Postgraduate Taught Regulations

These regulations apply to all students registered, or seeking registration on postgraduate taught programmes and for some postgraduate research programmes.

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ADMISSION TO THE COLLEGE

1. Admissions requirements

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

   (a) be at least 16 years of age on the published start date of the programme;

   (b) satisfy or be exempted from the General Entrance Requirements set out in the College 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 College before commencing the programme of study;

   (d) satisfy or be exempted from additional entrance requirements where prescribed for individual programmes.

   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 programme which the College 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 College, 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 College.

(4) Applicants are required to declare all unspent criminal convictions. Applicants for admission to programmes leading to the award of a professional qualification or membership of a professional body may also be required to meet further conditions including the declaration of spent convictions as specified in the relevant programme 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 the College who have failed to disclose unspent criminal convictions will be subject to disciplinary action as will those who fail to disclose any criminal convictions which arise during their programme of study.

(5) A contract is formed between the College and the applicant as soon as the offer of admission to the College 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 College or in the case of collaborative provision the partner institution.

(6) Any person, including students of other universities, may seek admission to the College as a Visiting Student to follow an agreed diet of courses which does not lead to an academic award. The rights of Visiting Students to attend classes, submit work for assessment and use College facilities will be stated either in an exchange agreement between the College 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 College will seek evidence that s/he:

(b) can study at the required level;

(c) has achieved the specific learning outcomes, including professional competencies and proficiency in spoken and written English, required for admission to the programme;

(d) has a broad general education.

The College 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 College may be admitted with advanced standing to postgraduate study only in up to two thirds of the programme.

(3) The College will consider the recognition of accredited prior learning and the recording of such learning as exemption from part of the programme 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 College will only consider for the purposes of recognition of prior learning and exemption information on courses and examination results provided and certified by the appropriate officer at the institution responsible for the delivery of those courses;

(c) credit will not normally be recognised for learning undertaken over five years before the published start of the programme at the College. Programmes 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 courses and programmes of the College 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 College Board of Examiners’ Executive Committee or the Faculty Dean and Collaborative Provisions 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 programme;

(ii) the courses and/or course assessment to be credited, and the courses to be followed at the College, must together equate to an approved programme in terms of the amount and level of work and the coverage of topics, including any mandatory elements.

(4) The College will consider applicants who have already been awarded a Postgraduate Certificate or a Postgraduate Diploma from the College 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 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 College 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 College is subject to the following general restrictions:
(a) no student may normally register concurrently for more than one programme for which the requirements of the final award have not been completed, unless special provision has been made in the programme 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 programmes which lead to an academic award.

(3) Students who register with the College retain their registration status until they graduate, withdraw permanently from their programme or have their registration terminated. Students are required to give notice in writing to the Academic Registrar 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 College 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 College, 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 paying, or making arrangements acceptable to the College to pay, the appropriate tuition fees and any outstanding debts with the College, and by completing the Online Sign-Up process. In the case of collaborative provision students may have these obligations to the partner institution rather than the College.

(2) It is a condition of enrolment that students agree to abide by and submit to the College 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 College.

(3) Enrolment gives students the right to attend classes, receive tuition or supervision and have access to relevant College facilities, subject to any particular arrangements for Visiting Students and to particular arrangements set out in institutional agreements for collaborative provision.

(4) The College, 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 Academic Registrar.

(5) The amount of paid work undertaken by a student enrolled with the College 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 College or partner institution.
PROGRAMMES AND AWARDS

5. Nomenclature of awards

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

6. Structure of programmes

(1) The structure of programmes and any requirements in respect of course choices, assessment and progression, will be specified in the programme specification, subject to the following minimum requirements:

(a) programmes leading to the award of MA, MBA, MMus, MRes and MSc will comprise courses 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) programmes leading to the award of PgDip will comprise courses leading to the assessment of at least 1,200 notional learning hours at FHEQ Level 7;

(c) programmes leading to the award of PgCert will comprise one or more courses leading to the assessment of at least 600 notional learning hours at FHEQ Level 7.

(2) The programme specification may place restrictions on the range of courses available and will also stipulate whether a Fail outcome in these courses can be condoned for the purposes of progression or qualification for the award as follows:

(a) mandatory courses 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 courses which may be taken at a specific stage of a programme. Fail outcomes in these courses can normally be condoned;

(c) research project/dissertation.

(2) The College reserves the right to vary the content and delivery of programmes of study, to discontinue, merge, or combine programmes, and to introduce new programmes if such action is reasonably considered to be necessary by the College. 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 programme. The College will take steps to mitigate any disadvantage that may result from this.

(3) The College aims to offer flexibility within programmes of study. However, while every student will be able to take courses appropriate to the programme 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) Programmes may be offered as a period of full-time study and/or a period of part-time study as specified in the programme specification. Part-time programmes must normally be completed within five years.

(2) The period of study shall normally be continuous. The Academic Registrar 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 School. A student may only interrupt his/her studies for more than 24 months, whether consecutively or otherwise, with the permission of the College Board of Examiners' Executive Committee. Students who have interrupted their studies remain registered students of the College and subject to College Regulations, but do not have the right to attend classes, use College 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 programme

(1) Where programmes 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 programme to another within the common curriculum where provision is made for this in the programme 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 programme 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 programme to another;
(c) the requirement that the student must satisfy the normal conditions for admission to the new programme.

COURSES

9. Registration for courses

(1) It is a requirement of enrolment with the College that a student registers for courses as specified in the programme specification and in accordance with procedures and deadlines published by the Academic Registrar. Students enrolled for a repeat year must register for courses specified by their Head(s) of Department or School.

(2) The programme specification may provide for a student to register, subject to the agreement of his/her Head(s) of Department or School, for one or more courses taught outside the College. 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 course s/he has previously taken and passed or which is deemed to overlap with any other course s/he has previously taken and passed.

(4) By registering for a course, a student is also deemed to have entered him/herself for assessment in that course.

10. Attendance and submission of work

(1) It is a requirement of enrolment with the College, or a partner institution in the case of collaborative provision, that a student attends as far as reasonably possible all parts of the course(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 attendance or submission of work specified for one or more courses, the Head of Department or School responsible for the programme may terminate that student’s registration for the programme under the provisions of Sections 16 and 17 of these regulations. In addition, for students holding a Tier 4 (General) Student Visa, the College 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 course may not attend classes, submit work or have access to facilities for that course.

11. Methods and conduct of course assessment

(1) Methods of assessment will be determined in order to measure the specific learning outcomes of each course and will be communicated to students in the course 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.
Sub-boards of Examiners have discretion to use alternative methods of assessment to those stated in the course 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 Sub-board which considers whether the student may progress, or in the case of candidates under consideration for award classification, before or during the normal Sub-board meeting held to determine award classifications;

(c) where alternative assessment arrangements are needed for students with registered or temporary disabilities, these must be submitted to the College Board of Examiners’ Executive Committee 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 Sub-board meeting.

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 College or by the partner institution in the case of collaborative provision.

Assessment offences will be investigated in accordance with the Regulations on Assessment Offences.

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.

All work submitted for assessment, and any materials confiscated during an examination, will remain the property of the College.

12. Entry for assessment and re-assessment

The Sub-board of Examiners will normally permit a student who gains an overall outcome of Fail in a course on the first attempt to:

(a) repeat the course 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 course requirements in respect of attendance and submission of work. A student may be permitted to substitute the failed course with another course subject to the permission of the Programme Director. In such a case the attempt at the substituted course will be deemed a second attempt in line with paragraph (2) below;

(b) resit or resubmit any part of the course assessment not passed on the first attempt at the next available opportunity, which, at the discretion of the Sub-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 Sub-boards permit resits or resubmissions prior to the start of the next academic year, they will normally only permit this in courses.
constituting a maximum of 40 credits. In order to resit or resubmit the course assessment not passed, a student must enter him/herself for assessment in that course a second (final) time without registering to take the course 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 course on the second attempt will not be permitted any further opportunity to resit or resubmit parts of the course assessment or to register to repeat the course for a third time.

13. Outcomes of course assessment

(1) In determining each course outcome for a candidate, the Sub-board of Examiners will take into consideration:

(a) whether the candidate has satisfied the attendance requirements stated in the course specification;

(b) whether the candidate has satisfied the assessment requirements stated in the course specification.

(2) The Sub-board of Examiners 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 course.

(4) Students registered to repeat a course under the provisions of Section 12 (1a) of these regulations may receive an overall percentage mark greater than 50% for that course.

(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) Work which exceeds the upper word limit set will be penalised as follows:

(a) for work which exceeds the upper word limit by at least 10% and by less than 20%, the mark will be reduced by ten percentage marks, subject to a minimum mark of a minimum pass;

(b) for work which exceeds the upper word limit by 20% or more, the maximum mark will be zero.
(7) Subject to the provisions of Section 18 of these regulations the outcomes of course 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 Academic Registrar after they have been determined by the appropriate Board(s) of Examiners. Certificates of award will not be issued to any student deemed to have a tuition or tuition-related debt to the College 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 to the Sub-board of Examiners or Programme Director, as appropriate, for permission to:

(a) extend the deadline: in such cases, the Sub-board of Examiners or Programme Director may agree an extension to the deadline for the coursework or dissertation which allows for the result to be considered by an Autumn College 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 Sub-board of Examiners or Programme Director 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 resit period or to the next academic year where the result could not be considered by one of the Autumn term College Boards: in such cases, the Sub-board of Examiners will return an outcome of ‘deferral’ (DA). Such a student will not be regarded as having made an attempt at the course 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 Sub-board of Examiners may return alternative course outcomes as set out in paragraphs (3 – 5) below.

(3) Where up to one third of the course assessment has been affected, and the student has otherwise demonstrated that the learning outcomes of the course have been met, the percentage mark achieved in the unaffected assessment will be proportionately scaled up to return an outcome for the whole course, in line with Section 13 (2-4) of these regulations.

(4) Where up to one third of the course assessment has been affected, and the student has not demonstrated that the learning outcomes of the course have been met, the Sub-board of Examiners 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 course, in line with Section 13 (2-4) of these regulations.

(5) Where a student’s performance in more than one third of the course assessment was affected by adequately documented extenuating circumstances, the Sub-board of Examiners may return
alternative course 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 course, 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 course, or exceptionally, to repeat in attendance, in line with Section 13 (2 - 5) of these regulations.

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 programme specification within two years of satisfactory completion of the prescribed period of study.

(2) The examiners will determine an award classification for each student using the scheme specified in the programme specification, which will:

(a) include a schedule of courses 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 programme of study in line with Section 2 of these regulations, the award classification will be based on marks obtained for courses completed while a registered student of the College. Where a student who has already been awarded a PGCert or PGDip has returned to the College to complete a higher award in line with Section 2 (4), the award classification will be based on all marks obtained for courses completed with a registered student of the College.

(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 course 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 course 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 course cannot be scaled.

(e) in the calculation of component marks which contribute to the final mark for each course 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.

(4) The following minimum criteria shall apply for the award of Taught Masters Degrees, Postgraduate Diplomas and Postgraduate Certificates:

(a) for the award of Pass, an outcome of Pass in all courses which count towards the final assessment, and 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, an outcome of Pass in all courses which count towards the final assessment, and a weighted average of 60.0% or above, calculated to one decimal place, in the final assessment;

(c) for the award of Distinction, an outcome of Pass in all courses which count towards the final assessment, and a weighted average of 70.0% or above, calculated to one decimal place, in the final assessment.

A candidate who has taken more than one attempt at any course counting towards the final assessment will not normally be considered for the award of Merit or Distinction.

(5) For students first registered on programmes 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 courses constituting up to a maximum of 40 credits, except that the percentage score in any such course may not normally be below 40%. For students first registered on programmes prior to September 2014 the examiners may, at their discretion and with the agreement of the External Examiner(s), condone a mark of Fail in courses constituting up to one quarter of the final assessment, or a maximum of 40 credits, except that the percentage score in any such course may not normally be below 40%. Courses in which a mark of Fail may not be condoned will be specified in the programme specification. A mark of Fail will be condoned at the first attempt if an award can be made unless there are extenuating circumstances which would warrant a further attempt at the assessment for one or more courses in line with Section 14 or there is requirement from a Professional Statutory or Regulatory Body for students to pass all courses for the award. The examiners will not normally 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 research project/dissertation is above the classification boundary.

(7) 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 courses will be given an outcome of Fail in the programme overall.

(8) Candidates registered for a postgraduate programme 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 programme specification. The award of GradCert and GradDip will be classified on a Pass/Fail basis only, unless provision is made in the programme specification for the award of Merit or Distinction.

(9) Where programmes 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 Programmes on Academic Grounds

16. Academic grounds for termination of registration

(1) Academic grounds on which a student’s registration with the College 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 programme;
(b) failure to gain the award of the programme;
(c) failure to produce set work of a satisfactory standard in coursework or departmental examinations;
(d) failure to attend satisfactorily;
(e) failure to produce set work.

(2) The College Board of Examiners may terminate a student’s registration with the College on the grounds set out in (1) (a) and (b) above without following the formal warning procedure.

(3) A Head of Department or School may make a recommendation to the Vice-Principal (Education) to terminate a student’s registration for a programme 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 Head of Department or School will follow the formal warning procedure set out in Section 17 of these regulations.

(4) The Academic Registrar or a nominee shall write to each student whose registration has been terminated through the formal warning process 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 programme registration.

(2) A Head of Department or School may issue a first formal warning to a student on academic grounds set out in Section 16 (c – e). The first formal warning letter must:

(a) state the reason(s) for the warning;

(b) state the nature of any requirement made of the student in order to demonstrate improvement;

(c) state the period of time within which improvements are to be demonstrated, which should normally be at least four weeks, or three weeks in the case of courses taught over only one term, to give adequate time for the student to demonstrate a satisfactory level of improvement;

(d) state that failure to improve may lead to the issuing of a second (final) formal warning, which will result in the student’s registration being terminated;

(e) invite the student to submit a written response including relevant documentary evidence of any mitigating factors which s/he feels should be taken into account and/or meet with the Head of Department or School to discuss the grounds for the warning. The student may be accompanied at the meeting by another student or member of staff of the College.

If the Head of Department or School is the student’s Personal Adviser, it may be appropriate for a different member of staff to issue a formal warning and monitor the student’s progress. In the case of a student on a joint programme, both Heads of Department(s) or School(s) should endorse the issuing of the first formal warning.

(3) A Head of Department or School may issue a second (final) formal warning to a student on academic grounds set out in Section 16 (c - e) of these regulations where there has been insufficient improvement. The second formal warning letter must:

(a) state the reason(s) for the warning;

(b) state the nature of any requirement made of the student in order to demonstrate improvement;

(c) state the period of time within which improvements are to be demonstrated, which must be at least four weeks or three weeks in the case of courses taught over only one term, to give adequate time for the student to demonstrate a satisfactory level of improvement;

(d) state that it is the final warning and that failure to improve may lead to the student’s registration being terminated;

(e) invite the student to submit a written response including relevant evidence of extenuating circumstances and/or meet with the Head of Department or School to discuss the grounds for the warning. The student may be accompanied at the meeting by another student or member of staff of the College.
If the Head of Department or School is the student's Personal Adviser, it may be appropriate for a different member of staff to issue a formal warning and monitor the student's progress. In the case of a student on a joint programme, both Heads of Department(s) or School(s) should endorse the issuing of the second formal warning.

(4) The Head(s) of Department or School may set the warning aside following provision of a satisfactory and adequately documented explanation for the student's performance on which the formal warning was issued. The Head of Department(s) or School will confirm this decision by letter. Formal warnings which have not been set aside will remain active for the duration of the student's programme of study and kept on the student's file.

(5) After the second letter of formal warning if there is insufficient improvement, the Head(s) of Department or School may decide to recommend to the Vice-Principal that the student's registration should be terminated.

**APPEALS**

18. Appeals against the outcomes of Boards of Examiners

(1) The College'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.

(3) Appeals must be submitted in writing by the student to the Academic Registrar 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 Academic Registrar or his/her nominee may dismiss any appeal which in his/her opinion does not fall within the remit or 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 Academic Registrar 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 Academic Registrar or his/her nominee may recommend an alternative route for consideration of the student’s concerns. If an appeal is considered by the Academic Registrar 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 a senior member of the Academic Quality and Policy team. 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 senior member of the Academic Quality and Policy team 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 senior member of the Academic Quality and Policy team decides to meet with the student, the student may be accompanied by another student or member of staff of the College, 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 Academic Registrar immediately in writing. The senior member of the Academic Quality and Policy team 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 senior member of the Academic Quality and Policy team 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 senior member of the Academic Quality and Policy team in consultation with the Academic Registrar may make stipulations about the conduct of the assessment.

(8) In addition to the provisions of paragraph (7) above, the senior member of the Academic Quality and Policy team and/or the Academic Registrar may make any recommendations which s/he deems to be appropriate in the light of his/her investigation.
(9) The Academic Registrar or senior member of the Academic Quality and Policy team 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 College 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 Academic Registrar within 10 working days of the date on which the student was formally notified of the initial outcome of their appeal.

(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 Academic Registrar 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 Academic Registrar 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 Academic Registrar or his/her nominee 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 a Vice-Principal or nominee as Chair, two members of academic staff, normally the Associate Dean (Education) and a Chair of a Sub-board both from the Faculty in which the student is studying and the Head of the Academic Quality and Policy Office or his/her nominee. A senior member of the Academic Quality and Policy Office will act as Secretary to the Panel. The senior member of the Academic Quality and Policy team 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 College, 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 Academic Quality and Policy team 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 Academic Registrar immediately in writing. The senior member of the Academic Quality and Policy team will then determine how to proceed, taking account of the available evidence and the matters raised by the student in the appeal.

(19) The Academic Registrar or senior member of the Academic Quality and Policy team 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 College have been completed and of his/her right to request that the College’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:

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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 Academic Registrar 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 Academic Registrar 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 Academic Registrar 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 Academic Registrar 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 a senior member of the Academic Quality and Policy team. 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 senior member of the Academic Quality and Policy team will be presented in writing to the Deputy Principal, or nominee 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 Deputy Principal or nominee as Chair, the Dean from a faculty in which the student has studied, two other members of academic staff from the faculty/faculties in which the student has studied, but not from the student’s department(s) or
school(s), and a member of the Students’ Union. The senior member of the Academic Quality and Policy team 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 College 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 Academic Registrar immediately in writing. The senior member of the Academic Quality and Policy team will then determine how to proceed, taking account of the available evidence and the matters raised by the student in the appeal.

(8) The Academic Registrar or senior member of the Academic Quality and Policy team will inform the student in writing of the decision of the Deputy Principal or nominee, 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. Programme of extramural study

(1) The College may offer programmes 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 attendance and submission of work, will be stated in the programme specification. In exceptional cases, the College 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 attendance and submission of work for the courses 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:

(a) credit will be given only for learning which has been verified through reliable and valid assessment;

(b) 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 programme;

(c) the College 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 courses;

(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 College Board of Examiners' Executive Committee.