



CODE OF PRACTICE ON ASSESSMENT

APPENDIX E

Guide on the Progress of Students on Taught Programmes of Study

2024-25

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
Student Life on request

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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, Kaplan Open Learning ('Kaplan'). 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 Kaplan for monitoring the progress of students studying online with Kaplan. Decisions relating to such students' academic progress are made by the University of Liverpool Boards of Examiners.

2. Regulations relating to Progress in Studies and other University procedures

- 2.1 The requirements of the University to ensure the maintenance of acceptable progress by students are set out in the Ordinances. Progression requirements are also detailed within the Code of Practice on Assessment.
- 2.2 Where concerns are raised which suggest that a student's ability to meet generic fitness standards in-year as a result of ill health, consideration should be given to following the Policy and Procedures to Determine and Support a Student's Fitness to Continue in Study rather than these Progress Procedures. [Fitness, to, Study, and, Engage, in, Student, Experience, Policy, Approved, pdf \(liverpool.ac.uk\)](#)

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 handbook¹). Students studying online programmes delivered in partnership with Kaplan are expected to contribute to the classes regularly and to re-register for new modules within the time limits prescribed by Kaplan. This information will be contained in appropriate handbooks or other documents issued to each student at the start of their programme, or made available online. 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

¹ <https://www.liverpool.ac.uk/student-administration/my-student-record/student-handbooks/>

for any absences from classes or any other extenuating circumstances. For students studying online programmes delivered in partnership with Kaplan, this includes keeping the Student Support Team 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 circumstances² that they wish to be considered by a Board of Examiners. For international students who are studying in the UK under Tier 4 of the Home Office's point-based immigration system, regular attendance at the University is a condition of the visa and as an immigration sponsor, the University is required to monitor students' attendance and report to the Home Office any international student who is not meeting the attendance requirements of the programme.

- 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, although the absence of written or oral warnings should not necessarily indicate to a student that their progress is satisfactory in all respects. On-campus students whose progress is giving particular cause for concern should be formally considered in-year (see 3.6 and 4.3 below). 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, although in some areas this responsibility may be undertaken by other staff involved in pastoral care. For students studying online programmes delivered in partnership with Kaplan the first contact would be the Kaplan Student Support Team. Such informal contact and consequential advice can frequently avert the need for more formal progress procedures. However, when such procedures become necessary, an academic advisor or pastoral staff member requires feedback from that process in order to advise and support the student. It is also recognised that the academic advisor or pastoral staff member has a function to support the student and to safeguard that student's interests in any progress report they are asked to make on the student. The academic advisor or pastoral staff member 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's progress is being considered. Academic advisors or pastoral staff 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.
- 3.6. Departments, Schools or Institutes may arrange a Progress Review meeting with students whose progress is under review or whose progress or performance gives cause for concern to discuss any reasons why the student may be struggling and any appropriate support or conditions which may be put in place for their continued studies. The student will be expected to engage with the progress review and to provide details of any circumstances which they consider have affected their progress or performance. The meeting shall be conducted by at least two, preferably three, members of staff (of whom at least one must be an academic member) and may include the student's academic advisor or

² 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 Kaplan Open Learning should also consult the online student handbook.

pastoral support staff. The student shall be entitled to be accompanied by a friend, who may be a member of the Guild Advice Service, a fellow student, a member of staff or some similar person (but not a legal representative), Notes of the meeting shall be made and lodged with the appropriate School Student Experience Team. Where issues cannot be resolved satisfactorily, or the student fails to engage with the meeting or with conditions arising from a meeting, or where the student continues to give cause for concern, the student's case may be referred to a formal Progress Panel convened by their Department, School or Institute (see 4.3 below). Notes and correspondence relating to the progress review will normally be provided to the Progress Panel.

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 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. The Progress Panel may request and receive reports on the student's attendance record, details of communications (including any warnings) with the student and notes of any progress. 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 or Progress Panels 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 them;
 - 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 their studies and that they 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);

- vii. That the student be recorded as having made satisfactory progress in their studies and that they be allowed to continue;
 - viii. That the student be severely warned as to their 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 Study 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. Where a Progress Panel or Progression Board is permitted to do so under the relevant Programme Ordinance, that the student be excluded from an examination if it is deemed that the student has not attended satisfactorily the approved programme of study or who has not properly completed written or other work, including clinical work.
- 4.5. Unless, in exceptional circumstances, the Progression Board or Progress Panel 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 Progression Board or Progress Panel 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 Kaplan, to their University 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 Kaplan, under delegated authority by Kaplan. In these circumstances the student will also be advised of their 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 (Appendix F of the Code of Practice on Assessment) and do not have a right of appeal to the Faculty Progress Committee. Students must submit any appeal within ten working days of the date of the communication from the Faculty or, for students studying online programmes delivered in partnership with Kaplan, within ten working days of the date of the formal communication from Kaplan.
- 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 Director of Student Experience and Enhancement's staff.
- 5.2. In its operation the Faculty Progress Committee shall observe the following general principles:
- i. That the Faculty or, as delegated, Kaplan, 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 good 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 their designated representative in the Chair), and normally no more than **four** other members of academic staff. Where appropriate or necessary, these members of staff may be drawn from outside of the Faculty concerned. Where the Faculty Progress Committee is convened to hear an appeal submitted by a student studying an online programme delivered in partnership with Kaplan Open Learning, 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 their 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 or Progress Panel that declared the student unsatisfactory.
- 5.8. A Faculty Progress Committee (or a Board of Examiners or Progress Panel) 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 interrupt their 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 Student Life). Consideration of a student's fitness to practise is not an issue for a Faculty Progress Committee. However, should issues emerge during the course of the consideration of the student's academic studies or in assessed clinical work 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 Life).
- 5.11. The Faculty Progress Committee is concerned with the progress of all undergraduate and taught postgraduate students.

6. Faculty Progress Committee Procedures: Initial Consideration of Case

- 6.1. Within ten working days of the date of the communication of termination of studies (see 4.6 above), the student shall submit a pro-forma which clearly indicates the grounds on which the student wishes to appeal. The student is required to provide with this pro-forma any supporting documentation or evidence to which they wish consideration to be given in their appeal. Exceptionally, where evidence cannot be provided with the pro-forma but the student expects to be able to provide such evidence in due course, the student can indicate what evidence is to follow and the expected deadline by which it can be provided (this will normally be within one calendar month unless where an explicit agreement is given by the Secretary to the Faculty Progress Committee for later submission). Where the student indicates that evidence is to follow, consideration of the case for the appeal to be heard will be deferred until it is received. Where the evidence is not provided by the student by an agreed deadline, consideration of the case for the appeal to be heard will then proceed in the absence of the additional evidence and the student will not normally be permitted to submit at a later date additional evidence in support of the appeal or any escalation to later stages of the appeal procedure.
- 6.2. Upon receipt of a pro-forma, the Secretary to the Faculty Progress Committee will acknowledge it normally within two working days and, where the student has indicated that further evidence is to follow, this acknowledgement will include a deadline by which the further submission must be made. Where a student is permitted to make such a further submission, the Secretary to the Faculty Progress Committee will acknowledge its submission normally within two working days
- 6.3. Following receipt of a pro-forma and any exceptionally permitted later evidence, the Secretary to the Faculty Progress Committee, in consultation with an academic member of the approved pool of members of the Faculty Progress Committee, shall make any enquiries into the circumstances of the appeal, as required. These enquiries may include consulting documentation from the processes leading the decision to terminate studies and may include (but are not limited to) the Ordinance and Regulations for the student's programme, information provide to students about relevant procedures (e.g. Extenuating g Circumstances Procedure), any previous warnings or guidance issued to the student and notes or minutes from interviews with the student, progress review meetings, Progress Panels or Boards of Examiners. Such enquiries shall be restricted to establishing matters of fact only, in order to establish whether there is a case for the appeal to be considered further. This initial stage of review shall normally be completed within five working days.
- 6.4. The Secretary and member of the Faculty Progress Committee are entitled to conclude:
- (a) that there is no valid case for the appeal to be considered further (see 8.1 below).
 - (b) that there is a clear case of some material irregularity or administrative error which should be referred to the Chair of the Faculty Progress Committee (see 6.6 below).
 - (c) that consideration of any case for the appeal to be considered further should be deferred pending referral to as the Assessment Appeals Procedure or the Student Complaints Policy and Procedure.
 - (d) that there is a case for the appeal to be heard by the Faculty Progress Committee (see 6.7 below).
- 6.5. The Secretary and member of the Faculty Progress Committee may conclude that there is no valid case for the appeal to be considered further where:
- (a) the student has failed to submit their appeal under one or more of the valid grounds for appeal, including failure to cite any of the grounds or citing issues which are not accepted as grounds for appeal (see 5.3 and 5.4 above above)
 - (b) there is insufficient evidence provided by the student to support their grounds for appeal (including failure to submit additional evidence by any permitted extended deadline)
 - (c) the evidence submitted is not relevant to the grounds for appeal (e.g. does not cover the time period concerned) or there are valid reasons to consider that the evidence provided has been falsified.
 - (d) there is no good reason why the student could not have submitted an Extenuating Circumstances claim prior to a decision by a Board of Examiners.

- 6.6. The Secretary and member of the Faculty Progress Committee may conclude that there is a clear case of some material irregularity or administrative error which should be referred to the Chair of the Faculty Progress Committee if they consider that there is strong evidence to suggest that a Faculty Progress Committee would uphold the appeal. The Chair of the Faculty Progress Committee shall then decide whether to take Chair's Action (with or without consultation with other members of the Faculty Progress Committee) to uphold the appeal without the need for a hearing or to convene a hearing of the Faculty Progress Committee to which the student shall be invited.
- 6.7. The Secretary and member of the Faculty Progress Committee may conclude that the student has cited in their appeal submission an issue or concern which cannot be addressed directly by the Faculty Progress Committee but which falls either under Section 1 of the Assessment Appeals Procedure (Code of Practice on Assessment Appendix F) or which requires investigation as a complaint under the Student Complaints Policy and Procedure. In such cases, the Secretary and member of the Faculty Progress Committee may conclude that the progress appeal should be put on hold pending completion of the other procedure. Should an assessment appeal or a complaint be partially or fully upheld, appropriate redress should be taken under those procedures and only if these do not include a reversal of the decision to terminate a student's studies should consideration of the progress appeal then proceed.

7. Faculty Progress Committee Procedures: Hearings

- 7.1. Where a valid case for hearing an appeal has been established, Faculty Progress Committees are convened in accordance with the provisions of 4.6) above. The Committee and the student will thus need to see the evidence on which the Progress Panel or Progression Board's decision was taken, including any extenuating circumstances presented to the Extenuating Circumstances Committee³. (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. Faculty Progress Committees may need to be convened outside the normal schedule of meetings to hear appeals against decisions of Progress Panels to terminate students' studies.
- 7.2. 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 Kaplan in the case of students on online programmes delivered in partnership with Kaplan) may notify 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 Kaplan (that is, not less than 15 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 obtaining advice on the best way of presenting their case. Independent advice is available to students from the Guild Advice Service. The student may also wish to consult with their academic advisor or another pastoral member of staff. Advice

³ 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*.

on the procedures to be followed at the hearing may be obtained from the Secretary to the Faculty Progress Committee. The notes for guidance also offer the student the opportunity to be accompanied at the hearing by a friend, who may be a member of the Guild Advice Service, 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 Kaplan 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 Residential Advisor. A written statement from the Progress Panel or 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 Progress Panel/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 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 https://www.liverpool.ac.uk/media/livacuk/tgsd/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.

7.3. 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 Progress Panel/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 a decision to allow a student to continue their studies can only be made subject to exceptional approval on behalf of the Senate of special arrangements outside of the normal Ordinance for the programme or the Code of Practice on Assessment (e.g. if the student would require an extension to the normal maximum period of registration for the programme), the student should be informed that any decision by the Faculty Progress Committee is provisional on such approval being given and that this is not guaranteed. 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.

7.4 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 is studying on a programme covered by the University's Fitness to Practise Procedures such evidence will need to be provided to the student's School regardless of whether or not the student gives permission. 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 Advice and Guidance 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 Advice and Guidance 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).

7.5. A Faculty Progress Committee is not empowered to overturn a mark which has been awarded by a Module Review Board.

7.6. 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.

8. Further Appeal Procedures

8.1 Where a decision has been taken under 6.4 above that the student has not established a valid case for an appeal to be heard by the Faculty Progress Committee, the student may request a review of this decision within ten working days of the date of the letter giving the written decision and shall be informed of this right in that letter. Any such appeal must be submitted in writing to the Student Conduct, Complaints and Compliance Team, Waterhouse Building, University of Liverpool, Liverpool L69 3GF (email appeals@liverpool.ac.uk) and must include a clear statement of the reasons why the student considers that the decision is unreasonable. A member of the Student Conduct, Complaints and Compliance Team will consider the student's request and respond normally within ten working days of its receipt. New evidence will not normally be accepted in support of the appeal except where it is established that there is good reason why the student could not have provided this evidence with their original appeal submission or by any extended deadline which was given to them by the Secretary to the Faculty Progress Committee. Where a member of the Student Conduct, Complaints and Compliance Team determines that there is a valid case for the appeal to be heard, this will be referred back to the Secretary to the Faculty Progress Committee who will then proceed in accordance with 6.6 or 6.7 above as appropriate. Where a member of the Student Conduct, Complaints and Compliance Team determines that there is no valid case for the appeal to be heard, the student shall be informed of this decision in writing and a Completion of Procedures letter shall be provided by the Student Conduct, Complaints and Compliance Team.

8.2 If a Faculty Progress Committee confirms the decision of a Progress Panel/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.

8.3 Students may appeal to the Senate Progress Committee against the decision of the Faculty Progress Committee (or against a decision taken by Chair's Action on behalf 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 material procedural irregularity or that the decision taken by the Faculty Progress Committee (or Chair) was unreasonable.

- 8.4. 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 to the Student Conduct, Complaints and Compliance Team, Waterhouse Building, University of Liverpool, Liverpool L69 3GF (email appeals@liverpool.ac.uk), within ten working days of the receipt of the written decision of a Faculty Progress Committee. 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 consult with the Director of Student Life 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 normally within fifteen working days of receipt of the appeal. This consideration, the decision reached and reasons should be formally noted. 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 Director of Student Life, may refer the matter to the Chair of the relevant Faculty Progress Committee, as a request for a re-hearing by Faculty Progress Committee. If it is decided that there is valid evidence of a material procedural irregularity or unreasonableness in the way the student's appeal was handled by the Faculty Progress Committee, a meeting of the Senate Progress Committee will be convened (see Annex 4) unless the Chair of the Senate Progress Committee chooses to take Chair's Action to uphold the appeal without the need for a hearing. Where a decision is taken that there are no valid grounds for the appeal to be heard or that it should be handled by Chair's Action, there is no further right of appeal available to the student and a Completion of Procedures letter will be issued.

9. Completion of Procedures

- 9.1. This Guide sets out the University's internal procedures for the handling of a progress appeal. A student who completes the procedure (which must include completion of any permitted right of appeal or further review) will automatically be issued with a Completion of Procedures letter setting out their right to request a review of their case by the Office of the Independent Adjudicator for Higher Education (OIA: <http://www.oiahe.org.uk>) should they remain dissatisfied with the outcome of this internal procedure.
- 9.2. A Completion of Procedures letter will not be automatically issued where an appeal is upheld or where a student does not exercise any permitted right of appeal or further review but the student is entitled to request one from the Secretary to the appropriate Progress Committee.

10. Retention of records

All records of cases considered by a Faculty Progress Committee or the Senate Progress Committee shall be retained for a period of six years and shall be held in accordance with the University's Data Protection Policy (https://www.liverpool.ac.uk/legal/data_protection/policy/).

Contact Details

The address for correspondence and contact point for further advice on the progress procedures is:
Student Conduct, Complaints and Compliance Team
University of Liverpool
Waterhouse Building
Brownlow Street
Liverpool L69 3GF

Email appeals@liverpool.ac.uk

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 a Progress Panel or Board of Examiners 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 Kaplan) Administrator's letter. You ***must*** clearly indicate the grounds on which you wish to appeal. You ***must*** provide with the form any supporting documentation or evidence which you wish to have taken into consideration. Exceptionally, where evidence cannot be provided with the form but you expect to be able to provide such evidence in due course, you can indicate what evidence is to follow and the expected deadline by which it can be provided (this will normally be within one calendar month unless where an explicit agreement is given by the Secretary to the Faculty Progress Committee for later submission). If you indicate that evidence is to follow, consideration of the case for the appeal to be heard will be deferred until it is received. If you do not then provide the evidence by an agreed deadline, consideration of the case for the appeal to be heard will then proceed in the absence of the additional evidence and you will not normally be permitted to submit at a later date additional evidence in support of the appeal or any escalation to later stages of the appeal procedure. 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. Please note that such evidence will be treated in the strictest confidence. After receipt of the form subsequent correspondence prior to any Faculty Progress Committee hearing will be provided **by email to your University email address** and it is your responsibility to check your emails for this. If you cannot access your University email address, you must inform the Secretary to the Faculty Progress Committee of alternative contact details when you submit the form. If you consider that you have a disability which might require adjustments to any part of the progress procedures, you should indicate this on your form so that appropriate reasonable adjustments may be made.
4. When your form is received, the Secretary to the Faculty Progress Committee, together with a member of academic staff who has not had any prior involvement in your case, will consider whether or not you have given valid grounds for your appeal to be heard. Your appeal will ***not*** be considered if you are simply requesting an opportunity to continue with your studies without giving good reasons for your poor progress or poor attendance, if you are questioning the academic judgement of the examiners or you are now disclosing circumstances which you should have been able to disclose earlier through the Extenuating Circumstances procedures. You can normally expect to hear from the Secretary by email within five working days of receipt of the form. If you are considered not to have a valid case for the appeal to be held, you will be informed of your right to request a review of that decision. If you ***are*** considered to have a valid case for the appeal to be heard, the email will include the exact time and location for your hearing (unless a decision has been taken to uphold the appeal on Chair's Action without the need for a hearing). Students studying online with Kaplan 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.
5. If your appeal is heard, 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 or financial problems. You may, if you wish, be

accompanied by a friend who may be a member of the Guild Advice Service, fellow student, your academic advisor or another member of staff, 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 in advance of the hearing. 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). You are strongly advised to seek advice on the best way to present your case. Independent advice is available to students from the Guild Advice Service. You may also wish to consult with your academic advisor or another pastoral member of staff. If your academic advisor is unavailable, your School Student Support Office can provide you on request with the name of another appropriate member of staff who can give you advice.

6. 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'.
7. The Faculty Progress Committee can be convened at any time of the year to hear your appeal against a decision of a Progress Panel or Board of Examiners 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 or upon you meeting other appropriate conditions. 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.**
8. Normally if your appeal is heard, 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. On some occasions, a decision of a Faculty Progress Committee to allow you to continue your studies can only be made subject to exceptional approval on behalf of the Senate of special arrangements outside of the normal Ordinance for your programme or the Code of Practice on Assessment (e.g. if you would require an extension to the normal maximum period of registration for the programme). In these cases, you will be informed if such approval is required and if it has been given. There is no right of appeal against a decision not to give exceptional approval.
9. 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 can only be considered if it is considered that there is evidence of a material procedural irregularity relating to the Faculty Progress Committee or evidence to suggest that the decision of the Faculty Progress Committee was unreasonable in the light of evidence or information provided to it. 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.
10. 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 of a material procedural irregularity relating to the Faculty Progress Committee or evidence to suggest that the decision of the Faculty Progress Committee was unreasonable in the light of evidence or information provided to it. In your statement of appeal you will need to state clearly why you believe that a procedural irregularity has occurred and demonstrate how this has led to an unfair hearing, or to state clearly the grounds on which the decision was unreasonable and exactly what evidence or information was not, in your view, given due consideration. Appeal statements and supporting documentation should be submitted either electronically or in hard copy to the Director of Student Life 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 Director of Student Life 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 Guild Advice Service.
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. Should your appeal be upheld, it may not be possible for you to recommence studies until the following academic year.
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. Should you be required to attend but then fail to do so, the Committee is entitled to hear the case in your absence.

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Annexe 3

Procedure for convening a Faculty Progress Committee

1. The Faculty Progress Committee shall be convened where it has been established that a student has valid grounds for an appeal to be heard and where it is not appropriate for Chair's Action to be taken.
2. If the student declares that they have a disability which might require adjustments to any part of the progress procedures, the Secretary and Chair may agree to make appropriate reasonable adjustments to this procedure. Advice in relation to this may be obtained from the Disability Advice and Guidance team.
3. The student shall be invited to attend the hearing in accordance with the period of notice set out in 7.2 (ii) of the Guide on the Progress of Students on Taught Programmes of Study. Students studying online with Kaplan 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. The student will be entitled to bring a friend who may be a member of the Guild Advice Service, 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.
5. All papers to be considered by the Faculty Progress Committee shall be provided to all parties by the deadline stated in 7.2 (v) of the Guide on the Progress of Students on Taught Programmes of Study. No additional items will be accepted for tabling at the hearing except with the permission of the Chair and with the agreement of all parties present. Where such permission or agreement is not given, the Chair may decide to adjourn the hearing to a later date to allow the additional material to be considered in advance of the hearing.
6. In the hearing, the role of any person representing the Head of Department or Dean of School or the Chair of the Board of Examiners ('the representative') is restricted to the provision of information and advice about the programme, the student's performance, progress or attendance, to any decisions previously taken about the student's progress and to information about what the academic requirements on the student should the appeal be upheld and the student permitted to continue their studies. The representative should therefore only be in the hearing whilst the student is present and this should be reflected in the Minutes. The representative shall not play any part in the making of any decision by the Committee. The representative should enter with the student and withdraw with the student during any deliberations by the Faculty Progress Committee. Should the Faculty Progress Committee require any additional factual information from the representative during their deliberations, both the representative and the student (and anyone accompanying the student) should be present whilst this information is sought.
7. The Chair of the Faculty Progress Committee may take action as appropriate to adjourn a hearing:
 - (i) to allow additional material to be considered (see 5 above)
 - (ii) where there are concerns that the student is not in a fit to state to continue without adjustments to the procedures (e.g. to allow an advocate to speak for them)
 - (iii) there is malfunction or disruption where telephone technology is being used
 - (iv) where a student, representative or member of the Committee is delayed in attending for good reason but is expected to be able to arrive within a reasonable time
 - (v) there is any other good reason why a hearing cannot proceed.

In such cases, the Chair shall indicate whether the adjournment is temporary or whether a new date needs to be set.
8. The Chair of the Faculty Progress Committee may take action as appropriate to continue with a hearing:
 - (i) where a student who has previously indicated their intention to attend fails to do so, provided that there is evidence that the student has appropriately been provided with correct information about the date, time and location of the hearing

- (ii) where a member of the Committee previously scheduled to attend is unable to do so, provided that there are at least two other members (in addition to the Chair) present
- (iii) where there is malfunction or disruption where telephone technology is being used but that this occurs only after the student has been able to present their case and the members of the Committee have posed any questions to the student necessary to clarify their case.

Annexe 4

Procedure for convening the Senate Committee on the Progress of Students

1. A hearing of the Senate Committee on the Progress of Student ('Senate Progress Committee') shall be convened where it has been established that a student has valid grounds for an appeal to be heard and where it is not appropriate for Chair's Action to be taken.
2. If the student declares that they have a disability which might require adjustments to any part of the progress procedures, the Secretary and Chair may agree to make appropriate reasonable adjustments to this procedure.
3. The student will be invited, with at least 10 working days' notice, to attend the meeting of the Senate Progress Committee.
4. The student will be entitled to bring a friend who may be a member of the Guild of Students Advice Service, a fellow student, an academic advisor or other member of staff, 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.
5. 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 five working days prior to the hearing.
6. Where the appeal is being heard on the grounds of an alleged procedural irregularity in relation to the Faculty Progress Committee hearing, the Chair of the relevant Faculty Progress Committee or their nominee, 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.
7. Where invited to attend, the Chair of the relevant Faculty Progress Committee, or nominee, will be entitled to submit a written statement to the Secretary to the Committee no later than five working days prior to the hearing and/or to bring witnesses to the hearing, provided that the names and addresses of witnesses are supplied to the Secretary, in writing, no later than five 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.
8. The Head of the appropriate Department or Dean of School or Director of Studies or Chair of Board of Examiners concerned (or their designated representative) should be invited to attend only to provide information and advice in the consideration of the case. Where the case of a student from a joint honours programme is being considered a representative of each Department involved in the student's programme may be invited to attend the Senate Progress Committee to provide information and advice; this may include representatives from Departments outside of the student's home Faculty where appropriate. In the hearing, the role of any person representing the Head of Department, Dean of School or the Chair of the Board of Examiners ('the representative') is restricted to the provision of information and advice about the programme, the student's performance, progress or attendance, to any decisions previously taken about the student's progress and to information about what the academic requirements would be were the appeal to be upheld and the student permitted to continue their studies. The representative shall not play any part in the making of any decision by the Committee.
9. The expectation is that the student will have submitted all statements and evidence for consideration at the time of submitting the appeal to the Senate Progress Committee. It shall be at the discretion of the Chair of the Senate Progress Committee to allow any further submission by the student but this will not normally be accepted less than five working days before the hearing.
10. 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.

11. Additional papers will not normally be accepted less than five working days before the hearing and will not normally be allowed to be tabled at the hearing itself.

12. Procedure for the hearing

- a) The Chair of the Senate Progress Committee 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 and introductions made as appropriate at that time.
- b) Where the appeal is being heard on the grounds of an alleged procedural irregularity in relation to the Faculty Progress Committee:
 - (i) 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.
 - (ii) The Chair of the Faculty Progress Committee 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.
 - (iii) The student will be asked to make a final statement.
 - (iv) The student and the Chair of the Faculty Progress Committee and any representatives will leave the room.
 - (v) The Senate Committee will then consider whether it considers that a procedural irregularity occurred and, if so, if this would have been material to the outcome of the Faculty Progress Committee hearing.
 - (vi) 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
 - (vii) Where the decision has been taken that no material procedural irregularity has occurred, the hearing shall then be deemed concluded. The decision will be confirmed in writing once the minutes of the hearing are written and approved.
 - (viii) Where the decision has been taken that a material procedural irregularity has occurred, the hearing shall proceed in accordance with section 12 (c) below. The Chair of the Faculty Progress Committee shall withdraw and play no further part in the hearing.
- (c) Where the appeal is being heard on the grounds that the decision of the Faculty Progress Committee appears to have been unreasonable in the light of evidence or information provided to it or where it is being heard following a decision taken under 12 (b) above that a material procedural irregularity has occurred:
 - (i) The representative of the Head of Department, Dean of School or Chair of the Board of Examiners shall be invited into the room.
 - (ii) 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.
 - (iii) The Committee may request the representative of the Head of Department, Dean of School or Chair of the Board of Examiners to provide information and advice about the programme, the student's performance, progress or attendance, any decisions previously taken about the student's progress and information about what the academic requirements on the student should the appeal be upheld and the student permitted to continue their studies.

- (iv) The student will be asked to make a final statement.
 - (v) The student (and any friend) and the representative will leave the room.
 - (vi) The Senate Committee will then consider whether or not the appeal should be upheld
 - (vii) The student (and any friend) and, the representative of the Head of Department, Dean of School or Chair of the Board of Examiners will be invited back into the room and the Chair of the Senate Committee will communicate the Committee's decision. The hearing shall then be deemed concluded. The decision will be confirmed in writing once the minutes of the hearing are written and approved.
13. 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).