CODE OF PRACTICE ON ASSESSMENT

APPENDIX E

Guide on the Progress of Students on Taught Programmes of Study

2018-19

Applicable to all cohorts

In the Code of Practice on Assessment and all Appendices the term “student” includes apprentices on degree apprenticeship programmes

Copies may be obtained from the Student Administration and Support Division on request
## Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Guidelines on student progress</td>
<td>1</td>
</tr>
<tr>
<td>2. Regulations relating to progress in studies</td>
<td>1</td>
</tr>
<tr>
<td>3. Monitoring mechanisms</td>
<td>1</td>
</tr>
<tr>
<td>4. Boards of Examiners</td>
<td>2</td>
</tr>
<tr>
<td>5. Faculty Progress Committees</td>
<td>3</td>
</tr>
<tr>
<td>6. Faculty Progress Committee Procedures</td>
<td>5</td>
</tr>
<tr>
<td>7. Further Appeal Procedures</td>
<td>6</td>
</tr>
</tbody>
</table>

Annexe 1  Notes for guidance of students who attend a meeting of a Faculty Progress Committee  8

Annexe 2  Notes for guidance of students who wish to submit an appeal to the Senate Committee on the Progress of Students  10

Annexe 3  Procedure for convening the Senate Committee on the Progress of Students  11
Guide on the Progress of Students on Taught Programmes of Study

1. Guidelines on Student Progress

The need for students to be given regular and prompt feedback on their performance and their progress throughout their studies is emphasised in the University's Code of Practice on Assessment. It is generally the case that students who attend and submit coursework regularly and thus receive such feedback progress successfully. The University's Progress Procedures are designed to monitor student performance and to investigate any reasons for an individual student's inability to make satisfactory progress in their studies. The purpose of this guide is to describe those procedures and to outline the actions which may be taken where students fail to make satisfactory progress in their studies. (Note: the procedures outlined in this Guide are for all undergraduate and taught postgraduate students including those studying online with the University's partner, Laureate Online Education ('Laureate'). There are different procedures for monitoring the academic progression of postgraduate research students which can be found in the PGR Code of Practice at https://www.liverpool.ac.uk/aqsd/academic-codes-of-practice/pgr-code-of-practice/).

The University delegates responsibility to Laureate for monitoring the progress of students studying online with Laureate. Decisions relating to such students' academic progress are made by the University of Liverpool Boards of Examiners.

2. Regulations relating to Progress in Studies

The requirements of the University to ensure the maintenance of acceptable progress by students are set out in the Ordinances.

3. Monitoring Mechanisms

3.1. It is the responsibility of each Faculty and Board of Examiners to ensure that an appropriate mechanism is operated throughout each academic session for monitoring the performance of students, taking remedial action, and for dealing with unsatisfactory students. The procedures employed for monitoring students and informing them of their progress should operate as uniformly as possible across Departments, Schools and Faculties so that similar action is taken in relation to student progress, irrespective of subject or department.

3.2. Departments will inform all their students, in writing, that regular attendance at lectures, classes, tutorials and laboratories is a requirement of their programmes and that appropriate action will be taken, or warnings given, if that requirement is not fulfilled (see the ‘Attendance’ section in Your University handbook). Students studying online programmes delivered in partnership with Laureate are expected to contribute to the classes regularly and to re-register for new modules within the time limits prescribed by Laureate. This information will be contained in appropriate handbooks or other documents issued to each student at the start of his/her programme. Students will be made aware that the key factor in determining whether their academic progress is satisfactory or otherwise is the demonstration of commitment to studies by good attendance at lectures, satisfactory performance in coursework or other continuous assessments, and regular participation in tutorials or other classes. It will be stressed to them that work must be submitted on time and that they must keep their departments informed of the reasons for any absences from classes or any other extenuating circumstances. For students studying online programmes delivered in partnership with Laureate, this includes keeping Laureate personnel informed of any circumstances which are preventing the student from participating on the programme as required. For certain disciplines, 100% attendance is required (for example, for clinical attachments). Departments should also emphasise the need for students to report any extenuating circumstances\(^1\) that they wish to be considered by a Board of

\(^1\)The procedures for reporting extenuating circumstances are set out in the Policy on Extenuating Circumstances in Relation to Performance in Assessments and Examinations which is set out in Appendix M to the Code of Practice on Assessment and the document: Student Guidelines on Extenuating Circumstances in Relation to Performance in Assessments and Examinations. Students studying online with Laureate should also consult the online student handbook.
Directors of Studies under the process described in section 3.3. In particular, Programme Leaders/Directors of Studies will refer students to their Heads of Departments/Dean of Schools (or their designated representatives) who may give a written or oral warning about their progress. Students will be informed that the absence of written or oral warnings may not necessarily indicate that their progress is satisfactory in all respects. On-campus students whose progress is giving particular cause for concern should be formally considered and/or interviewed by a Progress Panel acting on behalf of the Board of Examiners. Procedural advice will be provided to Schools and Departments by the Faculty. Students should be warned that the Board of Examiners may terminate their studies if improvements in their performance are not made. Students studying at the University under Tier 4 of the Home Office’s points-based immigration system should be advised that if studies are terminated or they are deemed withdrawn, the University has a statutory responsibility to report this information to the Home Office and the student will have to return to their home country.

3.3. Programme Leaders or their designated representatives will seek written reports on those students whose academic progress is giving cause for concern. Where appropriate, Programme Leaders/Directors of Studies will refer students to their Heads of Departments/Dean of Schools (or their designated representatives) who may give a written or oral warning about their progress. Students will be informed that the absence of written or oral warnings may not necessarily indicate that their progress is satisfactory in all respects. On-campus students whose progress is giving particular cause for concern should be formally considered and/or interviewed by a Progress Panel acting on behalf of the Board of Examiners. Procedural advice will be provided to Schools and Departments by the Faculty. Students should be warned that the Board of Examiners may terminate their studies if improvements in their performance are not made. Students studying at the University under Tier 4 of the Home Office’s points-based immigration system should be advised that if studies are terminated or they are deemed withdrawn, the University has a statutory responsibility to report this information to the Home Office and the student will have to return to their home country.

3.4. Certain professionally based courses (Medicine/Dentistry/Veterinary Science, for instance) impose their own well-defined systems for monitoring progress (particularly in relation to clinical practice placements), which may include regular formative and/or summative review of a student’s performance throughout the course. Where a decision is taken by a Board of Examiners, following such a review, that a student has not met specified requirements for progression but the student’s studies are not being terminated, the student has a right of appeal against that decision under Section One of the University’s Assessment Appeals Procedure (Appendix F of the Code of Practice on Assessment).

3.5. A student's academic advisor may be used as the first point of contact with a student whose progress is giving cause for concern. For students studying online programmes delivered in partnership with Laureate the first contact would be the Laureate Student Support Team. Such informal contact and consequential advice from an academic advisor (or Student Support Manager for those studying online with Laureate) can frequently avert the need for more formal progress procedures. However, when such procedures become necessary, an academic advisor requires feedback from that process in order to advise and support the student. It is also recognised that the academic advisor has a function to support the student and to safeguard that student’s interests in any progress report s/he is asked to make on the student. The academic advisor should not be asked to make any judgemental comment on their student, nor should they act as a member of a formal Progress Panel or Progression Board of Examiners when their tutee is being interviewed. Academic advisors should emphasise to their tutees, whenever possible, the need for them to provide details of any personal or medical circumstances to the appropriate Board of Examiners via the Extenuating Circumstances Committee.

4. Boards of Examiners

4.1. At the end of each assessment period and after re-sit examinations, Boards of Examiners (acting as Progression Boards) should review the progress of students in conjunction with any reviews carried out by Directors of Studies under the process described in section 3.3. In particular, consideration should be given to the following:

i. Students whose performance in the examination/assessment gives cause for concern;
ii. Students whose progress in academic, professional or clinical studies gives cause for concern;
iii. Students whose attendance is exceptionally poor;
iv. Students who are repeating the whole or part of a year of study, including the final year;
v. Students who have failed a continuously assessed module for which a reassessment opportunity is not offered.

4.2. In conducting the review of the progress of students Progression Boards will receive advice from Extenuating Circumstances Committees on the likely effect of any such circumstances on a student’s ability to progress normally.
4.3. In some cases, especially where a student’s attendance has been poor, a formal Progress Panel, acting on behalf of the Board of Examiners (Progression Board), and meeting outside the normal schedule of meetings, may have considered and/or interviewed a student and concluded that the student be declared to have made unsatisfactory progress. Such Progress Panels should consist of at least two, and preferably three, members of the Board of Examiners with one member nominated to chair the Panel meeting. A member of Professional Services staff should act as note-taker in such meetings. In such cases, a statement from the Progress Panel will also be submitted to the Secretary of the Faculty Progress Committee.

4.4. Students will normally be allowed to continue their year of study and take any required reassessments. However, for those students who have either not satisfied the requirements for progression or who have not responded adequately to the requirements of formal interviews concerning their academic progress (see section 3.3), Progression Boards may decide, either in mid-session or at the end of each session, upon one of the following actions:

i. That the student be recorded as having withdrawn;
ii. That the student be deemed to have withdrawn in the absence of any communication from him/her;
iii. That the student be recorded as having reached the maximum period of registration and be required to terminate studies forthwith;
iv. That the student be recorded as not having made satisfactory progress in his or her studies and that s/he be required to terminate them forthwith;
v. That the student be allowed to repeat failed modules, components of modules, clinical placements, or in exceptional cases, the whole year of study. The Board must decide and record which modules (or components of modules) must be taken with attendance and which must be taken without attendance. The progress of students repeating programmes of study should be reviewed at the end of every semester. (The timing of such reviews may differ from this for students undertaking clinical studies);
vi. That a student be permitted to progress to the next year of study but on a different programme (for example when a student has not achieved progression requirements for an integrated master’s programme at the end of year two);
ii. That the student be recorded as having made satisfactory progress in his or her studies and that s/he be allowed to continue;
ii. That the student be severely warned as to his or her future attendance and performance, but allowed to continue and that, where appropriate, remedial measures are put in place;
(ix) That the student be allowed to continue subject to referral to the Fitness to Practise Procedures.
(x) That the student be allowed to continue subject to referral to the Fitness to Practise Procedures (applies only to those students on programmes covered by the Fitness to Practise Procedures).
(xi) That the student be recorded as having reached the maximum period of registration and be required to terminate studies forthwith;
ii. That the student be deemed to have withdrawn;
ii. That the student be recorded as not having made satisfactory progress in his or her studies and that s/he be required to terminate them forthwith;

4.5. Unless, in exceptional circumstances, the Board of Examiners specifically states otherwise, students who are repeating a year of study will also be allowed to take the August/September reassessments in the repeat year.

4.6. In each case, the decision of the Board of Examiners acting as Progression Boards will be communicated to the student in writing by the Faculty. This communication shall normally be sent to the student’s University email address and to their home and term-time addresses (or, in the case of students studying online programmes delivered in partnership with Laureate, to their Laureate email address only). The Faculty may delegate this function to Schools but only for decisions which permit the student to continue to study. Decisions which terminate students’ studies, either because of withdrawal or unsatisfactory progress, should be communicated directly from the Faculty, or for students studying online programmes delivered in partnership with Laureate, under delegated authority by Laureate. In these circumstances the student will also be advised of his/her right of appeal against that decision to the Faculty Progress Committee. However, students whose studies are terminated under the University’s Academic Integrity Policy (Appendix L of the Code of Practice on Assessment) may only appeal against that decision in accordance with the provisions of Section One of the University’s Assessment Appeals Procedure.
4.7 In cases where a decision is taken under 4.4 (xi) above, students shall have a right to appeal the decision under Section One of the Assessment Appeals Procedure (Appendix F of the Code of Practice on Assessment)

5. Faculty Progress Committees

5.1. The terms of reference of Faculty Progress Committees are as follows:

i. A Faculty Progress Committee shall be established in each of the Faculties; the membership of the several committees shall be determined by the respective Faculties in accordance with the defined constitution;

ii. Each Faculty Progress Committee shall hear appeals by students against the decision of a Board of Examiners acting as Progression Boards as set out under 4.6) above;

iii. The decisions of Faculty Progress Committees will normally be communicated to students as soon as possible after the appropriate meeting;

iv. The Secretary of each Faculty Progress Committee shall be a member of the Chief Operating Officer’s staff.

5.2. In its operation the Faculty Progress Committee shall observe the following general principles:

i. That the Faculty or, as delegated, Laureate, shall write to students in accordance with the provisions of 4.6) above informing the student that they may appeal the decision of the Board of Examiners to the Faculty Progress Committee at which they will be given a full opportunity of stating their case;

ii. It shall be the duty of a Faculty Progress Committee to investigate as far as possible the causes of failure in examination and neglect of University study when considering student appeals.

5.3. Students may submit an appeal against the decision of a Board of Examiners on the following grounds:

i. That assessments were not conducted in accordance with the current regulations governing the programme of study;

ii. That some other material irregularity has occurred;

iii. That performance in assessments was adversely affected by illness or other significant factors which, for valid reasons, the student was unable to divulge before the Board of Examiners met to consider the student’s performance.

5.4. Students may not submit appeals on grounds which dispute the academic judgement of the Board of Examiners or against decisions to terminate their studies under the University’s Academic Integrity Policy or against any other matter already considered by a Board of Examiners or under any other procedure (e.g. the Assessment Appeals Procedure or the Student Complaints Procedure).

5.5. Where studies of a student on a postgraduate taught programme have been terminated before the normal expected date of completion of their programme (e.g. end of semester two examinations) the student may appeal against this decision to the Faculty Progress Committee, in accordance with Section 6 of these Procedures.

5.6. The membership of each Faculty Progress Committee shall include the Executive Pro-Vice-Chancellor (or his/her designated representative), and normally no more than four other members of the academic staff of the Faculty. Where the Faculty Progress Committee is convened to hear an appeal submitted by a student studying an online programme delivered in partnership with Laureate, the membership shall include a University of Liverpool Programme Leader/Director of Studies for online students for a different programme from that on which the student was studying. The Head of the appropriate Department or Director of Studies or Chair of Board of Examiners concerned (or his/her designated representative) should be invited to attend only to provide information and advice in the consideration of the case of their
student(s). Where the case of a student from a joint honours programme involving more than one Faculty is being considered, a representative of the Department(s) outside the Faculty may be invited to attend the Faculty Progress Committee to provide information and advice.

5.7. Faculty Progress Committees shall not include any members from the Board of Examiners that declared the student unsatisfactory.

5.8. A Faculty Progress Committee (or a Board of Examiners) cannot take a course of action which is not permitted by the programme ordinance and regulations or the Code of Practice on Assessment without approval on behalf of the Council (Ordinance) or the Senate (Regulations/Code of Practice on Assessment). It may, in exceptional circumstances recommend such a course of action for consideration and approval by the Pro-Vice-Chancellor for Education on behalf of the Senate and Council.

5.9. A Board of Examiners or Faculty Progress Committee does not have the authority to require a student to suspend studies for health or other personal reasons. Advice on any such cases, including any referral of a student to the Fitness to Study Policy, should be sought from the Head of Student Services or the Director of Student Experience and Enhancement.

5.10 Misconduct or breaches of the University's Academic Integrity Policy on the part of a student is not an issue for a Faculty Progress Committee. In instances of alleged misconduct, procedures will be followed as set down in the University's Policy on Student Conduct and Discipline (copies obtainable from the Student Administration and Support Division). Consideration of a student's fitness to practise is not an issue for a Faculty Progress Committee. However, during the course of the consideration of the student's academic studies or in assessed clinical work should issues emerge concerning their fitness to train or practise on their professional programme, the relevant School should refer to the University's Fitness to Practise Procedures (copies available from Student Administration and Support Division).

5.11. The Faculty Progress Committee is concerned with the progress of all undergraduate and taught postgraduate students.

6. Faculty Progress Committee Procedures

6.1. Faculty Progress Committees are convened to hear appeals from students against a decision to terminate their studies taken by a Board of Examiners acting as a Progression Board, in accordance with the provisions of 4.6) above. There is no right of appeal against any decision by the Board of Examiners exercising its academic judgement which permits the student to continue with their studies including repeat study with or without attendance. The Committee and the student will thus need to see the evidence on which the Progression Board’s decision was taken, including any extenuating circumstances presented to the Extenuating Circumstances Committee2. (In accordance with the University’s policy on extenuating circumstances all such cases will be treated in the strictest confidence). The Faculty Progress Committee will assess such evidence objectively, to maintain parity in the treatment of students in comparable situations, and to act in accordance with established precedent. The Faculty Progress Committee should also assess any claim of the student that the decision of the Board of Examiners to terminate studies was unfair as a result of some procedural irregularity. Faculty Progress Committees may need to be convened outside the normal schedule of meetings to hear appeals against decisions of Boards of Examiners acting as Progress Panels to terminate students’ studies.

6.2. In implementing the terms of reference (paragraph 5.1 above) the following procedures shall be adopted:

i. Meetings of the Committee shall normally be held at or around the end of each semester/examination period, including re-sit examinations.

ii. In communicating the decision of the Board of Examiners to the student, the Faculty (or Laureate in the case of students on online programmes delivered in partnership with Laureate) may notify

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2 The Faculty Progress Committee may also consider extenuating circumstances cases that are submitted after the Board of Examiners in relation to undergraduate students in a year of study other than their final year; see the Policy for Extenuating Circumstances in Relation to Performance in Assessments and Examinations which is set out in Appendix M to the Code of Practice on Assessment and the document Student Guidelines on Extenuating Circumstances in Relation to Performance in Assessments and Examinations.
students of the date on which any appeal they choose to make will be heard by a Faculty Progress Committee, provided that this date is not less than 15 working days from the date of the letter from the Faculty (that is, not less than five working days after the deadline for submission of an appeal). In the case of students on the online programmes, this date shall be not less than 25 working days from the date of the letter from Laureate (that is, not less than 20 working days after the deadline for submission of an appeal). Where the date is not pre-notified to students, a minimum of ten working days’ notice shall be given of the date of a Faculty Progress Committee hearing (20 working days’ notice in the case of online students). Where this is not possible (for instance, after August/September re-sit examinations and where urgent decisions about continuation of students to the next year of study are often needed), this must be drawn to the attention of the student, and an opportunity offered for a later appeal if wished, even if this means that the start of the following year of study might need to be delayed.

iii. Each student who requests an appeal before a Faculty Progress Committee must also be sent a statement giving notes for guidance relating to the meeting (Annexe 1).

iv. Students must be advised of the importance of contacting their academic advisor, (or other identified person in the School/Laureate), before the hearing, in order to obtain advice on the best way of presenting their case. The Faculty representative will provide advice on the procedures to be followed at the hearing. The notes for guidance also offer the student the opportunity to be accompanied at the hearing by a friend, who may be a fellow student, an academic advisor, a family member or some similar person. Students cannot be legally represented at a hearing but may choose to seek legal advice in making their submission. Students studying online programmes delivered in partnership with Laureate will be invited to an appeal hearing at Liverpool or a remote hearing using telephone technology. If the student chooses not to attend the hearing they must supply a written statement for consideration at the hearing.

v. Any new or additional evidence must be submitted to the Secretary of the Faculty Progress Committee. Such evidence may include a statement from an academic advisor and, where appropriate, a statement from a Hall Tutor. A written statement from the Progression Board should always be presented even when the Board is represented at the meeting to present its case in support of its decision. All members of the Committee, the student and the Progression Board’s representative should receive all the papers presented at least two working days before the appeal hearing. Students should be told clearly how they will be provided with papers (e.g. collection from a specific location or by post/email). Students should also be clearly advised that this is the last opportunity to present new evidence in support of their case.

vi. Where a student provides evidence of ill health or other personal circumstances, the Faculty Progress Committee will ascertain whether or not this constitutes new evidence which has not already been considered by an Extenuating Circumstances Committee. If it does not constitute new evidence, the Faculty Progress Committee will not normally uphold the appeal unless there is evidence to suggest that the previous decision by the Extenuating Circumstances Committee or Board of Examiners was not reasonable.

If it does constitute new evidence, the Faculty Progress Committee will only consider it if it determines that there is valid reason why the student could not have not have submitted an extenuating circumstances claim before the Board of Examiners met. In this circumstance, the Committee shall consider the evidence in accordance with the procedures normally adopted by an Extenuating Circumstances Committee, as set out in the Policy on Extenuating Circumstances in Relation to Performance in Assessments and Examinations (Code of Practice on Assessment Appendix M – see https://www.liverpool.ac.uk/media/livacuk/tqsd/code-of-practice-on-assessment/appendix_M_cop_assess.pdf).

vii In the event that a student who has requested a Faculty Progress Committee hearing fails to attend the hearing, the Committee is entitled to reach a decision in their absence, provided that the Committee is satisfied that the Secretary has made every reasonable attempt to communicate the date and time of the hearing to the student by letter and email.

6.3. A Faculty Progress Committee may uphold the student's appeal, in which case it will clearly set out the conditions for the student's continuation of study including the requirement to repeat modules and/or individual items of assessment with or without attendance and whether or not any repeat of assessment is at first or second attempt, or it may uphold the decision of the Progression Board that the student be required to terminate their studies. In either case, the Faculty Progress Committee will both inform the student of its decision at the end of the hearing and confirm that decision in writing. Where the student is studying on a programme covered by the University's Fitness to Practise Procedures, any decision by a
Faculty Progress Committee to allow the student to continue to study may be regarded as provisional should the Committee determine that the student’s fitness to train for practice needs to be determined prior to any return to study. Any decision taken by a Fitness to Practise Panel shall supersede any decision taken by a Faculty Progress Committee.

6.4 In the event that the student’s appeal is upheld and the student has submitted evidence of ill health, disability or other personal circumstances not previously disclosed to their School, then, unless the student explicitly requests otherwise, after the hearing that evidence will normally be provided by the Secretary to the Faculty Progress Committee to the relevant School in confidence, to be held on the student's file. Where the student has disclosed a condition which may constitute a disability under the Equality Act 2010 and has not previously discussed this with the University’s Disability Support Team, the Secretary, in informing the student of the decision of the Faculty Progress Committee, shall remind the student that they should contact the Disability Support Team if they consider that they require additional support or reasonable adjustments to be made to their programme in order to be able to progress successfully. Evidence relating to personal circumstances provided by a student with a progress appeal or created in consideration of a progress appeal must be kept on file in such a manner that no person without permission to access it may view it (e.g. hard copies in a sealed envelope marked ‘confidential – extenuating circumstances,’ electronic copies in password-protected files).

6.5 It should be emphasised that a Faculty Progress Committee is not empowered to overturn a mark which has been awarded by a Module Review Board.

6.6 A formal record of a Faculty Progress Committee hearing shall be made in the form of minutes which shall include details of those present (and the capacity in which they were present), the documentation received prior to the hearing and, if relevant, any additional documentation which was considered at the hearing, the decision taken by the Committee and the reasons for that decision.

7. Further Appeal Procedures

7.1 If a Faculty Progress Committee confirms the decision of a Progression Board that a student is ‘unsatisfactory’ or is deemed to have withdrawn, then the student may request a re-hearing by the Faculty Progress Committee, provided that, having received the written decision of the Faculty Progress Committee, the student considers that there is further evidence which should have been submitted, but which for good reason could not have been submitted at the original hearing. In this instance, ‘good reason’ does not include the withholding of evidence for any sensitive personal, family or cultural reasons. In such cases, the Chair and Secretary of the Faculty Progress Committee will decide whether or not the further evidence establishes a valid case for a re-hearing, including whether or not the student has provided good reason why it could not have been submitted at the original hearing, as long as a submission is made by the student within ten working days of the date of the letter giving the written decision. This consideration, the decision reached and reasons should be formally noted. The outcome of this consideration will be communicated to the student by the Secretary of the Faculty Progress Committee. If it is judged that a valid case for a re-hearing exists, then that case will be heard in accordance with the procedure of the first hearing.

7.2 Students may appeal to the Senate Progress Committee against the decision of the Faculty Progress Committee, but in normal circumstances such an appeal will only be accepted for consideration if evidence is submitted that at the Faculty Progress Committee the student concerned did not have a fair hearing as a consequence of some procedural irregularity.

7.3 If a student decides to appeal to the Senate Progress Committee, they must submit a full written statement of appeal and all relevant supporting documentation. The Secretary of the Committee shall consider the appeal request and make enquiries into the request as required. These enquiries may include consulting documentation relating to the Board of Examiners’ decision and the Faculty Progress Committee appeal. It should be noted that the case will be considered, initially, on the written evidence that is submitted, although, ultimately, the student may be invited or required to attend an appeal hearing. The Secretary of the Committee shall then consult the Chair, and will decide whether or not there is a case for the appeal to be heard by the Senate Progress Committee. The Secretary will communicate that decision in writing to the student. This consideration, the decision reached and reasons should be formally noted. If it is
decided that there is valid evidence of a material procedural irregularity in the way the student’s appeal was handled by the Faculty Progress Committee, a meeting of the Senate Progress Committee will be convened. Separate procedures are available for such a meeting. In circumstances where the student has presented new information as part of their appeal to the Senate Progress Committee, which could not for good reason have been presented to the Faculty Progress Committee previously, the Secretary, in consultation with the Chair of the Senate Progress Committee, may refer the matter to the Chair of the relevant Faculty Progress Committee, as a request for a re-hearing by Faculty Progress Committee. In order for an appeal to be considered, it must be received by the Chair of the Senate Committee on Progress of Students, via the Director of Student Administration and Support, Foundation Building, The University of Liverpool, Liverpool L69 7ZX, within ten working days of the receipt of the written decision of a Faculty Progress Committee.
Annexe 1

Notes for guidance of students who attend a meeting of a Faculty Progress Committee

Students are advised not to contact the Vice-Chancellor directly in relation to their appeal as she will not be able to respond. Any request for the Vice-Chancellor to get involved in an appeal which is not within the procedures may compromise the process for handling the appeal.

1. As indicated in the letter you have received with this guide, you have a right to appeal against the decision of your Board of Examiners (acting as Progression Board) that you have failed to make satisfactory academic progress. If you wish to appeal you must attend a meeting of the Faculty Progress Committee on the date indicated in your letter.

2. You need only attend the meeting if you do not accept the judgement of the Board of Examiners and wish to present a case for being allowed to continue your studies. If you do not attend, it will be assumed that you have now decided to accept the decision of the Progression Board that you be recorded as not having made satisfactory progress in your studies or as having been deemed withdrawn.

3. If you decide to attend, please indicate immediately that this is your decision on the form at the end of the Faculty (or Laureate) Administrator’s letter. If you so wish, you may also indicate on the attached form any new evidence of extenuating circumstances you wish to have considered by the Faculty Progress Committee. Any new evidence submitted as extenuating circumstances will only be considered by the Faculty Progress Committee if there is good reason why this could not have been submitted to the Extenuating Circumstances Committee by the previously stated deadlines. If you are unable to indicate on the attached form the precise nature of the evidence you intend to present, merely indicate that evidence will be produced at a later date. You should ensure that all evidence is received at least five working days before the meeting to allow for it to be circulated to Committee members. Please note that such evidence will be treated in the strictest confidence. On receipt of the form you will be informed by email of the exact time and location for your hearing. Students studying online with Laureate will be invited to attend a meeting at Liverpool but if they are unable to attend, arrangements for a remote hearing using telephone technology will be offered.

4. You will be asked to present your case to the Faculty Progress Committee which is made up of members of the academic staff chosen by your Faculty. You will be asked to explain any absences and your failure to make progress and the Committee will be willing to consider evidence of any problems of a financial, personal or medical nature. It is desirable to have written evidence in support of your case and essential if you wish to plead health problems. You may, if you wish, be accompanied by a friend who may be a fellow student, your academic advisor, a family member or some similar person. You cannot be legally represented at the hearing but may choose to seek legal advice in making your submission. You should inform your Faculty of the name and status of your friend. It is also your responsibility to arrange for their attendance and for the gathering and presentation of evidence in support of your case (you may need to request that your department/school provides copies of evidence which you have provided to the Extenuating Circumstances Committee during your studies). It is always wise to consult your academic advisor (for students studying online with Laureate, this is your Laureate Student Support Team) in the course of your preparations because they can explain to you the best way to present your case. If your academic advisor is unavailable, your School Student Support Office will provide you with the name of another academic who can give you necessary advice. You may also find it helpful to consult your lecturers, your Hall Residential Adviser or Warden, or the Advice Co-ordinator in the Guild of Students to gain further advice and help in the preparation of your case.

5. Always remember that the Faculty Progress Committee will expect you to produce all the reasons for your lack of academic success and this will be your last opportunity to provide evidence. Even if your extenuating circumstances are of a sensitive, personal or family nature, or it is not part of your culture to discuss such matters, you must present them to the Progress Committee with the relevant supporting evidence, as you will not have a subsequent opportunity to do so, even if you later appeal under Section 7 of the ‘Guide on Progress of Students on Taught Programmes of Study’.

6. The Faculty Progress Committee can be convened at any time of the year to hear your appeal against a decision of the Progression Board (or Progress Panel, acting on behalf of the Progression Board) that you
be declared ‘unsatisfactory’ for persistent absences from lectures, lack of engagement with your programme or for failing to make satisfactory academic progress. Should a Faculty Progress Committee uphold your appeal, it can make continuation of your studies conditional upon your attending properly in the future and on your submitting essays or other work. If your appeal is unsuccessful then the Faculty Progress Committee will confirm the Board of Examiners’ decision that your progress is ‘unsatisfactory’ and your studies will be terminated. Under no circumstances can the Committee overrule the decision of the Board of Examiners and declare you to have passed an examination which the Examiners have judged you to have failed.

7. In normal circumstances if you have appealed your Faculty Progress Committee will make the final decision in your case. As stated earlier, take care to present all your evidence at this stage. If you consider when you receive the Committee’s written decision that there is further evidence you should have submitted, you may ask for a further hearing by the Faculty Progress Committee. In normal circumstances, however, this will be only be granted if there is ‘good reason’ why this evidence was not submitted at the initial hearing and you have also sent that evidence to the Faculty Administrator within ten working days of the date of the letter informing you of the Committee’s decision. Please note that ‘good reason’ does not include the withholding of evidence for reasons of personal or family sensitivity, culture etc. as emphasised in paragraph 5.

8. If you consider that you have not been given a fair hearing by your Faculty Progress Committee, you have the right of appeal to the Senate Committee on the Progress of Students. Appeals will be heard, usually, only on the grounds of ‘procedural irregularity’. Details of the appeals procedure will be sent to you after the Faculty Progress Committee meeting if that meeting confirms the decision that your studies be terminated.

9. If the Faculty Progress Committee decides that you may repeat a year of study with attendance or partial attendance then you are advised to consult the Student Loan Company or any other sponsor to seek advice concerning possible loan and fee support for those studies.
Annexe 2

Notes for guidance of students on submitting an appeal to the Senate Committee on the Progress of Students

1. If the Faculty Progress Committee has not upheld your appeal and/or if your request for a re-hearing of the Faculty Progress Committee has been turned down or has proved unsuccessful, you will be provided with a further right of appeal against this decision to the Senate Committee on the Progress of Students.

2. Appeals to the Senate Committee will only be considered by the Committee if it is considered that there is evidence which demonstrates that at the Faculty Progress Committee you did not have a fair hearing as a consequence of some procedural irregularity. In your statement of appeal you will need to state clearly why you believe that a procedural irregularity has occurred and you will need to demonstrate that this has led to an unfair hearing. Appeal statements and supporting documentation should be submitted either electronically or in hard copy to the Director of Student Administration and Support within ten working days of the receipt of the decision by the Faculty Progress Committee.

3. Appeals to the Senate Committee will be considered in the first instance by the Secretary to that Committee in consultation with the Chair to decide whether there is a case for the appeal to be heard by the Senate Committee. You must remember that this consideration is undertaken independently by people who will not have had any dealings with your case previously. Your statement of appeal therefore has to be written clearly and should reference all supporting documentation. You may seek support in this from the Academic Advisor in the Liverpool Guild of Students.

4. You should bear in mind that the timescales for considering any appeal to the Senate Committee on the Progress of Students usually mean that the process will not be completed before the start of the new academic session. Whilst your appeal is being considered and for the time it takes to convene a meeting of the Senate Committee, where appropriate, your status as a student will remain as determined by the Board of Examiners, i.e. your studies will have been terminated. You are therefore not permitted to attend classes or receive supervision or access the University’s facilities and services.

5. You will be informed by the Secretary to the Senate Committee of the likely timescales involved in considering your appeal and you may be invited or required to attending a hearing. You should provide full contact details including a postal address, contact telephone number and/or a personal email address in your statement of appeal.
Annexe 3

Procedure for convening the Senate Committee on the Progress of Students

1. The Senate Committee on the Progress of Students will be convened to determine appeals made by students against decisions made by a Faculty Progress Committee, normally only on the grounds that they did not receive a fair hearing at the Faculty Progress Committee as a consequence of some procedural irregularity.

2. The student will be invited, with at least 15 days’ notice, to attend the meeting of the Senate Committee on the Progress of Students.

3. The student will be entitled to bring a friend who may be a fellow student, an academic advisor, a family member or some similar person. Students cannot be legally represented at the hearing but may choose to seek legal advice in making their submission.

4. The student will be entitled to bring witnesses to the hearing, provided that the names and addresses of witnesses are supplied to the Secretary, in writing, no later than ten working days prior to the hearing.

5. The Chair of the relevant Faculty Progress Committee or his/her nominee, and any other relevant party in the University, will be invited to attend the hearing. Any nominee of the Chair of the Faculty Progress Committee must be a member of the Committee who was in attendance at the meeting of the Progress Committee which made the decision to terminate the studies of the student or refuse re-admission to the University.

6. The Chair of the relevant Faculty Progress Committee, or nominee, will be entitled to bring witnesses to the hearing, provided that the names and addresses of witnesses are supplied to the Secretary, in writing, no later than ten working days prior to the hearing. It will be the responsibility of the Chair of the relevant Faculty Progress Committee to ensure that any such witnesses are willing and able to attend the hearing.

7. The student and the Chair of the Faculty Progress Committee will be invited to submit a written statement to the Secretary to the Committee no later than ten working days prior to the hearing.

8. The Secretary shall circulate the names of all those attending and all papers submitted by all parties to all parties except witnesses at least five working days before the hearing. Should each party wish their witnesses to have copies of the papers, they should arrange this themselves.

9. **Procedure for the hearing:**

   a) The Chair of the Senate Committee on the Progress of Students will introduce all parties present, stating the purpose of their attendance. Normally witnesses will only attend the hearing at the appropriate time in the procedure.

   b) The student will be invited to present their case to the Committee, calling witnesses as appropriate. The Committee may wish to ask questions of the student and witnesses.

   c) The Chair of the Faculty Progress Committee and any other relevant party will then be invited to present their cases to the Committee, calling witnesses as appropriate. The Committee may wish to ask questions of the Chair of the Faculty Progress Committee, any witnesses and any other relevant party present.

   d) The student will be asked to make a final statement.

   e) The student and the Chair of the Faculty Progress Committee and any representatives will leave the room.

   f) The Senate Committee will then consider its decision. The Senate Committee will make its decision in accordance with its terms of reference.
g) The student, and the Chair of the Faculty Progress Committee and their respective representatives will be invited back into the room and the Chair of the Senate Committee will communicate the Committee’s decision which will be confirmed in writing once the minutes of the hearing are written and approved.

10. The student will not have any further right of appeal within the University but shall be provided with a Completion of Procedures letter which may entitle them to make a complaint to the Office of the Independent Adjudicator for Higher Education (OIA).