



Hull University Union Advice Centre

Academic Issues

How we can help



ADVICE CENTRE

FREE INDEPENDENT AND IMPARTIAL ADVICE

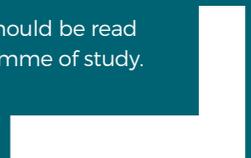


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All information in this booklet is correct as of September 2018 and is subject to change. For the most recent version please visit: www.hulluniunion.com/support/advice-centre

This booklet does not apply to all programmes of study and should be read in conjunction with the University Regulations for your programme of study.





Introducing the Advice Centre

The Advice Centre provides a free, confidential and impartial and non-judgemental service for all students at the University of Hull. We are independent of the University and can help you with any issues you face whilst a student here.

Like a Citizens Advice Bureau or a Law Centre, we give practical advice on all kinds of subjects relating to student life.

Whether it's debt and funding issues, academic problems, housing and tenancy queries or consumer and employment issues, we will have a member of staff that can help. We also have a free phone so you can call Student Finance England without having to worry about the cost of the call.

We are an Advice UK member and subscribe to Citizens Advice and Advisernet. Both organisations provide us with updated information that enables us to give current and accurate information at all times.



Visit us in the Advice Centre at the University of Hull Students' Union at the Student Central building Mon, Tues, Thurs, Fri - 9.30am-3pm and Weds 12-3pm. If you can't make these times please email the team on huu-advice-centre@hull.ac.uk or call them on 01482 466263 to arrange a more convenient time for you. The Advice Centre vacation opening hours are Tuesday and Thursday only 9.30am to 3pm.

The Advice Centre website address is www.hulluniunion.com/support/advice-centre



Problems with Your Course?

If you are experiencing difficulties with your course you have a number of options:

Your first point of contact is your Academic Support Tutor.

This will be an academic member of staff from your School. Every student should have one, so if you don't, ask for one. Your Academic Support Tutor (AST) is there to be informed of any problem you are experiencing, give you advice and guidance in your academic process and to point you in the direction of further help, support and advice. Each Faculty is also assigned a 'Senior Tutor'. This is someone from another Faculty who you can approach for independent support if you cannot resolve a matter internally.

Students are often unhappy and homesick, especially at the start of their course.

It is important to remember that you are not the only one and there are services to help. There is a Student Wellbeing, Learning and Welfare Support Service to help you through this, and the Advice Centre has details of organisations that can help with specific problems.

Study skills can often be a problem, especially if you have not come to University straight from school or college.

The University Skills Team offers support to students on a wide range of areas. Just some of the things they can help with include the transition from school to University, gathering information, presentation of essays, basic grammar, revision, exam stress, maths and IT skills.



If a specific learning disability (SPLD) is affecting your study (or any other aspect of University life), then please contact the Student Wellbeing, Learning and Welfare Support Service who can provide support, advice and assistance.

There are different forms and processes for extensions and mitigating circumstance claims.

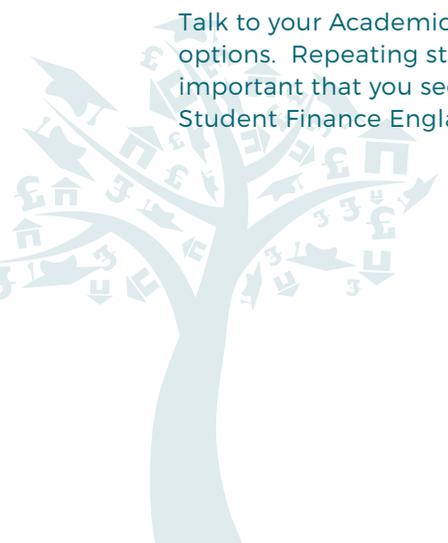
These are available from your School or the Advice Centre. You need to complete them when requesting extensions, applying for Mitigating Circumstances or absence from any assessment. We can assist you with the forms and advise you about your options

If you fail your course or do not feel you can continue with it.

We can advise you regarding options that may be available, such as re-sits, repeating part of it, doing another course or suspending your studies (taking some time out during your course).

The options above are at your School's and the University's discretion; it helps to be able to show good reasons why you have failed.

Talk to your Academic Support Tutor and find out your options. Repeating study may effect your funding, so it is important that you seek advice from the Advice Centre and Student Finance England





If you want to transfer to another course, again talk to your Academic Support Tutor.

You will need permission from your own School and the one you are transferring to. Again, your funding may be affected. You will need a 'Change of Programme of Study' form completing.

If you are an International student and are considering a course of action that would extend your stay in this country, for example Suspension of Study or repeat study, then you should seek advice from an Immigration Adviser as this could have serious implications for your immigration status.

If you are unhappy at the start of your course, you can defer your place until next year, with the University's permission.

This will mean that you will not be classed as a student until you take up your place. Before making this decision please contact Student Finance England to establish how this will affect your future funding.

If you want to take a 'Suspension of Study', you require your School's approval.

You will need to read the Suspension of Study Code of Practice found on the University of Hull SharePoint website and complete the Suspension of Study form.

If you are unhappy with any aspect of your life at University then please try and resolve this informally in the first instance with your school. If this is not resolved you can make a formal complaint using the complaints form available on the University of Hull website within the three month deadline.

If you are not happy with the support of your Academic Support Tutor then you can change to another.





Suspension of Studies

Definition and Process

1. Suspension of Study is suspending or taking a break from your studies.

Students may request a period of Suspension of Study at any time during their studies, for any reason. Suspension of Studies may be planned, in the case of time off to travel or work, or be in response to illness or personal problems which are affecting the student's ability to study effectively.

2. Students should discuss their wish to suspend their studies with their Programme Director (or equivalent) in advance of making a formal request.

Academic Support Tutors should also be informed at an early stage. Students on 'Joint' or 'With' programmes must discuss the proposed Suspension of Studies with the Programme Director (or equivalent) to ensure that both Schools are aware of all issues.

3. Students thinking of suspending their studies should always read the Suspension of Study Code of Practice found on the University of Hull SharePoint website.

4. Students must apply in writing, using the appropriate suspension form available on SharePoint and attach evidence of the reasons for the request.

The student then hands this completed documentation to their home academic School. Once approved by the School, the form is then forwarded to Registry Services.



5. Initial Suspensions of Study which are for a period of up to 12 months need the approval of the Head of School.

6. International students wishing to suspend their studies must see the University Immigration Adviser before submitting their suspension form to the School.

The Immigration Adviser will sign the form to indicate that the student has been given the appropriate advice as this may have visa and immigration implications.

7. Extensions of periods of Suspension of Studies, requests for suspension of studies of more than 12 months, retrospective suspension of studies and any requests which are otherwise 'unusual' must have the approval of the school and the Faculty before going to the Student Progress Committee for approval.

Students requesting extensions of Suspensions of Studies will be expected to provide evidence of the ongoing problems affecting their return to study.

There is a limit on how long you can suspend studies for as you have to complete each level of a course in 3 years.

8. Students must inform Student Finance England as this may affect student funding.



Guidance on Mitigating Circumstances

Extension requests

Must be submitted within 24 hours of the submission deadline using the Coursework extension form.

Must be supported by appropriate documentary evidence.

Must be submitted to your faculty student hub.

May be given for up to 10 working days (for some assessments this may be limited to 5 days due to the assessment and feedback criteria).

If you are unable to submit the coursework prior to the extended deadline you must submit a mitigating circumstances form within the 10-day deadline.

Postgraduate Taught Dissertation Deferral is a different process using the Postgraduate Taught Dissertation Submission Deferral form no later than one month before the original submission date.

Mitigating Circumstances

Must be submitted no later than 10 working days after the examination or submission deadline using the Mitigating Circumstances form.

Any claims submitted after 10 working days will not be considered.

Can be submitted whether the work is handed in or not. If work is submitted and Mitigating Circumstances are approved, any previous submission will be disregarded and a new attempt will need to be completed.



Mitigating Circumstances Committees will have decision making powers so students will be notified after the Committee meeting has taken place.

If you are ill during an actual exam, the Chief Invigilator will notify the Head of Registry Services and you have 10 working days to request that these circumstances be forwarded to your School for them to consider whether you are permitted a new first attempt at a later date.

Medical Evidence

The GP medical evidence form can be completed by your GP. The GP evidence can follow, but this needs to be made clear on the Mitigating Circumstances form with your GP appointment date clearly stated and that evidence will follow.

Self-Certification

Self certification is for short term illness. (1-5 days) to cover their absence as supporting documentary evidence for mitigating circumstances. This can only be used for a maximum of two absences in a particular trimester and a maximum of three absences in an academic year.



Exceptional Circumstances

This is specifically for students with long-term difficulties which may re-occur which have not already been supported. Examples of these may be, but not limited to abuse or physical assault, deterioration in mental health (not already supported), deterioration in physical health, caring responsibilities which may affect attendance. Students in these situations will be identified through an initial mitigating circumstances request and will still need to submit extension requests or mitigating circumstances claims but will only be required to provide documentary evidence once.

Forms:

Mitigating circumstances form.

Coursework extension request form.

Medical evidence form.

Self-Certification form.

Postgraduate Taught Dissertation Deferral form.





Plagiarism

What is Plagiarism?

Plagiarism: using the ideas or work of another person (including experts and fellow or former students) and submitting them as though they are original work. By not referencing the source properly, paraphrasing it without acknowledging it, or by not mentioning it at all, the true origin of the material is hidden from the marker. Plagiarism may take the form of direct copying, reproducing or paraphrasing ideas, sentences, drawings, graphs, internet sites or any other source and submitting them for assessment without appropriate acknowledgement.

Plagiarism can also include copying another student's work without their knowledge, or submitting work which has already been published in another language. The latter relates to copying of translated material, copying and re-arranging material, as well as taking ideas and findings of the material without attribution.

What is Self-Plagiarism?

Self-Plagiarism: submission of work that is the same as, or broadly similar to, assessments previously awarded academic credit, without proper acknowledgement. This may include work submitted and awarded credit at this University or another institution.



Academic Misconduct

What is Academic Misconduct?

'Academic Misconduct' describes any kind of academic misconduct, for example, plagiarism, cheating in an exam, conspiring with another person to produce work, or falsifying results for coursework – all of which the University regards as unacceptable according to the Regulations governing Academic Misconduct.

The Regulations governing Academic Misconduct is available from the Advice Centre or through the Portal / University of Hull website.

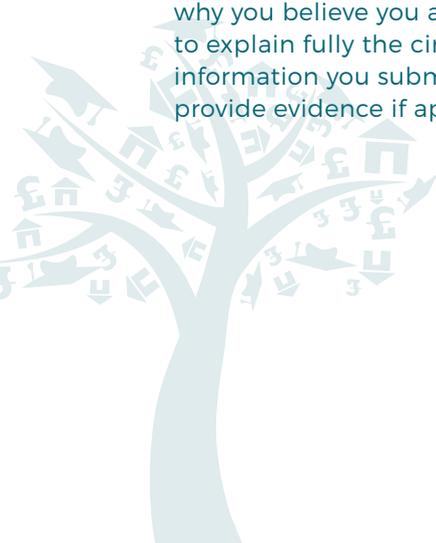
What to do if an allegation is made against you.

If the University believes that you have breached the Regulations governing Academic Misconduct, you may receive a letter from the University specifying the allegation of Academic Misconduct.

You have 15 working days to respond to this letter. It is in your best interest to respond, as it gives you the opportunity to explain your case. The Advice Centre can read over your response statement for you and offer further advice.

Your Response letter

Your response letter gives you the opportunity to explain why you believe you admit or deny the allegation. You need to explain fully the circumstances of your allegation. All the information you submit will be treated confidentially. Please provide evidence if appropriate to support your case.





What Happens Next?

After you have submitted your response letter an Academic Misconduct Officer will decide whether a penalty is imposed without an Adjudicating Panel - please refer to the Academic Misconduct Regulations. If an Adjudicating Panel is arranged, the Adjudicating Panel will be made up of the Chair and at least 1 other person appointed from the pool of Academic Misconduct Officers drawn from a different Faculty to the student. The Adjudicating Panel will look at the facts of your case and determine the penalty within 3 working days of the meeting.

Penalties: Students on taught programmes or modules
The following penalties may be issued by the Academic Misconduct Officer and will be applied in accordance with the severity of the academic misconduct.

<p>Penalty 1: Issue a formal warning.</p>	<p>Warning letter will remain on the student record. The original mark awarded will stand.</p>
<p>Penalty 2: Mark of 0 awarded in the assessment task at first attempt with the right to reassessment</p>	<p>If the Academic Misconduct was for a first attempt at the assessment; you will have the right to undertake a second attempt in the reassessment period. The result of this reassessment attempt for this element will be capped at the pass mark. Student will also be issued with a University Warning.</p>
<p>Penalty 3: Mark of 0 in the module</p>	<p>If the Academic Misconduct was for a first attempt at the module, you will be required to undertake reassessments in all assessment components of the module. The result of these reassessment attempts will be capped at the pass mark. Student will also be issued with a University Warning.</p>

The following penalties can only be issued by a University Academic Misconduct Panel

<p>Penalty 4: Mark of 0 in the module with no right to reassessme</p>	<p>This will result in a failed module which may affect your ability to progress on your programme of study. Student will also be issued with a University Warning.</p>
<p>Penalty 5: Termination of Study</p>	<p>This should only occur where there is evidence of sustained attempts at Academic Misconduct</p>



Penalties: candidates on research by thesis degrees

Penalty 1 : Issue a formal warning.	Warning letter will remain on the student record. In the case of plagiarism or collusion, the student will be required to re-write the sections tainted by plagiarism, including properly acknowledging all sources. No re-write of other sections of the thesis will be allowed other than minor corrections.
Penalty 2 : Denial of eligibility for the award of Certificate or Diploma	The student will be unable to receive an award of Certificate or Diploma
Penalty 3 : Denial of progression from Masters to Doctorate	The student will be unable to progress.
Penalty 4 : Termination of Research Degree Programme of Study	This should only occur where there is evidence of sustained attempts at Academic Misconduct



Penalties: Decisions of Programme Boards of Examiners

At the time of a Programme Board meeting:

- i) Where work for a module's summative assessment is currently under investigation for an alleged breach of these regulations, the Board must defer decision in respect of the student.

- ii) Where the Board has received a copy of the Academic Misconduct decision, it must apply the penalty imposed and must not impose any other penalty.





Undergraduate Academic/Academic Misconduct Appeals

If you wish to appeal against a recommendation of a Module or Programme Board of Examiners or a School or Faculty, you must complete an academic appeal form to the Secretary of Student Progress Committee at Registry Services within 15 working days of receiving official notice of the recommendation that you are appealing against. Academic appeals are governed by the University's Academic Appeals and Queries Regulations. The Academic Misconduct appeals are governed by the Regulations governing Academic Misconduct.

Grounds for appeal:

(a) That there existed circumstances affecting the candidate's performance of which the examiners had not been aware when the recommendation or decision was made, and that had the examiners been aware of those circumstances it was reasonably likely that the examiners would not have made the recommendation or would have made a different recommendation or decision.

An appeal lodged on ground (a) above, shall, other than in very exceptional circumstances, be rejected for lack of grounds where the evidence adduced in support of the appeal was available to the candidate prior to the making of the recommendation or decision by the examiners, and without good reason was not disclosed by the candidate to the examiners.

(b) That there were procedural irregularities in the conduct of the assessment process (including administrative error), of such a nature as to cause reasonable doubt as to whether the examiners would have reached the same conclusion had the irregularities not occurred.



(c) That there are reasonable grounds to believe that the Recommendation or decision was influenced by prejudice or bias on the part of one or more of the examiners.

Students are advised to keep a copy of all the paperwork submitted. The Senior Tutor investigates the case and will contact you before they make a decision. Therefore please try and make sure that you have included all the relevant information with the appeal. All Senior Tutor's are members of the Student Progress Committee and from a separate school to your own.

The Academic Appeals and Queries Regulations and the Regulations governing the Use of Academic Misconduct are both online and available at the Advice Centre.

All the University forms/regulations can be found on the Registry Services/University of Hull SharePoint website with referral to the Student Handbook and Quality and Standards Framework.

If your appeal is rejected, then you may make a complaint to the Office of Independent Adjudicator. To do this you must have exhausted the internal appeals process at the University and received a completion of Procedures letter.

Information can be found on the OIA website:

<http://www.oiahe.org.uk/>





Opening Times

Semester:

Monday 9.30am-3pm

Tuesday 9.30am-3pm

Wednesday 12pm-3pm

Thursday 9.30am-3pm

Friday 9.30am-3pm

Vacation:

Tuesday & Thursday 9.30am-3pm

Email: huv-advice-centre@hull.ac.uk

Tel: 01482 466263

