

# Regulations for the delivery of Coventry University Undergraduate awards at the Coventry University Branch at The Knowledge Hub, Egypt

## 1 Introduction

- 1.1 These Regulations apply to students who enrol on all courses leading to a Coventry University undergraduate award at the Coventry University Branch at The Knowledge Hub from September 2021 onwards. These Regulations must be referenced in all course definitive documentation, together with any specific requirements in respect of particular named awards or as otherwise required.
- 1.2 The medium of instruction for Coventry University undergraduate awards shall be English unless explicit permission to offer a course, or part of a course in a different language has been granted at the course approval stage.

## 2 Undergraduate credit framework

- 2.1 All courses leading to the award of a degree shall be named and all shall be designed on a framework of 120 credits per full-time stage and level, with a maximum of 60 credits delivered per semester.
- 2.2 Each credit shall represent 10 hours of notional total student effort.
- 2.3 Each course will be designed using teaching units defined as modules. Modules can be delivered in 0, 10, 20, 30, 40, 50 and 60 credit units only.
- 2.4 Each module shall be assigned a single designated level (as mapped against the appropriate EWNI credit level descriptor):
- Level 3 corresponds to pre-first year UK honours degree level.
  - Level 4 corresponds to the first year of a UK three year full-time honours degree.
  - Level 5 corresponds to the second year of a UK three year full-time honours degree.
  - Level 6 corresponds to the final year of a UK three year full-time honours degree.
- 2.5 Modules at any level may carry zero credit and be used to indicate an activity which must or may be undertaken as part of the overall course, for example attendance on an Internship, and/or an activity which will be assessed as part of another module's, or group of modules, assessment. No reassessment shall be permitted against a zero credit rated module. A zero credit rated module may be deferred. Where zero credit rated modules are utilised, this must be made clear in the Course Definitive Documentation and links to the overall course and any other module must be made explicit. The module shall be listed on the Higher Education Achievement Record, Diploma Supplement or Transcript as an essential part of the overall course. Where a zero credit module is used a pass/fail module mark shall be allocated to the module
- 2.6 Courses shall be designed on a predominantly mandatory module basis with no options permitted at levels 3 and 4. At level 5 one option may be selected from a maximum of three; at level 6 three options may be selected from a maximum of six.
- 2.7 All full-time courses must include provision for 10 credits worth of modules at each stage of the course from the Coventry University Branch at The Knowledge Hub's career development suite of modules (Add+vantage), according to the notified criteria. Only courses with Professional, Statutory or Regulatory Body recognition resulting in a licence to practise upon award of a degree are exempt from this requirement.
- 2.8 A scheme of staged awards shall be available, subject to the standards of Coventry University's awards concerned having been reached (10.8 – 10.10 refers).

- 2.9 Each assessment credit value shall be divided in half to determine its European Credit Transfer (ECT) rating.

### **3 Admission**

All courses shall provide for entry at various levels with the maximum valid credit being given for appropriate prior knowledge and skills and previous learning, subject to Coventry University's general requirements (see Coventry University's Academic Regulations Section 4.1). However, for each award there is a minimum requirement for which neither general nor specific credit shall be given (see 10.6). Credit shall not be given for more than two-thirds of an overall programme, or three years in the case of a full-time four-year course.

## **4 Enrolment and registration**

### **4.1 General**

Students are required to enrol at the Coventry University Branch at The Knowledge Hub and register for a course in accordance with the arrangements notified by the institution. Course definitive documentation shall specify which modules and assessments a student must take. All module choices are subject to timetable and resource constraints. Coventry University and the Coventry University Branch at the Knowledge Hub reserve the right to withdraw a course for new students on resource grounds (e.g. availability of staff with relevant expertise, availability of equipment, student take-up) by the deadline notified. Under such circumstances, the applicants involved shall be informed and provided with other options in a timely manner. Students on closing courses will be able to complete their studies.

### **4.2 Mode of Attendance**

- a) A standard full-time student shall normally register for a maximum of 120 credits in an academic year including any repeat or deferred with attendance modules (repeat modules are only available for students with a mandatory attendance requirement). Students on the standard academic year who fail a module may be permitted or required to catch up their studies using the third semester, where modules are available, and therefore be registered up to a maximum of 180 credits in an academic year to redeem academic failure only. Repeat fees will be payable by those students who cannot resit but must repeat their assessments due to mandatory attendance requirements.
- b) A full-time student on an accelerated award shall register for a maximum of 180 credits in an academic year, including any repeat modules (for modules with mandatory reassessment requirements only).
- c) Any student registered for fewer than 100 credits in an academic year shall be eligible for certification as part-time; this excludes modules registered for deferred assessment, but includes modules being repeated (for modules with mandatory reassessment requirements only).
- d) Students on an accelerated award may be required to change to standard full-time enrolment in the event of academic failure or deferment.
- e) Any change in the mode of attendance from standard to accelerated, part-time to full-time or vice versa must be requested by the student at enrolment; the student must notify the Coventry University Branch at The Knowledge Hub of changes at other times. Changes shall normally only be effective from the following semester/academic year.

### **4.3 Temporary Withdrawal**

Students may apply or be required to temporarily withdraw for a maximum period of twelve consecutive months under the procedure notified at the Coventry University Branch at The Knowledge Hub for reasons of ill health or other circumstances (third party documentary evidence must be provided). Such an application will need to be approved by the Coventry University Branch at The Knowledge Hub. The period of withdrawal shall be included within the maximum registration period for the award. A student returning from a period of withdrawal shall be subject to the Regulations that apply to the cohort being joined. Marks attained up to the point of

withdrawal shall stand. In the case of students who require a visa to study in their chosen location, temporary withdrawal will only be approved if it falls within the terms of a student's visa.

#### 4.4 **Complete Withdrawal from Course**

- a) Where a student indicates a desire to permanently withdraw from a course, the date of withdrawal shall be taken as the date on which the Coventry University Branch at The Knowledge Hub notifies Coventry University; retrospective withdrawal dates shall not be accepted. It is the student's responsibility to inform the Coventry University Branch at The Knowledge Hub of the withdrawal through the procedure notified. All marks attained up to the time of withdrawal shall stand, and the student may re-enrol for the course in later years if appropriate (see 4.8).
- b) The Coventry University Branch at The Knowledge Hub reserves the right to require a student to withdraw, where the student has not fully engaged with the course or not complied with their financial commitment to the institution. Examples (not exhaustive) of not fully engaging include: repeated non-attendance at teaching sessions and/or not taking part in (formal or informal) assessments and not responding to requests sent by the Coventry University Branch at The Knowledge Hub to explain such non-attendance.
- c) Under section 4.4b), a student may submit an appeal, within ten working days of the date of the letter confirming the withdrawal, on the basis of material irregularity or if there is significant new evidence of mitigation against the student's non-engagement. The appeal must be submitted in writing to the Coventry University Branch at The Knowledge Hub, who must be satisfied that the conditions set out in 4.4c) are met. The student may be required to sign a learning agreement giving a written undertaking as to their future engagement. The decision of the Coventry University Branch at The Knowledge Hub is final.

#### 4.5 **Internal Course Transfer**

All changes of course and/or named award require the prior approval of the appropriate Course Director at the Coventry University Branch at The Knowledge Hub and, in the case of students who require a visa to study in their chosen location, must be permitted within the terms of the student's visa.

#### 4.6 **Withdrawal from a Module**

- a) Students may transfer to another available module or withdraw from a module within two weeks of the start date of the semester in which the module is being delivered, subject to the approval of the receiving Module Leader, which must be obtained in advance through the notified procedure. Any marks attained prior to the withdrawal shall stand.
- b) A student who has not formally withdrawn from a module by the specified deadline but who does not attend the examinations or submit the required coursework by the final deadline shall be recorded as "Absent". The attempt shall count as a failure and shall be recorded on official documentation.

#### 4.7 **Continuation or progression pending results**

Where a student commences studying on their course before having received the confirmed results from the previous stage, this continuation/progression is deemed to be provisional until the results have been confirmed by the Programme Assessment Board. If the Programme Assessment Board determines that a student's course has been terminated, the student will be required to cease studying with immediate effect. If the Programme Assessment Board determines that a student may not progress to the next stage of the course, the stage on which a student is enrolled must be amended with immediate effect.

#### 4.8 **Duration of Registration**

- a) The maximum duration of registration on any of Coventry University's undergraduate awards at the Coventry University Branch at The Knowledge Hub, including periods of suspension, temporary and complete withdrawal normally are as follows:

<b>Duration of course (either Full-time or Part-time)</b>	<b>Maximum period of registration</b>
1 year	2 years
2 years	4 years

3 years or above	6 years
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- b) Regulations for an individual course may not impose separate maximum lengths of duration of study, except where a Professional, Statutory or Regulatory Body (or other external agency) places a limit on the total period of study for a particular award; such constraints must be clearly stated in the course definitive documentation.
- c) Where a course ends its period of approval and is not reapproved or a new curriculum is re-approved for that course, students who have not yet completed the original course shall normally be required to transfer to another course for which their modules taken so far make them eligible, including transferring to a new curriculum.
- d) A student entering the Coventry University Branch at The Knowledge Hub with advanced standing or who is given accreditation for prior learning shall have their maximum duration of registration adjusted accordingly. The registration of a student who requires a visa to study in their chosen location can be curtailed at any time if the student fails to comply with the terms of their visa.
- e) Students may not register for more modules than are required for the award on which they are enrolled. Modules taken on other courses prior to transfer to the current course may be ignored for this purpose as long as they are not being used as credits (specific or general) on the current course.
- f) Students who wish to re-join the Coventry University Branch at The Knowledge Hub following a period of approved temporary or complete withdrawal/ must apply to the Coventry University Branch at The Knowledge Hub. Such students will only be considered if they are able to complete their studies within the maximum period of registration (including periods of suspension and temporary or complete withdrawal).

#### 4.9 **Mandatory Attendance Requirements**

For some courses attendance at all or part of a course may be an essential requirement to pass the course, over and above the Coventry University Branch at The Knowledge Hub's attendance expectations. In such cases, this must be expressly specified in the course specification documentation. In such circumstances, recovery from failure may require repeat reassessments (in place of resits) at a future offering.

#### 4.10 **Placements/Study Abroad**

Students may undertake up to 12 months of placement or study abroad activity as part of their undergraduate degree course, unless stated otherwise in their Course Specification Document. Sandwich students or students on other placement or study abroad periods may not take modules or assessments for their course during their absence, other than modules/assessments associated with their placement or study abroad. Outgoing study abroad students are exempt from studying an Add+vantage module in their study abroad year only. Students cannot undertake a placement or study abroad after the completion of all of the taught components of the course. Credits associated with placements or study abroad may not exceed the total credit permitted for the award.

### **5 Progression**

- 5.1 To progress from one stage of a course to a subsequent stage, whether by full-time or part-time study, a student must pass all modules from the previous stage, which includes meeting any pre-requisite or any other requirement set out in the course definitive documentation. The Programme Assessment Board may at its discretion allow students to progress to the next stage carrying no more than 30 credits of failure from the previous stage(s), except when a student wishes to progress from stage 1 (equivalent to level 3) to stage 2 (equivalent to level 4) of a four-stage course, when all modules must be passed to progress.
- 5.2 Students who fail to attain sufficient modules to progress as set out in 5.1 above may at the discretion of the Programme Assessment Board:
  - a) be transferred onto a new course subject to eligibility and availability; or

- b) proceed to further study at the same stage on a “mixed diet” of modules at different levels, where the student is attending deferred modules or there is a mandatory attendance requirement for the failed module(s); or
- c) resit failed module(s) only, where pre-requisites prevent progression to the next stage; or
- d) resit failed module(s) alongside some or all modules from the next stage, in which case the student shall remain on the lower stage of study until all failed modules are passed; or
- e) be recommended to withdraw from the course; or
- f) be withdrawn from their course due to academic failure; or
- g) have their course terminated.

*Coventry University’s Academic Regulations Section 4.1.4 states:*

*Any applicant who has previously been a student on a course leading to a Coventry University award and been terminated, expelled or forcibly withdrawn from a course is not eligible to apply as a student to any further course leading to a Coventry University award.*

## 6 Assessment

- 6.1 Centrally organised assessments will be held in a designated week in each semester: such assessments will be of 2 hours duration, and students may sit no more than two of these assessments in a day.
- 6.2 Assessment credits may align to the module in whole or in part. Where assessment credit in a module is less than the module credit, the difference shall be made up by course assessment credit. However, there can be no more than 60 credits-worth of assessment in any semester, and 120 in any course stage.
- 6.3 All courses leading to a Coventry University award under this Framework must align to the Coventry University Assessment Guidelines and Strategy to avoid over-assessment and bunching of assessments.
- 6.4 The Assessment Framework is as follows:

ASSESSMENT Credit / Definition	Permitted credit components	Pass mark	Weighting	Reassessment
CORE COMPONENT(S) Core competencies/ skills	1, 2, 3, 4, 5, 6, 7, 8, 9, 10	Pass threshold	P/F only	Defined number of attempts (minimum of two) to meet pass threshold or improve outcome up to determined closing date within the semester in which the module is being delivered. The overall result is P/F for module mark purposes. Should the pass threshold not be met by the determined closing date, the student may resit the component at the next available opportunity (see 7).
APPLIED-CORE COMPONENT(S) Applied knowledge Course-crossing	5, 10, 15, 20, 30, 40, 50, 60	40%	Up to 100%	Three attempts only. These assessments cannot be resat (or repeated) to improve a pass mark (see 8.4).

- 6.5 A student shall be deemed to have passed a module on obtaining the minimum pass mark for the components allocated to that module, subject to any criteria notified as to how the mark is to be calculated (e.g. by specifying the relative weighting of any components).
- 6.6 No module with assessment credits can be comprised solely of core components, except where there are professional body requirements. Where the module has applied-core components only, or a combination of applied-core and core assessments, the module pass mark shall be 40%. No compensation between components is permitted. Marks between 39.5 and 40 inclusive shall be regarded as 40% for these purposes.
- 6.7 A student who, whilst registered on a course at the Coventry University Branch at The Knowledge Hub is required or permitted to take other supporting modules not directly contributing to that course may not use those modules towards a concurrent or retrospective eligibility for another award; this does not preclude the student from using these modules subsequently for recognition of prior learning (RPL) as part of an application to another course.
- 6.8 Modules passed as part of one Coventry University award may not be used as credits towards another Coventry University award at the same level. Modules passed on one course may not be taken again as part of a further course. A Coventry University award cannot be used to gain entry with advanced standing to another Coventry University award. Modules cannot be used in more than one course for the calculation of an honours degree classification mark.
- 6.9 Students who fail to submit work for assessment or attend assessments shall be deemed to have been absent from the assessments concerned and to have failed them accordingly.
- 6.10 When a student cannot, through disability, be fairly assessed by the methods prescribed for the module concerned, the Subject Assessment Board may agree to vary those as deemed appropriate, bearing in mind the intended learning outcomes of the module or course and the need to assess each candidate on equal terms with other candidates. In addition, special arrangements can be made via the Registry for individual arrangements under which formal written assessments may be undertaken. In determining the nature of any variation in methods of assessments, full account must be taken of The Coventry University Branch at The Knowledge Hub's policies in respect of students with disabilities.

## **7 Reassessment by Resit for Core Components**

- 7.1 A student shall be reassessed by resit without re-registration in any failed core component at the next available opportunity. Reassessment by such resits must be carried out by the same assessment methodology as in the first attempt.
- 7.2 The component shall be regarded as a Pass or Fail.
- 7.3 The module mark of any module with a core component failed at the first attempt and passed at a resit attempt shall be capped at 40%. Any reassessment shall not be considered as deferred unless the student makes a submission under the extenuating circumstances procedure notified.
- 7.4 The maximum number of attempts allowed shall be three. Where specified by a Professional, Statutory or Regulatory Body, the maximum number of attempts allowed may be set at two. In such cases, this must be specified clearly in the course documentation. Under no circumstances may the number of attempts be lower than two.

## **8 Reassessment by Resit for Applied-Core Components**

- 8.1 A student shall be reassessed by resit without re-registration in any failed applied-core component at the next available opportunity. Reassessment by such resits shall normally be carried out by the same combination of written examination, coursework etc. as in the first attempt. Should the student have failed to achieve the pass mark following this second attempt, they may resit the assessment on one further occasion only.
- 8.2 The module mark of any module failed at the first attempt and passed at a resit attempt shall be capped at 40%. Any reassessment shall not be considered as deferred unless a student makes a submission under the extenuating circumstances procedure notified.

- 8.3 The maximum number of attempts allowed shall be three. Where specified by a Professional, Statutory or Regulatory Body, the maximum number of attempts allowed may be set at two. In such cases, this must be specified clearly in the course documentation. Under no circumstances may the number of attempts be lower than two.
- 8.4 Students may not resit a component to improve marks where the assessment has previously been passed.

## 9 Deferrals for extenuating circumstances

- 9.1 Students who submit work for assessment or who sign the examinations attendance slip are declaring themselves fit to be assessed and no subsequent claim for extenuating circumstances shall normally be accepted.
- 9.2 Any student has the right to draw the attention of the Coventry University Branch at The Knowledge Hub to personal extenuating circumstances which seriously impair their ability to undertake an assessment, and to request deferral of the assessment. Requests for deferral on grounds of extenuating circumstances may only be made in advance of the submission/assessment date using the procedure notified, and must be accompanied by verifiable and current third party evidence.
- 9.3 Deferred first assessments shall be treated as a first attempt.
- 9.4 A student can only be granted a deferral without re-registration for a maximum period of 24 months, after which time, further deferrals can only be granted on the basis of registering on the current version of the module with attendance.
- 9.5 The deferral procedure is not an appropriate measure in respect of permanent or long-term conditions or situations. Students experiencing long-term difficulties arising from changes in their personal, medical or work circumstances may apply, be advised or be required to temporarily withdraw from their course for up to 12 consecutive months according to the procedure notified (see 4.3).
- 9.6 Work submitted after the specified deadline shall be awarded a mark of 0% or a fail grade as appropriate.
- 9.7 Students who fail to submit work for assessment or attend examinations shall be deemed to have failed the assessments concerned and shall be recorded as absent.

## 10 Conditions of award

- 10.1 After the results of assessments have been confirmed, an individual student shall automatically be entitled to the award achieved on the criteria listed in the Regulations, subject to satisfying any specific requirements of the course on which the student is registered.
- 10.2 Students can be awarded 120 credits at level 3. To be eligible for consideration for any particular award, a student must have satisfied the following requirements by the end of the course (including any additional constraints imposed by a Professional Statutory or Regulatory Body or other external agency):

Academic Award THIS IS NOT A CASCADE OF AWARDS	Max and min overall credits for the award	Minimum credits to be passed for each level				
		Total	Level 4 or above		Level 5 or above	
<i>Degree with Honours</i>	360	100	<i>plus</i>	100	<i>plus</i>	100
<i>Unclassified Degree</i>	300	100	<i>plus</i>	80	<i>plus</i>	80
<i>Diploma of Higher Education</i>	240	100	<i>plus</i>	100		
<i>Certificate of Higher Education</i>	120	100				

- 10.3 The difference between total credit specified at a particular level and the total minimum credit may be met by modules at any level.
- 10.4 A Programme Assessment Board may permit a student to replace one or more modules by modules of equivalent value at a higher level.
- 10.5 The credit totals in the table above include any module(s) credited for prior learning.
- 10.6 To obtain a Coventry University award a student who has been credited with modules for prior learning (see Coventry University's Academic Regulations Section 4.2), shall be required to pass *at least* the further credits approved by the University, normally at the level indicated as listed below. However, no award can be made unless the overall credit count matches the requirements set out in 10.2 above:
- a) Honours Degree 120 credits at level 6.
  - b) Unclassified Degree 40 credits at level 5 or above plus 60 credits at level 6.
  - c) Diploma of Higher Education 100 credits at level 5.
  - d) Certificate of Higher Education 80 credits at level 4.
- 10.7 Regulations for individual courses may not raise the minima in 10.6.
- 10.8 Where a student becomes eligible for an interim award by completing part of a longer course the interim qualification is only conferred if the student fails or withdraws from the next stage of the course. This includes the following:
- a) CertHE and DipHE within a degree course;
  - b) an unclassified Degree when the student is continuing to study for Honours;
- 10.9 Any student leaving the Coventry University Branch at The Knowledge Hub with an interim award and in good standing may apply at a later date to upgrade to a higher award on the same course, where such procedures exist within the structure of the course concerned. A student may not return in this way within 12 months of leaving the original course (4.8 and 10.3 refer).
- 10.10 If a student has failed to satisfy the criteria for the award for which s/he is registered, a Programme Assessment Board may also consider them for an alternative award, as specified in the course definitive document.

## 11 Award and classification

### 11.1 Classification Calculation

- a) The modules that are used for determination of the Honours Classification shall normally be those comprising the highest marks at level 4 or above, using the calculations specified in 11.1 b). On individual courses modules may be designated which must be included in the Honours classification even if they do not meet this criteria; this shall normally include the project or dissertation assessment. This shall include any conditions that must be met in order to satisfy the requirements of a Professional Statutory or Regulatory Body.
- b) The classification for the award of an Honours Degree to be made to each student shall be based on performance in modules as specified in 11.1 a). The classification shall be based upon the following calculations, whichever is the higher:
  - i) the average mark of the 100 credits worth of modules with the highest mark at level 6 or above; or
  - ii) the average mark of the 220 credits worth of modules with the highest mark at level 5 and above (to include a maximum of 120 credits at Level 5).
  - iii) the average marks of the 300 credits worth of modules with the highest mark at level 4 and above (to include a maximum of 120 credits at each of levels 4 and 5).
- c) The classification for top up awards will be based upon the average mark of the 120 credits worth of modules at level 6 or above.



- d) In deriving a mark for classification, marks shall carry a weight according to the assessment credit rating of the module.
- e) The classification boundaries for First Class, Upper Second Class, Lower Second Class and Third Class shall be 70%, 60%, 50% and 40% respectively after rounding.
- f) A student shall automatically be entitled to the class of a Degree with Honours determined by the classification calculation achieved.
- g) No Honours classification is attached to the award of an Aegrotat degree with Honours.
- h) Downgrading of a Degree with Honours to a lower classification shall not be permitted, except in the circumstances set out in 11.4 below.

#### 11.2 Merit and Distinction

- a) Subject to any course specific requirements, to gain an overall Distinction a student must achieve an average of at least 70% in the assessment credits with the highest marks (after rounding has taken place) at the credit value and levels specified below; to gain a Merit a student must achieve an average of at least 60% in the same calculation:

Academic Award	Rule for Merit/Distinction Calculation
<i>Unclassified Degree</i>	80 assessment credits at level 6 or above
<i>Diploma of Higher Education</i>	80 assessment credits at level 5 or above
<i>Certificate of Higher Education</i>	80 assessment credits at level 4 or above

- b) Undergraduate awards not listed in 11.2 a) above are not eligible for award with Merit or Distinction.
- c) In deriving a mark for Merit or Distinction purposes, marks shall carry a weight according to the assessment credit rating of the module.

#### 11.3 Upgrading to Honours

- a) Any student who has successfully completed an unclassified degree, other than those who have exhausted all attempts permitted by the Assessment Board to achieve an honours degree and who wishes to upgrade a particular award to a Degree with Honours must satisfy the conditions specified in these Regulations for an award of Honours.
- b) A student applying to upgrade to Honours can only do so for the same course as that for which the student has been awarded the unclassified degree, unless other upgrade routes are specified in the course definitive documentation, and within the currently specified maximum duration of registration (4.8 a) refers).
- c) A student adjudged to have cheated during a course may be barred from making further attempts to upgrade to Honours.
- d) If the upgrade course is failed, the student shall retain the right to the original award.
- e) If the upgrade course qualifies the student for an unclassified degree the student shall retain the right to the higher of any Merit or Distinction awarded at either attempt. When a higher Merit or Distinction is obtained in this way the degree shall be re-conferred, but the student shall not have the right to receive two degrees, nor to attend a second awards ceremony. The student will be required to return their original certificate to Coventry University's Group Registrar and Chief Governance Officer before being released for enrolment and before the award can be re-conferred.

#### 11.4 Modification of Results

Any entitlement to an award, credit, classification, Merit or Distinction may be set aside by the recommendation of a properly constituted panel set up by the Coventry University Branch at The Knowledge Hub to the Group Registrar and Chief Governance Officer following a case of cheating; the Panel may also recommend an award of an unclassified Degree to a candidate for Honours in

such circumstances, and may recommend the failure of a student who has otherwise passed the course/ concerned. A student penalised for cheating shall not have the right to be assessed or reassessed to improve their award or classification, nor to take an upgrade to Honours.

## 12 Non-completion of awards and posthumous awards

The provision for Aegrotat and posthumous awards are set out in Coventry University's Academic Regulations Section 5.3 and 5.4. Any such requests for these awards must be passed to the Group Registrar and Chief Governance Officer at Coventry University for consideration.

## 13 Complaints, Appeals, Disciplinary Action

- 13.1 All complaints, appeals and disciplinary proceedings will be managed under the Coventry University Branch at The Knowledge Hub's policies and procedures.
- 13.2 The Coventry University Branch at The Knowledge Hub will submit a summary of any complaints, appeals and disciplinary proceedings to Coventry University's Assistant Registrar (Academic Partnerships) within thirty (30) days of receipt.
- 13.3 Students enrolled upon and studying on a course leading to an award from Coventry University may submit their complaint/appeal including full supporting documentation to the Group Registrar and Chief Governance Officer at Coventry University should they remain dissatisfied with the outcome within ten (10) days of completing the internal process. The Group Registrar and Chief Governance Officer (or nominee) shall consider the referred matter where it relates to academic quality and/or the academic standards of its awards. Non-academic matters will be considered on the grounds of procedural irregularity only.
- 13.4 The Group Registrar and Chief Governance Officer shall endeavour to complete the review within thirty (30) days of receipt of the complaint. However, given the requirement to investigate the case thoroughly with the collaborating institution some additional time may be required, in which case the informant shall be informed accordingly.
- 13.5 At the end of the Group Registrar and Chief Governance Officer's review, the student will receive a letter setting out the findings and outcome, and will additionally be issued with a Completion of Procedures letter to enable the student to take their complaint to the Office of the Independent Adjudicator for Higher Education.
- 13.6 The Office of the Independent Adjudicator for Higher Education ("OIA") operates an independent student complaints scheme pursuant to the Higher Education Act 2004. Students or former students may take their complaint relating to a final decision reached under the University's review and appeal process to the OIA once all internal processes have been exhausted. The OIA cannot look at complaints relating to matters of academic judgement. A "Completion of Procedures" letter will be issued from the office of Coventry University's Group Registrar and Chief Governance Officer when it has been determined that all internal processes have been completed. The OIA must receive a completed Scheme Application Form within twelve months of the date of Completion of Procedures Letter.

## 14 Coventry University's Academic Regulations

Coventry University's full Academic Regulations for the assessment of students, quality assurance etc. can be viewed on [www.coventry.ac.uk](http://www.coventry.ac.uk)

## 15 External Examiners

- 15.1 The Academic Regulations concerning the appointment and roles of responsibilities of External Examiners may be found on Coventry University's website.
- 15.2 The External Examiners appointed by Coventry University for courses leading to their named award are as follows:

Name	Home Institution	Course Responsibilities
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Prof Khaled Hussainey	University of Portsmouth	Business
Prof Felix Zhu	University of Hertfordshire	Computing
Dr. Amanda Jenkins	University of the Arts London	Design and Media
Prof Michael Fernando	University of Wales Trinity Saint David	Engineering
Dr. Gabriel Roberts	Cardiff Met University	English for Academic Purposes

Their reports can be viewed at the Coventry University Branch at The Knowledge Hub.

## **16 The Coventry University Branch at The Knowledge Hub's General Regulations**

Students enrolled on a Coventry University course at the Coventry University Branch at The Knowledge Hub are expected to comply with the Coventry University Branch at The Knowledge Hub's Regulations that are not specific to this academic course, specifically those that relate to attendance, behaviour, plagiarism etc. These Regulations can be found at the Coventry University Branch at The Knowledge Hub.

Approved by Coventry University Academic Board on 17 August 2021.