

Level 3 Academic and General Regulations for Students

Applicable to all UCEM
Programmes at: Level 3

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1. Introduction

1.1 Purpose and scope

- 1.1.1. These **Academic and General Regulations for Students: Level 3** are a key way in which the University College of Estate Management (UCEM) assures the standards of its awards and ensures that all students are treated fairly and equally throughout their studies.
- 1.1.2. These regulations have been approved by the University College of Estate Management (UCEM) Academic Board, and relate to the level 3 diploma awards. They apply to all students following a level 3 Diploma for a UCEM award.
- 1.1.3. You must familiarise yourself with these Academic and General Regulations for Students, as they apply to all aspects of your studies with UCEM. The regulations will be sent to you along with your invitation to register, and you must be aware that it is possible that changes may be made to these regulations (see Section 1.3) which may impact on your award.
- 1.1.4. These regulations do not cover admissions. For UCEM's Admissions Policy, please refer to [UCEM Code of Practice: Admissions Policy for Further Education](#).
- 1.1.5. These regulations should be read alongside other relevant UCEM documents (see Section 1.2 below).

1.2 Key supporting documents

- 1.2.1. Please read the following key supporting documents. Links are provided and the documents can also be accessed directly through [UCEM's virtual learning environment \(VLE\)](#) and/or the [UCEM website](#).
 - [Apprenticeship Terms and Conditions of Contract](#)
You will receive these once an offer of a place has been made. By signing up to a UCEM programme you are agreeing to UCEM's terms and conditions.
 - [UCEM Student Charter](#)
This summarises what you can expect from UCEM, and outlines what your responsibilities are as a UCEM student. The Charter applies to all students, although it is not a contractual document.
 - [UCEM Code of Practice](#)
This is a series of chapters with accompanying documentation, which sets out UCEM's academic policies and procedures relating to the quality and standards of UCEM awards.
- 1.2.2. [The Glossary of UCEM Terms](#) is available through the Glossary section of the e-Library on the [VLE](#).
- 1.2.3. You should also refer to the Apprenticeship Handbook and your Student Handbook, available on your programme page on the [VLE](#).
- 1.2.4. You will be signposted to key supporting documents throughout these regulations.

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1.3 Amendment to regulations

- 1.3.1. UCEM may amend these regulations from academic year to academic year, if agreed by the Academic Board, in order to:
 - meet the requirements of an external professional, accrediting and/or regulatory body¹;
 - comply with changes in the law;
 - implement changes for your benefit.
- 1.3.2. Changes will usually be effective from the beginning of your next academic session (defined as the period of study commencing on 1 October of that academic year).
- 1.3.3. Following consultation with the relevant students, UCEM may introduce changes with immediate effect:
 - where these are considered to be in your best interests, and/or;
 - they are needed to reflect changes in the law or regulatory framework.
- 1.3.4. Notice of any amendments to these regulations will be posted on the UCEM website and the VLE and, where appropriate, sent directly to you.
- 1.3.5. If you take a break in your programme of study and then return to UCEM to complete your programme at a later date, the regulations in force at the time of readmission will apply.

1.4 Language and method of delivery

- 1.4.1. All, tuition delivery, study materials, assessment and administration is in English.
- 1.4.2. UCEM sets out the standard of English required as part of the entry requirements for a programme, as stated in the programme specification.
- 1.4.3. Level 3 Diploma programmes are delivered through a combination of supported online learning via the UCEM VLE and face-to-face workshops. This is referred to as 'blended learning'.

¹ Bodies which provide accreditation and/or recognition for courses or programmes which can lead to particular qualifications, if requirements are met. For example, the Royal Institution of Chartered Surveyors (RICS) is a professional, statutory and regulatory body (PSRB).

2. UCEM programme, unit and credit framework

2.1 Programme

2.1.1. Programmes at level 3 are made up of units, which – where appropriate – allow you to choose subjects and specialisms.

2.1.2. **Programme specifications** provide key programme information, such as:

- programme entry requirements;
- units that make up the programme, including the level of each unit and the corresponding number of credits;
- programme learning outcomes and how you can show that you have met these.

Programme specifications are available on the [UCEM website](#) and on your programme page of the [VLE](#).

2.1.3. **Unit descriptors** provide key unit information, such as:

- unit learning outcomes and how you can show that you have met these;
- how the unit is assessed;
- learning materials.

Unit descriptors are available on your programme page on the [VLE](#).

2.2 Unit

2.2.1. Units may be either core (i.e. compulsory for the programme) or elective (i.e. a selection from a specified set of units within the programme). Their status is made clear within your programme specification, where specific pathway requirements are clearly shown.

2.2.2. All units have an academic level based on national guidance².

2.2.3. The term 'credit' is a simple way of indicating, using numbers, the amount of learning required. The number of credits awarded is determined by the credit value assigned to a unit or qualification. Credit is awarded to students who have shown that they have successfully completed a unit.

2.2.4. All units carry a specific credit value. Credit is awarded if you have shown, through assessment, that you have successfully met the unit's learning outcomes.

2.2.5. Credits cannot be divided. If you only pass individual assessments within the unit, without gaining the necessary requirements for the whole unit, you are not eligible for any credits.

² As defined in the [Regulated Qualifications Framework \(RQF\)](#).

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- 2.2.6. Each unit descriptor confirms the indicated (referred to as 'notional') number of hours of study (known as 'learning hours') required for that unit. One credit is the equivalent of ten notional learning hours. The notional learning hours cover all time dedicated to the achievement of the specified learning outcomes of each unit. The completion of the units required for the award, combined with notional learning hours add up to the Total Qualification Time (TQT).
- 2.2.7. A unit will normally include a number of assessments. Unit descriptors will clearly state what percentage each piece equates to in terms of the overall assessment.

2.3 Award

- 2.3.1. UCEM confers the following awards aligned to level 3 RQF:
- Surveying Technician Diploma – (learning aim reference 00301593).
- 2.3.2. In order to be eligible for an award, you must achieve the minimum number of credits specified for the award.
- 2.3.3. Details of classifications and grades for your award can be found in your [Assessment, Progression and Award Regulations](#) and your [Programme Specification](#).
- 2.3.4. You may request a transcript detailing the credits you have achieved at any point in your studies.

2.4 Changes to units and programmes

- 2.4.1. UCEM may vary programme content, the units within a programme, entry requirements and methods of delivery, and discontinue, merge or combine programmes in order to:
- comply with external professional, accrediting and/or regulatory body requirements and/or changes in the law;
 - implement changes for the benefit of students as a consequence of programme monitoring;
 - ensure the curriculum is current and relevant to intended learning outcomes and/or standards of any relevant professional, accrediting and/or regulatory bodies (PSRBs) and/or employer requirements and/or to implement External Examiner feedback.
- 2.4.2. This is subject to consultation with relevant students and other stakeholders, setting out the proposed amendment(s), and in line with the [UCEM Code of Practice on Programme Monitoring, Amendment, Review and Discontinuation](#).
- 2.4.3. You will have every opportunity to follow an appropriate programme of study to achieve the award you have registered for within the timeframe stated. Please see sections 2.5 and 2.6 below.

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2.5 Suspension or withdrawal of units

- 2.5.1. The Apprenticeship Standards and Enhancement Committee (ASEC) may decide to either suspend delivery of any unit for a defined period of time or withdraw any unit. This may be on the grounds of the level of student demand and/or resource availability, or in response to:
- academic circumstances, such as the relevance and/or currency of the syllabus;
 - the need to review the purpose and/or level of the unit;
 - feedback;
 - annual monitoring³ or periodic review⁴.
- 2.5.2. If a unit is suspended or discontinued, you will be offered a suitable alternative. Before this happens, you will be provided with information regarding the change, as well as the options available.

2.6 Withdrawal of programme/award

- 2.6.1. The Academic Board may decide to discontinue UCEM programmes/awards on academic grounds; for example, in response to:
- academic circumstances, such as currency of the curriculum or student progression and retention;
 - feedback;
 - annual monitoring or periodic programme review.
- 2.6.2. The Principal has the authority, following consultation with the Senior Leadership Team, to discontinue a programme on the grounds of financial viability and/or resource availability.
- 2.6.3. If you are registered on an award which is discontinued, you will be given the opportunity to complete the programme of study in accordance with these regulations and the [Assessment, Progression and Award Regulations](#). In exceptional circumstances, the Academic Board may approve an accelerated programme closure, but in this instance, appropriate arrangements will be put in place to protect your interests.

³ The process of unit and programme review which looks at areas of good practice and areas for improvement. It takes into account qualitative and quantitative data, including feedback from students and externals (examiners, PSRBs and employers).

⁴ All programmes are subject to a major 'periodic review' after being delivered for a period of time specified at the programme approval event (known as 'validation'). This is usually every 5 years. Periodic review has a wider remit than annual monitoring.

3. Assessment

3.1 Principles

- 3.1.1. Assessment is the means by which you show that you have met the required learning outcomes. These are the skills, understanding or aptitudes that you should gain from your study, i.e. the goals of your learning.
- 3.1.2. 'Assessment' is used in these regulations to refer to all forms of learning evaluation; diagnostic⁵, formative⁶ and summative⁷.
- 3.1.3. The type of assessment used in each unit is set out in the unit descriptor, which is available on your programme page on the [VLE](#). Types of assessment at UCEM include: coursework⁸, computer marked assessments⁹ (CMAs), and a portfolio¹⁰ – these will take place either during or after the unit study period.
- 3.1.4. *Viva voce*¹¹ examinations may be used in exceptional circumstances¹², as determined by the relevant Board of Examiners. You may not request to be examined *viva voce* in addition to, or in instead of, the prescribed assessment.
- 3.1.5. Information on assessment strategies can be found in [UCEM's Learning, Teaching and Assessment Strategy](#).
- 3.1.6. A unit descriptor or learning resource may require you to develop knowledge and understanding of legal frameworks and/or practice relevant to the unit content. Where any new or amended law comes into effect up to six months prior to the assessments for the unit, you will be expected to familiarise yourself with any additional material provided about the general principles of such changes; however, you will not be assessed on them in detail.
- 3.1.7. You normally are expected to attempt all the assessments that contribute to your final unit grade. Failure to do so will jeopardise your chances of successful completion of your units. In addition, you may be given the opportunity to complete formative assessments to develop your knowledge and understanding of unit subject material, but which do not contribute towards your final unit grade.

⁵ Assesses existing knowledge.

⁶ Assessment providing feedback on your performance, designed to help you learn and improve your progress. It does not contribute to the final grade.

⁷ A formal assessment of your work, where the grade contributes to the final result.

⁸ 'Coursework' is the generic term for an assignment, project, portfolio, report or dissertation.

⁹ Assessments carried out via computer.

¹⁰ Portfolios of evidence produced throughout the study on the units. Much of the content will be produced by working alone, but informed by the workshop sessions and group work.

¹¹ An examination where you are expected to provide spoken answers to questions posed by the examiner, in real time, either in person or via appropriate electronic media.

¹² For example in response to certain mitigating circumstance cases, in investigating potential academic misconduct cases, or in special educational needs cases.

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3.2 Conduct of assessment

- 3.2.1. UCEM is committed to making arrangements for assessments that are fair and accessible for all students. It is your responsibility to read and follow the published rules, regulations and procedures on assessment.
- 3.2.2. You are expected to submit coursework assessments, computer marked assessments (CMAs) and portfolios by the required deadlines. Extensions are not permitted.
- 3.2.3. Where practical, coursework submissions are checked for plagiarism. Please see [UCEM's Code of Practice Chapter: Academic Misconduct Policy](#) for further details on plagiarism. It is your responsibility to ensure that coursework is your own work and that the contribution of others is properly acknowledged and referenced. You will learn more about plagiarism in your 'Personal Effectiveness' unit and you are also required to pass the plagiarism quiz.
- 3.2.4. It is your responsibility to ensure that you submit your coursework, computer marked assessments (CMAs) and portfolios. You must keep copies of your submitted assessment and confirmation of receipt by UCEM (for electronic submissions).
- 3.2.5. UCEM may reject portfolio submissions which are not submitted in the correct format.
- 3.2.6. Further details on the submission and marking of assessments are provided in the Student Handbook.
- 3.2.7. With the exception of those examples retained for long term monitoring or research, assessment materials are kept for a specified period linked to the required registration period for the award concerned. Subsequently, such material will be securely destroyed.

Special provisions for portfolios

- 3.2.8. If a portfolio arrives up to seven days after the submission deadline the portfolio will be capped at a Pass unless mitigating circumstances are approved (see paragraph 4.2.3 on mitigation).
- 3.2.9. Students may not amend, add to or delete from the portfolio after it has been submitted for marking.

3.3 Assessment, Progression and Award Regulations

- 3.3.1. The [UCEM Assessment, Progression and Awards Regulations for level 3 diploma programmes](#) are based on the principles set out in these regulations. They include specific information on:
 - requirements to pass the unit;
 - resubmissions;
 - number of attempts at assessment permitted;
 - compensation¹³;

¹³ The arithmetic offsetting of results below a threshold by other results above that threshold.

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- condonation¹⁴;
- mitigation;
- award credit and grade requirements;
- the appeals procedure.

3.3.2. The [UCEM Assessment, Progression and Awards Regulations](#) are designed to ensure consistent outcomes across programmes and therefore fairness to all students.

3.4 Assessment committees and boards

3.4.1. The following Boards and Committees are held to ensure that UCEM's assessment policies and regulations are applied consistently:

a) Scrutiny Boards

Review assessments to check that they are in line with:

- UCEM's Learning, Teaching and Assessment Strategy;
- the Assessment Handbook;
- the unit's learning outcomes;
- the required assessment format;
- the appropriate academic level.

b) Mitigating Circumstances Committee

Makes recommendations to the Unit Boards on cases of mitigating circumstances.

c) Unit Boards

Confirm and agree unit marks.

d) Progression and Award Boards

Verify progression through a programme to awards.

3.4.2. In addition, UCEM's Academic Misconduct Committee is responsible for reviewing all forms of alleged student academic misconduct (see Section 10.2).

3.4.3. Decisions on awards are ratified¹⁵ by the Academic Board. The date of any award will be the date of approval by the Progression and Award Board.

3.4.4. Please see the [UCEM Code of Practice: Board of Examiners](#) for more information.

¹⁴ Where, in very exceptional circumstances, a failed unit is excused. This is not standard practice and can only be authorised by the Progression and Award Board.

¹⁵ Ratifying an award is making it official i.e. this is the final step in the approval of the award.

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3.5 Moderation

- 3.5.1. Moderation¹⁶ includes the sampling of portfolios.
- 3.5.2. Any grades you receive during the study period are potentially subject to adjustment through moderation and should be regarded as provisional until the final ratification of the Progression and Award Board, after which confirmed unit results are released. Grades may be adjusted up or down following moderation.

3.6 Unit and programme grades

- 3.6.1. All assessment grades, and the awards to which they contribute, will be ratified by the Academic Board.
- 3.6.2. You must have completed all Pass elements to gain a Pass.
- 3.6.3. You must have completed all Pass and Merit elements to gain a Merit.
- 3.6.4. You must have completed all Pass, Merit and Distinction elements to gain a Distinction.
- 3.6.5. Once unit grades are compiled and agreed by Unit Boards, they may need to be combined as an average for progression or award purposes. This average is weighted according to the credit value of each unit.
- 3.6.6. Details of units whose grades must be averaged and the appropriate weightings applied are made clear in the [Assessment, Progression and Award Regulations](#).
- 3.6.7. Resulting weighted averages that are used for award purposes are classified according to the regulations set out in Section 9, and in the [Assessment, Progression and Award Regulations](#).
- 3.6.8. Unit, progression and award results are released to students as soon as possible, once all quality control processes are complete. Results will not be disclosed by telephone without the express permission of the Principal or exceptionally the Deputy Chief Executive Officer (CEO), in the Principal's absence.

4. Mitigating circumstances

- 4.1. UCEM acknowledges that you may cite mitigating circumstances¹⁷ as potentially having, or actually having had, adverse effects on assessment performance. Such cases will be evaluated by the Mitigating Circumstances Committee.
- 4.2. You should notify UCEM immediately if you believe that you have mitigating circumstances. It is your responsibility to submit the Mitigating Circumstances Form, accompanied by valid supporting evidence, within 28 days of the coursework submission date.

¹⁶ The academic monitoring and review of marking for accuracy and fairness.

¹⁷ Where your personal circumstances may affect your study. Please see the Policy on Submission and Approval of Mitigating Circumstances for a detailed definition.

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- 4.3. Mitigating circumstances submitted after the specified deadline will only be considered if insurmountable circumstances prevented you from submitting the form (e.g. hospitalisation, incarceration), and supporting evidence must be provided.
- 4.4. UCEM's Policy on Submission and Approval of Mitigating Circumstances, and the Mitigating Circumstances Form are available via the ['Programme Administration Team'](#) or ['Examinations Team'](#). It is your responsibility to familiarise yourself with this policy, which provides information on deadlines, acceptable cases, appropriate evidence and the range of provisions.
- 4.5. Further details on mitigating circumstances can also be found in the [Assessment, Progression and Award Regulations](#), and in your Student Handbook, available through your programme page of the [VLE](#).

5. Maximum period of registration

- 5.1. The 'maximum period of registration' refers to the time limit for completing each programme from initial registration.
- 5.2. The maximum registration period for the award is 3 years.
- 5.3. Cases of mitigating circumstances will be considered separately (see paragraph 4.2.3) and may exceptionally lead to an extension of the published time limit for the completion of the award concerned.
- 5.4. Apprenticeship students are normally expected to complete within 2 years, unless a break in learning has been agreed.
- 5.5. In order to be eligible for a diploma award on the successful completion of 45 credits, you must complete your programme of study within the time limit of the maximum registration period of 3 years. Any periods during which you have taken a break in studies (for whatever reason) are included in the maximum registration period.
- 5.6. UCEM will monitor your progress towards completing the programme within the time limits and offer advice/take interventions as appropriate. If you fall outside of the specified period for completion and/or registration, your study will be terminated.

6. Withdrawal, termination and break in study

6.1 Withdrawal

- 6.1.1. You must advise your apprenticeship managing agency (UCEM/Chartered Surveyors Training Trust /Eastleigh College) if you intend to withdraw from a programme. Failure to comply with this requirement will result in any assessments not completed being recorded as failed.
- 6.1.2. If you choose to withdraw from a programme, this will be permanent, and only in exceptional circumstances will you be permitted to re-apply for the programme. If you wish to withdraw, you are expected to discuss your reasons for withdrawing with your Apprenticeship Officer/Coordinator.

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- 6.1.3. On withdrawal, your registration with UCEM will end, and your access to the VLE will be removed.

6.2 Termination

- 6.2.1. Termination may be brought about by UCEM, under the circumstances stated under paragraph 6.2.2.
- 6.2.2. UCEM may terminate your study on a programme and/or unit, for reasons including:
- failure to meet the requirements of these regulations;
 - cases of academic misconduct;
 - disciplinary offences;
 - exhausting all of the permitted attempts at a unit;
 - exceeding the maximum period of registration for the programme, as set out in the Assessment, Progression and Award Regulations.
- 6.2.3. If your study is terminated, re-admittance will not be permitted under any circumstances. Your registration with UCEM will end, and VLE access will be removed.
- 6.2.4. Procedures relating to withdrawal and termination can be found on the UCEM website and [VLE](#). Please also see your [Terms and Conditions of Contract](#) and your Apprenticeship Handbook.

6.3 Break in learning (suspension of study)

- 6.3.1. A break in learning is when you are permitted to interrupt and suspend your programme of study, and cease to complete work for all the units that you are currently studying. You may opt to go on a break in learning due to personal or evidenced medical grounds.
- 6.3.2. A break in learning is for a specified period of time, not exceeding a 12 month period. A break in learning will not be permitted for short-term absences, such as holidays.
- 6.3.3. If the interruption to learning is for 5 weeks or less (one stage or less), mitigating circumstances may apply.
- 6.3.4. If the interruption to study is for 6 weeks or more (one stage or more), this will normally result in a break in learning.
- 6.3.5. You will still be counted as registered with UCEM for the period of your break in learning, and therefore all associated conditions will still apply. This period of break in learning will be included within your maximum period of registration.
- 6.3.6. If you have taken a break in learning, you will not be required to undertake academic study. You will not be given VLE access to units that have not yet started, throughout the period of the break in learning.
- 6.3.7. You will usually return from a break in learning either at the start of the semester or at the point in which the break in learning was taken, one year later. Therefore, a break in learning may be for one year, over which period there will be no apprenticeship funding for apprentice students.

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- 6.3.8. Where a student does not return from a break in learning or maintain contact with their Apprenticeship Officer/Coordinator regarding ongoing suspension, this will be considered a withdrawal by default (see Section 6.1).
- 6.3.9. Please also see your Apprenticeship Handbook for further information about your attendance requirements and your Student Handbook for information on postponement and withdrawal.

7. Re-assessment

- 7.1. If you fail to be awarded credits for your first attempt at a unit, you have the right to one further attempt through resubmission.
- 7.2. If you have to retake a unit or an assessment component of the unit, the unit grade will be capped at the Pass grade.
- 7.3. You are not permitted to repeat or retake assessment in units for which credits have already been awarded.
- 7.4. If you have valid mitigating circumstances and do not pass the unit at your first attempt, you may apply to use your second attempt at the unit without your grade being capped at the Pass grade. This also applies in cases where the mitigating circumstances involve any procedural failing by UCEM or its agents.
- 7.5. Successful re-assessment, although subject to capping, does not prevent you achieving higher award classifications above a Pass. Distinction and Merit classifications are still possible on the basis of grade profiles that include grades from re-assessments, albeit that those grades will have been subject to capping above a Pass.
- 7.6. In exceptional cases where condonation of a unit fail is granted by the Progression and Award Board, then up to a maximum of seven credits may be awarded to enable students to meet the minimum total credit requirements for awards. The condoned status of these units will be made explicit on result transcripts. In such cases, the grade carried forward from a condoned unit will be determined by the Progression and Award Board, giving due consideration to the nature of the exceptional mitigating circumstances and the results profile of the student concerned.
- 7.7. Please also refer to the [Assessment, Progression and Award Regulations](#) for details regarding resubmission and retakes and the grade implications.
- 7.8. You will not be allowed to continue with your chosen programme if you do not pass a unit within your two attempts (see paragraph 7.1). In such circumstances you will be deemed to have failed to achieve the appropriate number of credits.

8. Progression and trailing credits

- 8.1. You should refer to the [Assessment, Progression and Award Regulations](#) related to your programme of study for details on progression and the number of credits per semester you may take.
- 8.2. Permission to trail retake units is granted only at the discretion of the Progression and Award Board. It may be denied if the Board determines that you are making insufficient academic progress.

9. Granting of awards

9.1 Classification and grades

- 9.1.1. The aggregation of the element Pass, Merit and Distinction grades on the individual units contribute towards the overall classification of the award.
- 9.1.2. The award criteria for programme classifications can be found in the [Assessment, Progression and Award Regulations](#).

9.2 Posthumous awards

- 9.2.1. A posthumous award is an award given after the death of a student. On the recommendation of a Progression and Award Board, the Academic Board will normally ratify a posthumous degree where a student dies after completion of a programme but before graduation or, in exceptional circumstances, during study for a programme.
- 9.2.2. A posthumous award will not be distinguished in any way from other awards.
- 9.2.3. All available evidence will be considered when granting a posthumous award, including:
 - progression (the student will be expected to have achieved no fewer than 50% of the credits required at the appropriate level);
 - the possible impact of mitigating circumstances;
 - the student's level of commitment and participation;
 - the quality of work submitted by the student.
- 9.2.4. Where it is not possible to recommend a posthumous award, a formal record of achievement will be provided.

9.3 Conferment of awards and graduation

- 9.3.1. Responsibility for the academic standards of all UCEM higher education and professional awards lies with the Academic Board. The Academic Board will ratify awards on behalf of UCEM in line with these regulations. Please refer to the [UCEM Code of Practice - Board of Examiners](#) for more information. The decision of the Academic Board is final (subject to any subsequent academic appeals).
- 9.3.2. External Examiners are appointed by UCEM to ensure that standards are consistently applied in the granting of awards. Please refer to the [UCEM Code of Practice – External Examining](#) for further details.
- 9.3.3. Awards are conferred¹⁸ at an awards ceremony or graduation.
- 9.3.4. Once the award has been formally conferred, each successful student will be given a certificate as proof of the award received.
- 9.3.5. A UCEM award may be conferred on one occasion only.

¹⁸ Conferment is the final granting of an award by UCEM. Conferment happens at the awards ceremony or graduation.

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- 9.3.6. Replacement certificates will only be issued if UCEM receives a written request from the holder of the award. Replacement certificates will be authorised only where the original has been lost or damaged, or the name is incorrect, and on payment of the required fee (if any).
- 9.3.7. The name recorded on any certificate or transcript issued by UCEM, or included in any publication (see below), will be the name that you were last registered under. It is your responsibility to ensure that your personal details are up to date, and to inform UCEM of any changes.
- 9.3.8. On graduation, you shall wear UCEM academic dress at ceremonies for the conferment of UCEM awards.
- 9.3.9. If you have successfully completed a programme and the award has been granted¹⁹, you may not register for further units in order to improve your grade.

9.4 Revocation of awards

- 9.4.1. In exceptional circumstances, UCEM reserves the right at any time to officially cancel an award given. This is known as 'revocation' of an award. This may occur, for example, where records later show that the academic requirements have not been met, or where facts come to light which, if known at the time, would have resulted in a decision not to grant an award.
- 9.4.2. On notification that an award may be revoked, you may appeal against the decision (see Section 11.2).

9.5 Professional membership

- 9.5.1. Holders of UCEM awards that offer registration for a professional membership or qualification, in whole or in part towards such status or qualification, shall not necessarily or automatically be granted such right or exemption; this is at the discretion of the accrediting body.

10. General and academic conduct

10.1 General conduct

- 10.1.1. You are expected to follow reasonable standards of behaviour, honesty and integrity; UCEM may take disciplinary action if you fail to do so, including where such failure threatens the safety of, or disturbs, fellow students and/or staff and/or damages UCEM's property or reputation.
- 10.1.2. UCEM may terminate your learning or programme of study with immediate effect as a result of disciplinary action. If termination of a unit or programme occurs for this reason, the student or employer does not have the right to be reimbursed for any costs, including those for a programme of study.

¹⁹ i.e. the award has been approved by the Progression and Award Board and ratified by the Academic Board.

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- 10.1.3. The [Terms and Conditions of Contract](#) set out the range of disciplinary offences defined by UCEM. You must act at all times in accordance with the Terms and Conditions of Contract, which sets down the standards you can expect from UCEM, as well as your responsibilities as a student.

10.2 Academic misconduct

- 10.2.1. Academic Misconduct is defined as a form of cheating, which is the attempt to gain an advantage for oneself or another by deceit, which is punishable by a range of sanctions. This is defined in more detail in [UCEM's Code of Practice Chapter: Academic Misconduct Policy](#). All reported incidents are treated under these procedures.
- 10.2.2. The [UCEM Code of Practice Chapter: Academic Misconduct Policy](#) also sets out the penalties that can be applied; these range from the issue of a warning letter to expulsion. Penalties are determined in accordance with both the nature and scale of the misconduct and with precedent.
- 10.2.3. You must approach your assessments with academic integrity and ensure you have read the [UCEM Code of Practice Chapter: Academic Misconduct Policy](#) and accessed supporting information and resources in the Student Handbook and on the [VLE](#).

11. Complaints and academic appeals

11.1 Complaints

- 11.1.1. UCEM defines a complaint as '*an expression of dissatisfaction by one or more students about UCEM's action or lack of action, or about the standard of service provided by, or on behalf of UCEM*²⁰.
- 11.1.2. You are expected to raise any issues promptly and to abide by [UCEM's Code of Practice and the published procedure for student complaints](#), which includes the support available.
- 11.1.3. Information and guidance on the complaints procedure can be found on the [UCEM website](#) and [VLE](#).
- 11.1.4. You have a responsibility to familiarise yourself with the [Assessment, Progression and Award Regulations](#), deadlines and other requirements. A complaint should not be based on ignorance of, or misunderstanding of, such details.
- 11.1.5. The Academic Board holds ultimate responsibility for the approval and monitoring of the complaints procedure.

²⁰ [UCEM Code of Practice: Student Appeals and Complaints](#)

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11.2 Academic appeals

11.2.1. UCEM defines an appeal as *'a request for a review of a decision made by an individual or body (i.e. one of the UCEM committees) charged with determining applications for admission and making decisions about student progression, assessment and awards'*²¹. Full details of the process for making an appeal are contained in:

- i. [UCEM's Code of Practice: Student Appeals and Complaints](#);
- ii. [UCEM's Code of Practice Chapter: Academic Misconduct Policy](#);
- iii. [Assessment, Progression and Award Regulations](#).

Please also refer to the [Student Appeals Procedure](#).

11.2.2. There can be no appeal based solely on a challenge to the academic judgment of the examiner(s). Appeals submitted on this basis will therefore not be accepted.

11.2.3. You may appeal against the decision of a UCEM committee on the following grounds:

- i. there are mitigating or other circumstances potentially affecting you, which were not known, or could not, for good reason, be drawn to the attention of the UCEM committee at the time the decision was made;
- ii. there has been an administrative error or other irregularity, e.g. in the conduct of an examination or processing of marks; or
- iii. the committee did not follow its own rules and procedures under the regulations, or reached a decision that no reasonable body, properly directed and taking into account all relevant factors, could have arrived at.

11.2.4. If there are legitimate grounds for an appeal on these terms, the matter will be referred to an Independent Appeals Board.

11.2.5. Where an appeal is turned down by the Independent Appeals Board, you have no further right of appeal.

11.2.6. Appeals submitted outside of the published deadlines (i.e. within 10 working days of receiving the decision of a regulatory committee) will not be considered unless accompanied by evidence of mitigating or other circumstances.

11.2.7. All appeals must be made in writing and accompanied by the relevant evidence and fee. Details of who to appeal to are contained in the [Student Appeals Procedure](#). Appeals made by third parties on your behalf will not normally be accepted.

11.2.8. The academic appeals procedure cannot be used to complain about teaching or academic services. Any such complaint must be raised through the appropriate channels and at the time it occurs (see Section 11.1).

²¹ [UCEM Code of Practice: Student Appeals and Complaints](#).

12. Legalities

- 12.1. Any dispute, whether under these regulations or any other regulations or codes of conduct or any contract between UCEM and any students, shall be governed by, and interpreted in accordance with, English law.
- 12.2. In the event of educational services, facilities and arrangements provided being changed following appropriate consultation and approval, UCEM will ensure that your best interests and maintenance of the quality of such services are the main consideration.
- 12.3. You may be excluded from UCEM, either temporarily or permanently, on the authority of the Principal, or on the authority delegated to the Deputy Chief Executive Officer (CEO). This may be sanctioned on the basis of academic or disciplinary grounds. Additionally, UCEM reserves the right to exclude you or terminate your study if you make repeated and/or unfounded appeals or complaints regarding the programme and/or its delivery where, in the opinion of UCEM, such conduct is considered untruthful, vexatious, malicious and/or without sound reason. Any such decision is subject to the student's right of appeal under the [UCEM Code of Practice: Student Appeals and Complaints](#).
- 12.4. No person is eligible to commence study or to receive an award unless a written agreement and commitment statement has been signed by relevant parties.

13. Other policies and procedures

13.1 Ownership of student work

- 13.1.1. UCEM does not automatically own the rights to your 'intellectual property'²². However, there may be circumstances where UCEM will request that you assign your intellectual property to UCEM.
- 13.1.2. Should UCEM request assignment of intellectual property rights, UCEM will acknowledge appropriately the authorship of the work. Should UCEM gain any income from such work, it will share, by agreement, any net income with the student(s) concerned.
- 13.1.3. Any original work created by a student and submitted through, or posted on, the VLE is covered by the VLE terms of use provided to you.
- 13.1.4. Please refer to the [Intellectual Property Policy](#) for more details.

13.2 Equality

- 13.2.1. UCEM is committed to equality of opportunity and respect for diversity in all aspects of its operations. In accordance with the [UCEM Code of Practice: Equality and Diversity Policy](#), UCEM will treat all students fairly, equally and with respect in order to provide an environment in which to encourage you to reach your full potential.

²² Any inventions, designs, information, know-how, specifications, formulae, data, processes, methods, techniques and other technology that are conceived or developed by UCEM staff, UCEM students, collaborators and sponsors along or jointly with others (UCEM Intellectual Property Policy).

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13.2.2. UCEM expects all staff, students and other stakeholders to recognise these rights and act accordingly.

13.3 Disabilities and additional needs

13.3.1. UCEM is committed to creating an environment within which students with disabilities and additional needs have access to facilities and a learning environment that is, wherever possible, compatible with those experienced by their non-impaired peers. Further details can be found in the [UCEM Code of Practice: Disability and Additional Needs](#) and the [UCEM Code of Practice: Equality and Diversity Policy](#).

13.3.2. Applicants with disabilities (including specific learning difficulties) requiring support should declare them to their apprenticeship managing agency, who will in turn notify UCEM. Please also refer to the Apprenticeship Handbook and Student Handbook.

13.4 Health and safety

13.4.1. It is UCEM policy to take all necessary steps to ensure, as far as reasonably practicable, your health, safety and welfare as well as that of its employees and visitors. Provisions within this policy are in line with the Health and Safety at Work etc. Act (1974) and all other related legislation. You have an obligation to co-operate with UCEM on all health and safety matters and to conduct yourself in a manner that assures your own safety and the safety of others when on UCEM premises or other venues related to your programmes of study.

13.4.2. If you have any concerns about health and safety, you must contact your Apprenticeship Officer/Coordinator.

13.4.3. Any act committed by a student that would constitute, if committed by a UCEM employee, a breach of the provisions of the Health and Safety at Work etc. Act (1974), will be regarded also as a breach of these regulations.

13.5 Safeguarding

13.5.1. You have an obligation to co-operate with UCEM in relation to safeguarding²³. If you have a concern regarding your own health, wellbeing and human rights or the health, wellbeing and human rights of another UCEM student you should contact the Designated Safeguarding Lead by e-mailing safeguarding@ucem.ac.uk. Further details can be found in the [UCEM Code of Practice: Safeguarding and Prevent](#) and in the [Safeguarding Procedure](#).

13.6 Prevent

13.6.1. UCEM has a responsibility under the Counter-Terrorism and Security Act (2015) to “have due regard to the need to prevent people from being drawn into terrorism” and to ensure that students are aware of the procedures in the event that a concern is raised. This aligns with the [UK Government's Prevent Strategy](#).

²³ Protecting people’s health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.

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13.6.2. Please refer to the [Code of Practice: Safeguarding and Prevent and Prevent Procedure](#) for details of your responsibilities and the action you should take, should you have any concerns relating to extremism, including extremist ideas.

13.7 Privacy and data protection

13.7.1. Any personal information given to UCEM will be treated with the highest standards of security and confidentiality, in accordance with the United Kingdom Data Protection Act (1998).

13.7.2. Please [click here for the Privacy and Data Protection Policy](#).

13.8 Copyright and photocopying

13.8.1. Copyright in the programme materials belongs to UCEM. They are supplied only for your personal use whilst studying, and must not be copied or transferred to any other party. Any breach may lead to legal action being taken to protect UCEM's interest.

13.9 Virtual learning environment

13.9.1. You must follow all regulations and user policies relating to UCEM's virtual learning environment (VLE).

13.10 Freedom of Speech

13.10. UCEM is committed to the freedom of speech and expression, within the law. A key principle is that you and your fellow students and staff members have freedom to question, test and to put forward new ideas and opinions, without placing yourself at any risk.

13.11. UCEM's Freedom of Speech Policy sets out UCEM's approach to freedom of speech. It is available on the [UCEM Website](#).

14. Further support

If you have any queries, please contact Student Central by:

- logging an enquiry through the [Student Services Section of the VLE](#);
- telephoning +(0)44 118 921 4696.