

The background of the entire page is a grid of interlocking puzzle pieces. The pieces are in various shades of yellow, white, and grey. The central text is contained within three puzzle pieces that are stacked vertically and overlap each other.

**YOUR  
GUIDE TO**  
UNDERSTANDING

**UNIVERSITY  
OF WARWICK**

**ACADEMIC  
PROCEDURES**

warwick  students' union  
advice centre  
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# YOUR GUIDE TO UNDERSTANDING

## UNIVERSITY OF WARWICK

### ACADEMIC PROCEDURES

#### CONTENTS

Introduction	02
The Main Places to get Support on Campus	03
Study & Exams	04
Supervision	05
HEAR	05
Mitigating Circumstances	06
Appeals	07
Permanent Withdrawal	08
Temporary Withdrawal	09
University Committees	11
Disciplinary Processes	11
Student Fitness to Attend Protocol	12
Plagiarism or Cheating	13
Fitness to Practice	13
Continuation of Registration	14
Fees Committee	14
Complaints against the University	15
Complaints against the Student's Union	15
OIA	15

## INTRODUCTION

Everyone arrives at university expecting and wanting to succeed, but sometimes things don't work out as they should. The Students' Union Advice Centre Team has put this guide together to help everyone understand how to make sure things stay on track, and where to get appropriate help if you need it. We have listed the main places for support for each area, but please be aware that there may be other places to get the support you are looking for.

If you do find that you have questions and don't know who to ask, the Students' Union Advice Centre Team has a wealth of knowledge and experience and will either be able to answer your question or signpost you to someone else who can help.

The Students' Union Advice Centre service is free, confidential and independent from the University. We can be contacted by email, telephone or by visiting us in person. To guarantee an appointment it is always better to contact us first to arrange one, but if you come in to visit the Advice Centre we will do our best to see you as soon as we can.

If things are not going well or you have a specific problem, the Students' Union Advice Centre Team would always recommend that you get help and advice from appropriate people as early as possible.

For more information about the Students' Union Advice Centre:

@ [advice@warwicksu.com](mailto:advice@warwicksu.com)

☎ 02476 572824

🏠 Level 2, SUHQ

🔗 [warwicksu.com/advice](http://warwicksu.com/advice)

The University has an extensive website which contains detailed information about every aspect of the University, its various Departments and procedures. This guide aims to provide some initial guidance and signposting on the University and its processes, and is not intended to replace the full details of the University Regulations or procedures.

For full information please refer to the University of Warwick's web pages: [warwick.ac.uk](http://warwick.ac.uk)



# STUDY & EXAMS

Success on your course is what everyone wants to achieve and there is a lot of support available for students to ensure that they have the necessary skills and support.

If you have any questions or concerns about your progress, talk to your Personal Tutor, Supervisor or the Departmental Senior Tutor who should be able to help you and direct you to specific support if appropriate.

Also see our Top Tips for Success online at [warwicksu.com/advice/academic/toptips](https://warwicksu.com/advice/academic/toptips)

## DISABILITIES, LEARNING DIFFICULTIES OR MEDICAL CONDITIONS

If you have a disability, learning difficulty or medical condition you should speak to Disability Services and your Department to see if any reasonable adjustments can be made to support your learning experience including if you need special arrangements for any exams.

## EXTERNAL FACTORS

If there are things going on in your life that are impacting on your ability to study or meet a deadline, it is essential that your Department knows, so they can help minimize the impact and provide you with relevant information.

 You should also consider whether you should submit Mitigating Circumstances (see page 6).

 If things are seriously affecting your ability to study you may also want to consider Temporary Withdrawal (see page 9).

## EXAMS

Exam time can be highly stressful. The University and Students' Union usually organise events and support to help promote wellbeing during peak exam periods, so do watch out for them.

Don't be afraid to ask for help if you need it, as the whole University and Students' Union Team wants you to succeed and achieve your full potential.

If you are unwell or there are other factors affecting your performance in an examination, make sure you get advice as soon as possible by talking to your Personal Tutor, Department, Departmental or University Senior Tutor or Students' Union Advice Team.

## USEFUL INFORMATION

 For useful links and contacts, please see our page: Exams - who to contact when things go wrong ([warwicksu.com/advice/academic/contacts](https://warwicksu.com/advice/academic/contacts))

 The University regulations and procedures governing study can be found in Section 2.3 of Warwick University Calendar:  
[warwick.ac.uk/services/gov/calendar](https://warwick.ac.uk/services/gov/calendar)

# SUPERVISION

The University has comprehensive guidance regarding Supervision ([warwick.ac.uk/services/academicoffice/gsp/formslibrary/guidelines\\_on\\_supervision\\_and\\_monitoring.pdf](https://warwick.ac.uk/services/academicoffice/gsp/formslibrary/guidelines_on_supervision_and_monitoring.pdf)) which sets out the responsibilities of the University, the Department, the Supervisor and the Student. If you find that you do have any problems relating to your supervision, it is important to try and resolve these issues before they impact on your research and progress.

**PLACES TO GET ADVICE:** Supervisor | Departmental or University Senior Tutor | Students' Union Advice Centre.

## HEAR: HIGHER EDUCATION ACHIEVEMENT REPORT

This is a report which lists information to support what you have done while you were studying for your undergraduate degree at University and will include:

-  Academic achievement including module marks and degree classification.
-  Information about the programme of study.
-  Additional information such as activities undertaken and prizes won.

For further information please see the University page:

[warwick.ac.uk/services/aro/dar/quality/categories/examinations/hearhearcontent](https://warwick.ac.uk/services/aro/dar/quality/categories/examinations/hearhearcontent)

# MITIGATING CIRCUMSTANCES

If there is something happening in your life that is affecting your academic work, it is important to tell your Personal Tutor, Supervisor or Department about it as soon as possible so that these circumstances can be taken into account in any decisions being made that affect you.

Mitigating Circumstances are any personal issues, e.g. illness, bereavement, family or housing problems – for full details, see the University guidance. Usually the person you should talk to is your Personal Tutor, Supervisor or Departmental Senior Tutor.

The University offers guidance on Mitigating Circumstances:

**[warwick.ac.uk/services/academicoffice/examinations/mitigatingcircumstances](https://warwick.ac.uk/services/academicoffice/examinations/mitigatingcircumstances)**

Detailed guidance on what can or cannot be considered as a mitigating circumstance can be found at: **[warwick.ac.uk/services/aro/dar/quality/categories/examinations/policies/u\\_mitigatingcircumstances](https://warwick.ac.uk/services/aro/dar/quality/categories/examinations/policies/u_mitigatingcircumstances)**

When you are explaining your circumstances, it is important to include:

-  That you would like your circumstances to be taken into account by your department and Board of Examiners.
-  Explain the circumstances that are affecting your academic work.
-  Explain how the circumstances have affected your academic work.
-  Explain what academic work has been affected, i.e. which essays, modules etc.
-  Provide any evidence you have to support your case.

The Rules relating to absence for medical reasons are found in Regulation 12:

**[warwick.ac.uk/services/gov/calendar/section2/regulations](https://warwick.ac.uk/services/gov/calendar/section2/regulations)**

If you cannot take an exam due to illness you should ensure that the University receives a medical certificate no later than three days following the last day of your University examination.

For information about the submission of assessed work, please see: **[warwick.ac.uk/services/aro/dar/quality/categories/examinations/policies/f\\_submissionofassessedwork](https://warwick.ac.uk/services/aro/dar/quality/categories/examinations/policies/f_submissionofassessedwork)**

You will need to get a medical certificate when you have an illness that prevents attendance at a major exam or prevents you from submitting an assignment that constitutes at least 10% of the module mark.

However, under certain circumstances it is possible to self-certify for periods of illness lasting no more than 7 days where an assessment contributes 10% or less of the module credit, and should be submitted within 3 days of returning to University after the illness. If you are uncertain whether it is appropriate to self-certify, do check with your Department.

**PLACES TO GET ADVICE:** Personal Tutor | Supervisor | Departmental or University Senior Tutor  
Students' Union Advice Centre

# APPEALS

There are only specific circumstances where you can make an academic appeal, and a limited number of grounds on which you can do so.

-  **REGULATION 8:** Regulations for first degrees.
-  **REGULATION 37:** Regulations Governing Taught Postgraduate Courses.
-  **REGULATION 38:** Regulations Governing Research Degrees

The relevant regulations are in the University Calendar:  
[warwick.ac.uk/services/gov/calendar/section2/regulations](http://warwick.ac.uk/services/gov/calendar/section2/regulations)

If you are an intermediate year undergraduate the only circumstance in which you can appeal is if you have been required to leave your course.

Final year undergraduates can appeal against their degree classification as well as against the decision not to award a degree at all.

Postgraduates can appeal if a lower or no degree has been awarded (although you cannot appeal against a lower Masters classification).

You can't challenge matters of academic judgment when you appeal but you can appeal under the following grounds:

-  You are in possession of evidence relevant to your examination performance which was not available to the Board of Examiners when its decision was reached, and can provide good reasons for not having made the Board of Examiners aware of this evidence;
-  There appears to have been procedural irregularities in the conduct of the examination process;
-  There appears to be evidence of prejudice or bias on the part of one or more of the examiners.

If you are not a final year undergraduate you can only appeal on the first ground. If you are a postgraduate, taught or research, you have further grounds for appeal which is:

-  There is evidence of inadequacy of supervisory or other arrangements during the student's enrolment at the University. In this instance, you are required to explain why a complaint was not made at an earlier stage.

You must make your appeal within the time limits given, which are 10 days for undergraduates (15 for medical undergraduates) and 42 days for postgraduates.

**PLACES TO GET ADVICE:** INSIDE DEPARTMENT: Personal Tutor | Supervisor | Departmental or University Senior Tutor or an appropriate person in your Department.

OUTSIDE DEPARTMENT: University Senior Tutor | Students' Union Advice Centre

Once you have completed the appeals procedures and received your completion of procedures letter, you can take your complaint to the OIA ([oiahe.org.uk](http://oiahe.org.uk)). For further information or advice on what to do, please contact the Students' Union Advice Centre.

# PERMANENT & TEMPORARY WITHDRAWAL

## PERMANENT WITHDRAWAL

This is where you permanently end your registration with University of Warwick and leave.

People leave for a variety of reasons, and we would recommend talking to people able to understand your issues before making the final decision, as there may be other options which you have not considered e.g.: changing course, temporary withdrawal. In some exceptional cases it may be possible to restart or repeat a year.

It is usually helpful to talk to your Department before making a decision and we would recommend that you speak to your Personal Tutor, Supervisor or the Departmental Senior Tutor as they will understand your academic situation within the Department and should be able to offer you guidance on the options available to you within the University.

In addition to this you should also make sure you fully understand the impact that taking Permanent Withdrawal will have on future study, funding and housing.

The SU Advice Centre Team is able to go through all the issues with you.

Other people to speak to include:

- The Student Funding Team will be able to discuss any impact on your student funding.
- The Careers and Skills Team as they may be able to offer guidance on your future plans.
- The immigration Service in Office for Global Engagement, if you are an international student subject to visa restrictions. They can discuss any impact this may have on your ability to study in the UK in the future.

For information and links, see the SU Advice Centre Academic Advice web pages:  
[warwicksu.com/advice/academic](http://warwicksu.com/advice/academic)

Once you have made your decision to permanently withdraw, all you need to do is complete the form and submit it to your Department who will send it to Student Records for processing.

**PLACES TO GET ADVICE:** Personal Tutor | Supervisor | Departmental or University Senior Tutor | Students' Union Advice Centre | Student Funding Team | Immigration Service in the Office for Global Engagement (if you are an international student subject to visa restrictions) | Careers and Skills.

## TEMPORARY WITHDRAWAL

Temporary Withdrawal is an approved absence from the University governed by **REGULATION 36: [warwick.ac.uk/services/gov/calendar/section2/regulations](http://warwick.ac.uk/services/gov/calendar/section2/regulations)**

The University guidance says students may apply for temporary withdrawal for financial, personal and medical reasons and for pregnancy, also for some visa difficulties (e.g. where an overseas national fails to obtain a visa in good time to attend their course).

If you think Temporary Withdrawal might be something that you want to consider, you should talk to your Personal Tutor, Supervisor or Departmental Senior Tutor to decide if temporary withdrawal might be an option for you as your department will need to support your request.

There are rules that apply to temporary withdrawal, and the application must be made on the correct form.

For information and links, see the SU Advice Centre Academic Advice web pages: **[warwicksu.com/advice/academic](http://warwicksu.com/advice/academic)**

Once you have decided you need to make an application for temporary withdrawal, these are the steps and stages the application will normally go through:

-  Complete the application form.
-  This form will contain all the information relating to your application. In it you have an opportunity to explain why you need the temporary withdrawal – make sure you explain fully how your circumstances are affecting your ability to study at this time.
-  Get all the supporting evidence together, e.g. medical certificates.
-  Once you are satisfied you have all the information together, submit your application to the Director of Graduate or Undergraduate Studies in your department for consideration.
-  If your department supports your application, they will forward it to the Academic Office for approval.
-  If the academic office approves the application for temporary withdrawal, they will notify you and your department confirming last date of attendance, date of expected return and new expected completion date.

# THINGS TO THINK ABOUT

## FINANCIAL CONSEQUENCES:

-  You should contact the Student Loan Company, as temporary withdrawal is likely to affect your student funding and you may be asked to repay any money you have received for the period you are withdrawn from the University.
-  Housing costs: you may not be able to get out of your contract or find someone to take it over, resulting in you having to continue paying your rent.
-  You will not normally be eligible for any state benefits, though you will continue to be exempt from Council Tax.

## OTHER ISSUES:

-  You will normally be allowed to use the University's IT, library or other facilities, but do check with your department that this is going to happen.
-  If you withdraw for medical or health-related reasons, you will be asked to supply a medical certificate confirming you are fit to resume your studies.
-  You are not normally allowed to withdraw temporarily for more than two consecutive years, or for more than a total of two years over the duration of the course. There is further guidance on this in Regulation 36.
-  If you are an international student, it may not be possible for you to take temporary withdrawal and remain in the UK. Take advice from the Office for Global Engagement.
-  While you are on temporary withdrawal, you remain a member of the SU (subject to some restrictions).

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**PLACES TO GET ADVICE:** Department | Personal Tutor | Supervisor | Departmental or University Senior Tutor | Students' Union Advice Centre | Student Funding Team | Immigration Service in the Office for Global Engagement (if you are an international student subject to visa restrictions)

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## UNIVERSITY COMMITTEES

The University has various procedures aimed at addressing different aspects of problems that occur. This guide aims to outline basic information and resources to do with each of the main procedures – for more detailed guidance it is important to make use of the advice and guidance that is available on campus.

The Students' Union Advice Centre offers free, confidential, independent and impartial advice on all aspects of University procedures. We can offer you guidance and support if you are being taken to a University Committee and will work with you to help you understand the process and implications for you and your particular case.

Once you have completed the complaints or appeals procedures and received your completion of procedures letter, you can take your complaint to the OIA ([oiahe.org.uk](http://oiahe.org.uk)). For further information or advice on what to do, please contact the Students' Union Advice Centre: [warwicksu.com/advice](http://warwicksu.com/advice).

## DISCIPLINARY PROCESSES

The main Disciplinary Regulations are **REGULATIONS 23 & 27**:  
[warwick.ac.uk/services/gov/calendar/section2/regulations](http://warwick.ac.uk/services/gov/calendar/section2/regulations)

If you are involved in any incident that is investigated under the Disciplinary Regulations, we would recommend getting advice as early on in the process as possible. The SU Advice Team is able to offer confidential, impartial and independent advice to help you to understand the process the implications of what has happened.

Initially you will be invited to a meeting to discuss the incident. Before attending such a meeting you should have knowledge of the allegations against you, and you can take someone with you if you want to.

How the matter proceeds will depend on the seriousness of the allegation. In the case of a minor breach the process might end with an informal meeting, or in the case of a serious allegation it could progress to a major disciplinary hearing. Understanding the situation as early as possible will help you navigate the procedures to hopefully get the best outcome possible.

If you do end up with a major disciplinary hearing, make sure you have proper advice about how to represent yourself. The SU Advice Team is experienced in offering this type of advice, and is here to help you navigate the process.

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**PLACES TO GET ADVICE:** Students' Union Advice Centre | Personal Tutor | Supervisor | Departmental or University Senior Tutor

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# STUDENT FITNESS TO ATTEND PROTOCOL

The University has introduced this protocol to help facilitate early intervention and active collaboration to manage situations where there is cause for concern over a student's behaviour, health or medical conditions which lead to a concern that a student poses a risk to themselves or the wider University community. The protocol is a staged response encouraging identified students to obtain relevant support but, depending on the student's responses and the seriousness of the concern, the protocol can be moved to any stage at any time.

**THE PROCESS:** The protocol will be activated where a third party raises a concern about a student's behaviour, health or medical condition with Student Support – this could be from their department, friends, housemates or colleagues.

**STAGE 1:** This is the informal stage, and a student subject to the protocol will be invited to an informal meeting with Student Support or their Department. The issues that need to be addressed will be discussed and hopefully a care plan can be agreed to address the areas of concern. If the student engages with the plan and there are no further issues, there may be no need for further escalation. However, if a plan cannot be agreed or if there is a failure to engage with the process then the protocol will move to Stage 2.

**STAGE 2:** This stage requires a formal Student Care Planning meeting, which is attended by various representatives who form the Student Review Panel (including the student). The Student Care Planning meeting will:

-  Consider the previously identified concerns and any new areas of concern
-  Assess the student's fitness to attend.

A full discussion of the issues will take place, but the meeting will follow more formal procedures than the informal meeting in Stage 1.

If the student fails to engage with the process or agree to proposals for a care plan, then the process may be escalated to Stage 3 – referral to Academic Registrar for Continuation of Registration proceedings.

**STAGE 3:** Referral to Academic Registrar for Continuation of Registration proceedings under Regulation 36.

Continuation of Registration is the process by which the University considers whether your registration as a student at Warwick should be ended. The protocol is governed by **REGULATION 36**, and is specifically set out at 36.4.4. For detailed information on the protocol and its implementation see: [warwick.ac.uk/services/gov/calendar/section2/regulations](https://warwick.ac.uk/services/gov/calendar/section2/regulations)

**PLACES TO GET ADVICE:** Students' Union Advice Centre | Personal Tutor | Supervisor | Departmental or University Senior Tutor | Student Support

# PLAGIARISM OR CHEATING

The University's rules are set out in **REGULATION 11**:  
[warwick.ac.uk/services/gov/calendar/section2/regulations](http://warwick.ac.uk/services/gov/calendar/section2/regulations)

Academic integrity is a very important aspect of study, and the University has strong rules and procedures that it implements where there is a suspicion that plagiarism or cheating has taken place. Most assessed written work is required to be put through the Turnitin website which provides a report on the originality of the work submitted.

**PLAGIARISM** is presenting someone else's work as your own. To avoid accusations of plagiarism it is important that sources are referenced fully and in the prescribed manner. If you are unsure how to reference properly, make sure you get advice on this from your department and consult your course handbook.

**CHEATING** can be anything from direct copying from another student to taking unauthorised materials into the exam room.

Being found guilty of cheating or plagiarism can result in severe penalties, so if you are accused of either we would recommend getting advice as early on in the process as possible. This will help you to understand the process and its implications, and hopefully help you navigate the procedures to get the best outcome possible in your particular circumstances.

**PLACES TO GET ADVICE:** Students' Union Advice Centre | Personal Tutor | Supervisor | Departmental or University Senior Tutor

# FITNESS TO PRACTICE

These hearings are governed by **REGULATION 34**:  
[warwick.ac.uk/services/gov/calendar/section2/regulations](http://warwick.ac.uk/services/gov/calendar/section2/regulations)

Fitness to practice processes may be triggered for students who are on professional courses, e.g. Medicine, Dentistry, Social Work or Education (PGCE). When there are questions about a student's ability to fulfill the professional requirements of a course then the matter may be referred to the University Fitness to Practice Committee.

If you fail to convince the committee that you are able to meet the required professional standard, then you may find that this will end any chance you have of working in your chosen profession.

If you are told that you are going to be subject to an investigation of your fitness to practice, we would recommend getting advice as early on in the process as possible. This will help you to understand the process and its implications, and hopefully help you navigate the procedures to get the best outcome possible in your particular circumstances.

**PLACES TO GET ADVICE:** Students' Union Advice Centre | Personal Tutor | Supervisor | Departmental or University Senior Tutor

# CONTINUATION OF REGISTRATION

If the University believes that there is good cause to end your registration as a student then you will be taken to a Continuation of Registration Committee, which is governed by **REGULATION 36**:  
[warwick.ac.uk/services/gov/calendar/section2/regulations](http://warwick.ac.uk/services/gov/calendar/section2/regulations)

If you are told you will be taken through a Continuation of Registration Committee, it is extremely important that you get proper advice as quickly as possible to ensure you understand what the issues are.

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**PLACES TO GET ADVICE:** Students' Union Advice Centre | Personal Tutor | Supervisor | Departmental or University Senior Tutor

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## FEES COMMITTEE

If you owe money to the University and you are struggling to pay the required amount, it is important that you talk to the University Student Finance department to discuss your circumstances. You will need to come up with a realistic plan to pay the amount owed, otherwise the University may suspend your registration.

The University holds Fees Committees, which investigate the circumstances of students who have a debt to the University. If you are required to attend a Fees Committee, do talk to University Student Finance.

If you are struggling, it may be worth checking that you are receiving all the money available to you. Help with this can be obtained from University Student Funding or the SU Advice Centre.

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**PLACES TO GET ADVICE:** University Student Finance | Students' Union Advice Centre

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# COMPLAINTS

## COMPLAINTS AGAINST THE UNIVERSITY

Everyone hopes that there are no problems while you are attending the University of Warwick, but sometimes things do go wrong and if they do cause you a problem you can make a complaint to the University.

The University has a 3 stage complaints procedure, and it is hoped that complaints can be resolved early without the need to escalate to stages 2 & 3.

If by the end of the 3 stages you are still not satisfied with the outcome, you can refer your complaint to the OIA (Office of the Independent Adjudicator) who can consider your complaint further ([oiahe.org.uk](http://oiahe.org.uk)).

Full information on the process can be found at:  
[warwick.ac.uk/services/feedbackcomplaints/students/complaints](http://warwick.ac.uk/services/feedbackcomplaints/students/complaints)

If you want to discuss a complaint and want help in pursuing it, the Students' Union Advice Team can help you.

## COMPLAINTS AGAINST THE STUDENTS' UNION

The Students' Union exists to provide services for our members/students. Hopefully we get it right, but if you do feel that we have not met the standards you feel we should have done, the Students' Union has its own complaints procedure separate from the University.

The Students' Union complaints procedure can be found at:  
[warwicksu.com/contact/complaints](http://warwicksu.com/contact/complaints)

## OIA: OFFICE OF THE INDEPENDENT ADJUDICATOR

When all of the University procedures have been exhausted you should get a completion of procedures letter from the University. If you are unhappy with the outcome then there is the opportunity for a final complaint to the OIA within 12 months of the completion of procedures letter.

For information about the OIA please see their website ([oiahe.org.uk](http://oiahe.org.uk)) or contact the Students' Union Advice Centre.

