request a review of their appeal but only on one or more of the following grounds:
  - (a) fresh evidence can be presented which could not with reasonable diligence have been submitted with the initial appeal and which might cause reasonable doubt as to the fairness of that decision;
  - (b) there is evidence of a failure to follow the procedures set out in these regulations which might cause reasonable doubt as to the fairness of the decision;

- (c) the decision was perverse given the evidence which was available at the time.

An appeal must have been considered at the formal stage as outlined in paragraphs (2 – 10) above before a student can request a review as outlined in paragraph (11) above.

- (12) Requests for a review must be submitted in writing by the student to the General Counsel of Legal and Compliance Directorate within 10 working days of the date on which the student was formally notified of the initial outcome of their appeal. Unless informed otherwise the student will be notified of the review decision within 20 working days of the receipt of a request for review.

- (13) The student's submission requesting a review must include:

- (a) a statement of all the matters which the student wishes to be investigated and taken into account, which specifies how these matters relate to the grounds for review in paragraph (11) above and lead the student to believe that the outcome of the initial investigation was not reasonable in all the circumstances;
- (b) a statement of the student's desired outcome from the review;
- (c) copies of all documentary evidence on which the student wishes to rely in the review, and an explanation for why the student was previously unable to submit any of the evidence or information for consideration at the initial stage of the appeal investigation.

- (14) The General Counsel of Legal and Compliance Directorate or his/her nominee may dismiss any request for review which in his/her opinion does not fall within the remit of these regulations, fails to present reasonable grounds or fails to provide sufficient evidence in support of the student's claims.

- (15) The review request will be considered by the General Counsel of Legal and Compliance Directorate or his/ her nominee who has not been involved in the investigation at the formal stage of the appeals process. The designated member of staff will determine one of the following courses of action:

- (a) dismiss the request for a review;
- (b) refer the matter back to the formal stage for reconsideration;
- (c) refer the case to a Review Panel for consideration.

Exceptionally the General Counsel of Legal and Compliance Directorate or his/ her nominee (the investigating officer) may decide to refer an appeal to a Review Panel for further consideration without the student having requested this prior to the issuing of a Completion of Procedures letter as outlined in paragraph (13).

- (16) The Review Panel will comprise the Senior Vice-Principal (Education) or nominee as Chair, two members of academic staff, normally one of the School Directors of Education and a Chair or Deputy Chair of a Department Assessment Board both from the School in which the student is studying and the Head of the Academic Quality and Policy Office or his/ her nominee. The investigating officer will act as Secretary to the Panel. The investigating Officer shall be responsible for setting the date and place of the review, for notifying members of the Review Panel and the student of the arrangements, and for sending copies of all relevant documentation

to members of the Panel and the student in advance. The student may be accompanied by another student or member of staff of the University, otherwise all such meetings shall be held in private. Where a student is unable or unwilling to attend, s/he may submit a written statement for consideration.

(17) The Review Panel will decide on one of the following outcomes.

- (a) reject the request for review, in which case the initial findings of the investigation by the investigating officer shall stand;
- (b) ask the original examiners to reconsider their decision, the outcome of which shall be final;
- (c) set the original assessment aside and arrange for another assessment to be conducted, the outcome of which shall be final. The Review Panel may make stipulations about the conduct of the assessment.

(18) A student who wishes to abandon or withdraw a request for review at any stage must inform the General Counsel of Legal and Compliance Directorate immediately in writing. The investigating officer will then determine how to proceed, taking account of the available evidence and the matters raised by the student in the appeal.

(19) The General Counsel of Legal and Compliance Directorate or investigating officer will inform the student in writing of the decision of the Review Panel and the reasons for it, clarify that the internal appeals procedures of the University have been completed and of his/her right to request that the University's decision be reviewed by the Office of the Independent Adjudicator for Higher Education.

(20) In addition to the provisions of paragraph (17) above, the Review Panel may make any recommendations which they deem to be appropriate in the light of their review of the case.

## **19. Appeals against the termination of registration through the formal warning procedure**

(1) A student may appeal against a decision to terminate his/her registration on one or both of the following grounds:

- (a) that there is evidence of a failure to follow the procedures set out in Section 17 which might cause reasonable doubt as to the fairness of the decision to terminate the student's registration;
- (b) that fresh evidence can be presented which the student could not with reasonable diligence have disclosed before the decision to terminate his/her registration was made and which might cause reasonable doubt as to the fairness of that decision.

(2) Appeals must be submitted in writing by the student to the Director of Student and Academic Services within 15 working days of the date on which the student was formally notified of the decision to terminate his/her registration. The student's submission must include:

- (a) a statement of all the matters which the student wishes to be investigated and taken into account, which specifies how these matters relate to the grounds for appeal in paragraph (1) above and lead the student to believe that the decision to terminate his/her registration was unfair;

- (b) a statement of the student's desired outcome from the appeal;
  - (c) copies of all documentary evidence on which the student wishes to rely in the appeal, and where relevant an explanation for why the student was previously unable to disclose any of the evidence or information.
- (3) The Director of Student and Academic Services or his/her nominee may dismiss any appeal which in his/her opinion does not fall within the remit of these regulations, fails to present reasonable grounds or fails to provide sufficient evidence in support of the student's claims. Where there are inadequate grounds for an appeal or insufficient evidence, the Director of Student and Academic Services or his/her nominee may give the student one opportunity to address the deficiencies before deciding to dismiss the appeal. Where the appeal does not fall within the remit of these regulations the Director of Student and Academic Services or his/her nominee may recommend an alternative route for consideration of the student's concerns.
- (4) Appeals which are not dismissed under the provisions of paragraph (3) will be investigated in the first instance by an investigating officer from Student Administration. The student's registration will normally be provisionally reinstated pending the outcome. The investigation will be conducted through written correspondence and may include requests to any individual or party for representations, additional information or an expert opinion.
- (5) The findings from the investigation by the investigating officer will be presented in writing to a Senior Vice-Principal or nominee who did not make the decision to terminate the student's registration who will determine one of the following courses of action:
- (a) to reinstate the student's registration in full subject to any conditions which s/he may wish to impose;
  - (b) to confirm the decision to terminate the student's registration;
  - (c) to convene an Appeals Committee under the provisions of paragraph (6) below to investigate the matter further through a formal hearing.
- (6) The Appeals Committee will comprise the Senior Vice-Principal as Chair, the Head of School in which the student has studied, two other members of academic staff from School(s) in which the student has studied, but not from the student's department(s), and a member of the Students' Union. The investigating officer shall be responsible for setting the date and place of the hearing, for notifying members of the Committee and the student of the arrangements, and for sending copies of all relevant documentation to members of the Committee and the student in advance. The Appeals Committee may invite one or more representatives from the student's department or school to attend all or part of the hearing for the purpose of answering questions. The student may be accompanied by another student or member of staff of the University to assist in presenting his/her case, otherwise the hearing will be conducted in private.
- (7) A student who wishes to abandon or withdraw an appeal at any stage must inform the Director of Student and Academic Services immediately in writing. The investigating officer will then determine how to proceed, taking account of the available evidence and the matters raised by the student in the appeal.
- (8) The Director of Student and Academic Services or investigating officer will inform the student in writing of the decision of the Senior Vice-Principal, and the reasons for it, as well as the student's

right to request that the decision be reviewed by the Office of the Independent Adjudicator for Higher Education.

## EXTRAMURAL STUDY

### 20. Course of extramural study

- (1) The University may offer courses which require students to study abroad, in the field or in an industrial or professional setting. Requirements for the period of extramural study, including those of engagement and submission of work, will be stated in the course specification. In exceptional cases, the University may grant exemption from the period of extramural study for students whose personal circumstances would make it inappropriate, and stipulate alternative requirements for such students as it sees fit. The arrangements for any study abroad should normally be facilitated by the Centre for the Development of Academic Skills (CeDAS).
- (2) During the period of extramural study the student will be subject to the regulations of the host institution in addition to those of Royal Holloway, and will be expected to satisfy the normal requirements of the host institution in respect of engagement and submission of work for the modules for which s/he is registered.
- (3) The host institution will be responsible for providing the student with a formal transcript of his/her results and for hearing appeals and complaints in respect of the period of extramural study in accordance with its own regulations and procedures.

### 21. Credit Transfer

- (1) Credit for periods of extramural study will be recorded as marks to be taken into account when considering the candidate for the award. The following general conditions apply:
  - (c) credit will be given only for learning which has been verified through reliable and valid assessment;
  - (d) the institution at which the learning has taken place and its arrangements for the assessment of students must have been approved for the purposes of credit transfer by the Academic Board, as part of an institutional agreement or as part of the validation of the course;
  - (e) the University will only consider for the purposes of credit transfer information on courses and examination results provided and certified by the appropriate officer at the institution responsible for the delivery of those modules;
  - (f) where credit is to be recorded as marks to be taken into account when considering the candidate for the award, the marks gained by the candidate at the other institution may be scaled to reflect any differences in marking practices, using a scheme approved for this purpose by the Executive Committee for Assessment.