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A BRIEF GUIDE TO STUDENT CASEWORK REGULATIONS AND PROCEDURES FOR STUDENTS STUDYING AT PARTNER INSTITUTIONS

Introduction

As a University of South Wales student studying at one of our partner institutions, you may during the course of your studies need to access our regulations and procedures for student casework. Responsibility for dealing with each area of casework differs as compared to those students studying higher education courses at the University. The following provides a brief summary of the split of responsibilities between the University and your institution.

Academic Appeals

Students studying university courses at a partner institution are subject to the University's Academic Appeals Regulations and Procedure:

<https://registry.southwales.ac.uk/student-regulations/academic-appeals/>

In the first instance you should contact your institution with any queries regarding your results and for advice on academic appeals. Please note that quite short timescales are involved so it is important that you do this in a timely manner.

Student Complaints

If your complaint is about an academic matter, such as the course or teaching provision, the University's Student Complaints Regulations and Procedure apply:

<https://registry.southwales.ac.uk/student-regulations/student-complaints/>

Please note that it is a requirement of our procedure that you raise your concerns with your institution in the first instance. The institution will try to resolve your issues but you are still able to submit a formal complaint should you remain dissatisfied with their response.

If your complaint relates to a matter that is the responsibility of your institution, for example student support services or facilities, then you will need to access the institution's complaints procedure. You are, however, able to submit a request for review to the University should you remain dissatisfied with the outcome following the institutions consideration of your complaint.

The table below details areas of responsibility at each stage of the process:

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Stage of complaint	Academic matters ¹	Services that are the responsibility of the Partner Institution
Early Resolution (Stage 1)	Partner Institution	Partner Institution
Formal Stage (Stage 2)	University	Partner Institution
Review Stage (Stage 3)	University	University
OIA Stage	University	University

Academic Misconduct

Students studying university courses at a partner institution are subject to the University's Academic Integrity Regulations and Procedure:

<https://registry.southwales.ac.uk/student-regulations/academic-misconduct/>

Student Conduct

Students studying university courses at a partner institution are subject to the partner institution's own disciplinary regulations and procedure.

Fitness to Practise

Students studying university courses at a partner institution are subject to the University's Student Misconduct & Fitness to Practise Regulations and associated Policy and Procedures.

<https://registry.southwales.ac.uk/student-regulations/fitness-practise/>

Extenuating Circumstances

Students studying university courses at a partner institution are subject to the University's Extenuating Circumstances Regulations and Procedure:

<https://registry.southwales.ac.uk/student-regulations/extenuating-circumstances/>

Support to Study

Students studying university courses at a partner institution are subject to the University's Support to Study Procedure:

<https://www.southwales.ac.uk/academic-registry/student-regulations/support-to-study/>

¹ For complaints made to the Royal Welsh College of Music and Drama relating to Academic matters, the complaint will be considered by the College for Stages 1 and 2. The University will consider the complaint for Stage 3.