



**Undeb
Myfyrwyr**
PCYDDS

UWTSD
**Students'
Union**

ACADEMIC PROCESSES TOOLKIT

The Academic Processes Toolkit is your quick guide to different academic processes without the need to navigate across a variety of pages and links.



**FREE
INDEPENDENT
CONFIDENTIAL**

SUPPORT & RESOURCES

Students' Union Advice Service

Our advice service is **free, independent and confidential**.

We aim to empower you to make the decisions that are right for you by helping you with both university processes and finding the right support.

Free, impartial and confidential advice around university processes:

- Academic Appeals
- Academic Misconduct
- Extenuating Circumstances
- Concerns and Complaints
- Fitness to Practice, Support for Study and Non-Academic Misconduct
- Interruption of Studies

Useful Links

01792 482101

unionadvice@uwtsd.ac.uk

[Advice Website](#)

Advice Service Reviews from Students

"I would like to express my heartfelt gratitude to the Advice Service, whose encouragement and practical assistance during a time of deep helplessness, fear, and self-doubt were of immense support to me."

- UWTSD Student 2025

"The Advice Service is a very caring and friendly support service."

- UWTSD Student 2025

SUPPORT & RESOURCES

Fees Team

If you have queries in relation to fees, the best people to assist you are the University's Finance Team.

Useful Links

fees@uwtsd.ac.uk

[Fees Team Website](#)

Money Support Team

If you are experiencing financial hardship caused by the delay in your Student Finance, you could consider applying to access support from the Student Financial Support Fund.

- Bursaries
- Cost of Living Support
- Budgeting Tools

Useful Links

moneysupport@uwtsd.ac.uk

[Money Support Team Website](#)

University Wellbeing Service

If you are requiring specialist support or having some difficulties with wellbeing, the Wellbeing Service can provide support.

- Independent resources available
- Student Assistance Programme
- Support Request Form

Useful Links

24/7 Line: 0800 028 3766

[Wellbeing Support Website](#)

COMPLAINTS



Before you make a formal complaint, you will be asked what steps have already taken to try and resolve the issue. This is part of the informal complaints process and can be things like talking to your course rep, or your Programme Manager.

The formal process can take up to 40 days.

→ **As an Individual**

Tips for having this conversation: Be solution orientated, fact based and clear about the outcome you want.

When making a complaint, be specific and provide evidence to support your statements.

→ **As a Class**

For example, teaching, general concerns.

If making a group complaint, group complaint consent form also needs to be completed.

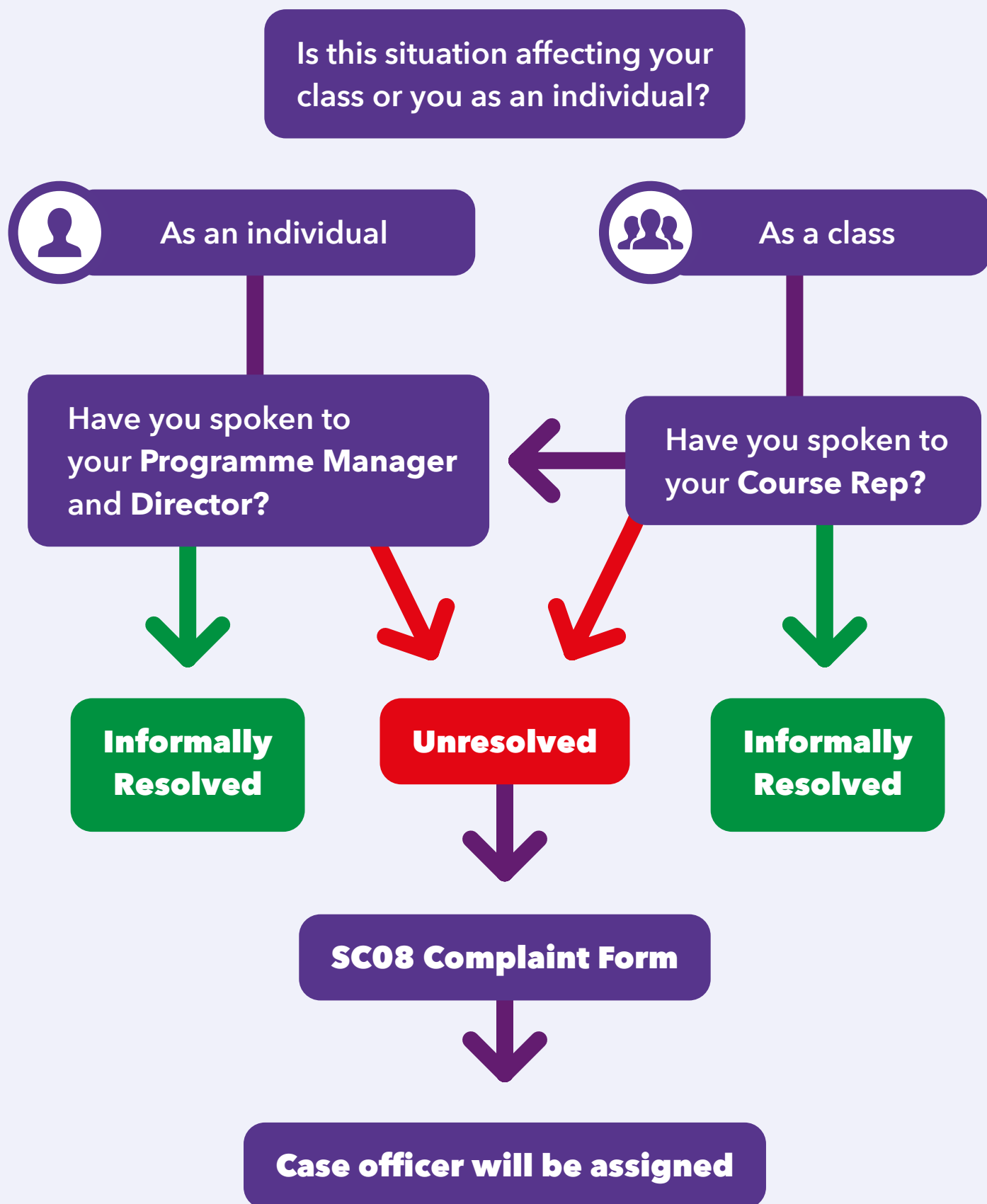
More Information

[University Complaint Policy and SC08 Complaint Form](#)

→ **What will the Case Officer do?**

1. Check if you tried to resolve informally.
2. Contact relevant members of staff.
3. Offer a mediation service.
4. Contact you for more information.
5. You may be invited to a Complaint Panel.

COMPLAINTS TIMELINE



EXTENUATING CIRCUMSTANCES (ECs)

What is Extenuating Circumstances?

If you're not able to do your best work before the deadline, and this is because of – for example – **a health problem, or something happening in your personal life**, you should consider applying for Extenuating Circumstances ('ECs').

How Do I Apply for ECs?

You can apply for ECs on MyTSD (under 'Data Changes'), up to 3 weeks after the assignment deadline.

You'll need to **independent evidence** (usually from a professional) to support your claim.

What doesn't count as ECs?

1. Not backing up your assignment/technical issues
2. Moving house
3. Temporary financial difficulty
4. Working long hours

EXTENUATING CIRCUMSTANCES (ECs)

What if I can't provide evidence?

Contact the **Learning Support Manager in Student Services**, and ask if they can provide a **University Confirmation** of Extenuating Circumstances.

This Confirmation can be used as evidence for an ECs application. The Learning Support Manager will want to understand what's happened (and why you can't provide 'independent documentary evidence').

What evidence do I need to provide?

Section 14 of the Mitigating Circumstances Policy explains the criteria for Extenuating Circumstance.

You have to provide 'independent documentary evidence' that your studies have been affected by something specific in the run-up to, or at the time of, the assessment in question.

What if I have a long-term disability?

ECs are intended to address the impact of temporary health and personal issues on your studies. If you have a long-term condition, you should speak to Student Services about '**reasonable adjustments**' and (if suitable) a **Statement of Compensatory Measures**.

HOW DOES MY ECs BEING APPROVED AFFECT ME?

You can choose not to hand the work in

You'll then have the right to submit the work for a new deadline. This deadline is likely to be in the **next term or semester**. This means that you might be **delayed in progressing to the next level or in graduating** – so it might be worth getting advice on this option from your lecturers.

You can hand the work in up to 1 week late.

The late submission penalty will be lifted. If it's your **first attempt, then the re-sit will also be treated as a first attempt** – if a second attempt, the re-sit will also be treated as a second attempt, and so on.

You can hand the work in anyway

If you pass it and you're satisfied with your score, then that's great – if you don't pass it, or if you're not satisfied with your score, you'll have the right to re-sit it without any additional penalty. If it's your **first attempt, then the re-sit will also be treated as a first attempt** – if a second attempt, the re-sit will also be treated as a second attempt, and so on.

More Information

[Mitigating Circumstances Policy under 'Extenuating Circumstances'](#)

ACADEMIC MISCONDUCT



What is referencing?

Referencing is a way of showing where you got information, ideas or narratives from. Refer to your Programme Handbook to check the right format of referencing.

What is poor academic practice?

Academic Misconduct Policy: 3.1.2. "Poor Academic Practice" – is judged to be a minor breach of standard academic conventions, such as poorly attributed or incorrect referencing to a limited extent, or over-reliance on referenced material. This also includes failure to adequately understand and follow assessment instructions.

What is plagiarism?

Academic Misconduct Policy: 3.1.1.1. "Plagiarism" – presenting someone else's work or ideas as the student's own; Using another author's work.

What is a Viva?

If a lecturer is concerned your work may not be your own, you may be invited to an oral examination.

ACADEMIC MISCONDUCT



Can I take someone with me to the Viva?

Yes, inform the Academic Misconduct Co-ordinator.

Please note, they cannot talk on your behalf.

A member of SU may also attend instead, if you contact SU.

Key Tips to Prepare for a Viva:

1. Read the email you have received inviting you to the viva – this may include specific details about concerns that have been raised, as well as copies of the Turnitin report for your assignment.
2. Re-read your assignment and make sure you're familiar with it, you may be asked questions around your assignment to check your understanding.
3. Have your resources to hand and any drafts you have of your assignment.

Academic Misconduct Allegation

What module is it for and which components?

Is it your first offence or second or higher?

When do you need to respond to the email by - this should be within 14 days.

What is the penalty applied if you accept the allegation?



Deny the allegation



Academic Office will investigate, if they disagree with you there is a risk of a more severe penalty.



If you deny, you need to:

Ensure your statement addresses the tutors concerns mentioned in Section B.

Provide evidence, i.e. drafts of your work and materials you used to research.

The Academic Misconduct Investigation Panel might invite you to give evidence. If so, they will give you at least 10 days' notice of the meeting.



Accept the allegation



The penalty will be as described in the email.

SC06 Penalties Form

Points based system taking into account **level of study, history of academic misconduct**, etc.

ACADEMIC APPEALS

Before you make an appeal, read the Exam Board decision to understand why this decision was made.

You have 21 days - 3 weeks - from the release of results by the Examining Board to submit your Academic Appeal. Your Appeal won't usually be considered if it's late. (unless there are exceptional circumstances).

The formal process can take up to 40 days

How do I make my appeal as strong as possible?

Before you make an appeal, read the Exam Board decision to understand why this decision was made.

You have 21 days - 3 weeks - from the release of results by the Examining Board to submit your Academic Appeal. Your Appeal won't usually be considered if it's late (unless there are exceptional circumstances).

The formal process can take up to 40 days

What evidence do I need to provide?

- Independent documentation
- Recent
- Must be dated
- Needs to show the impact of circumstances on your studies

You have received an Exam Board Decision or a Notification of Withdrawal and you wish to appeal.

Fill in the **SC07 Appeal Form**

What ground(s) can I appeal under?

4.1.1. "there has been an arithmetical or other factual error in the results published by the University"

4.1.2. "there were mitigating circumstances where for good reason the academic body was not made aware of the significant factor relating to the assessment of a student when it made its original decision and there is independent evidence to show compelling reasons why the University was not made aware of these in a timely manner"

4.1.3. "there were defects or irregularities in the conduct of the assessment or in written instructions or in advice relating thereto, where there is a prima facie case that such defects, irregularities or advice could have had an adverse effect on the student's performance"

You will need to provide a statement and evidence.

Once you submit an appeal, it will be assigned to a **Case Worker** from the **Academic Office**. Key Contact: aocases@uwtsd.ac.uk

SU ADVICE SERVICE SUPPORT WHEN YOU ARE INVITED TO A PANEL

If you have been invited for a Panel, it is important you are contacting SU Advice as soon as possible.

What can the SU Advice service help with?

We can provide support around preparation for the panel. For example, looking at your initial statement and the evidence you have provided.

We can provide support around the relevant policies and how they may be applied in your case. For example, the Appeals policy.

We can provide general guidance before the meeting around etiquette, what to expect and the purpose of the Panel.

Useful Resources

Includes all student policies and forms including SC15 Panel Formats.

[Academic Quality Handbook](#)

SU ADVICE SERVICE SUPPORT WHEN YOU ARE INVITED TO A PANEL

What can't the SU Advice service help with?

We cannot talk on your behalf; we can only attend the Panel as an observer.

We are not involved in any decision- making and therefore cannot make any decisions around your case.

We cannot predict the final outcome of your case, we can only advise on potential outcomes.

When policies are associated with a Panel?

- Appeals Policy
- Complaints Policy
- Academic Misconduct Policy
- Non-Academic Misconduct Policy
- Support for Study
- Fitness to Practice

TYPES OF FORMS



Form name

Information

SC02

What its used for?

Interruption of studies form: when students require a break from studies for at least a minimum of 3 months.

Time limit

Contact Programme Manager for further information.

Where to find it?

[Procedures for Academic Appeals, Complaints and Other Student Cases](#)

Form type

Microsoft Word Document

SC05**What its used for?**

Academic Investigation form; used when academic misconduct is being alleged and provides a section for the student to either agree or disagree.

Time limit

Within **14 days**.

Where to find it?

[Procedures for Academic Appeals, Complaints and Other Student Cases](#)

Form type

Microsoft Word Document

SC06**What its used for?**

Academic Penalties form: sets out the penalties applied based on a points system which depends on student level, history of misconduct and seriousness of misconduct.

Time limit

Non-applicable

Where to find it?

[Procedures for Academic Appeals, Complaints and Other Student Cases](#)

Form type

Microsoft Word Document

Form name

Information

SC07

What its used for?

Academic Appeal form: used to dispute a grade or withdrawal from Programme.

Time limit

Within **21 days - 3 weeks** - from the release of results from the Exam board.

Where to find it?

[Procedures for Academic Appeals, Complaints and Other Student Cases](#)

Form type

Microsoft Office Form

SC08**What its used for?**

Complaint form: used to submit a formal complaint.
For example, a complaint around the services provided by the University.

Time limit

Within **1 month** of your 'informal' attempt to resolve the issue. The Academic Office also expects you to submit your Formal Complaint **no more than 6 months** after the incident or events that you are complaining about happened.

Where to find it?

[Procedures for Academic Appeals, Complaints and Other Student Cases](#)

Form type

Microsoft Word Document

SC11**What its used for?**

Review of Outcome: used to request the Academic Office to review the initial outcome decision.

Time limit

Academic Appeal: Within **14 days** of the outcome.

Extenuating Circumstances: within **14 days** of the outcome.

Academic Misconduct: within **14 days** of the outcome.

Complaints: within **14 days** of the outcome.

Interruption of Studies: within **14 days** of the outcome.

Fitness to Practice: within **14 days** of the outcome

Non-Academic Misconduct: within **14 days** of the outcome

Support for Study: within **14 days** of the outcome

Where to find it?

[Procedures for Academic Appeals, Complaints and Other Student Cases](#)

Form type

Microsoft Word Document

Form name

Information

**OIA
Complaint
Form**

What its used for?

If after receiving the Review of Outcome decision you still feel you have been treated unfairly, you can submit a complaint to the OIA.

Time limit

Within 12 months of the Completion of Procedures Letter

Where to find it?

[How to complain to us - OIAHE](#)

How to contact

Online:

Online Complaint Form

Email:

enquiries@oiahe.org.uk

Post:

OIA
Second Floor
Abbey Wharf
57-75 Kings Road
Reading, RG1 3AB

Form name

Information

SC15

What its used for?

Form which contains the formal of panels.

Time limit

Non-applicable

Where to find it?

[Academic Quality Handbook](#)

Form type

Microsoft Word Document