



Our Policies and Procedures

This section covers our current written protocols, policies, and procedures for delivering our services and responsibilities.

Policies and procedures for conducting University business

The [Quality Manual](#) sets out the University's quality assurance procedures relating to all aspects of quality assurance and enhancement, covering academic and professional service departments.

The terms 'quality and standards' cover [two interrelated areas](#).

Standards ensure that the University's academic provision meets the standards that are prescribed both by external frameworks and by the University's commitments as an autonomous body with degree-awarding powers.

Quality ensures that students receive an excellent student experience that enables them to meet the University's academic standards. Quality is a shared activity delivered by the whole University.

Fraud, Bribery and Corporate Corruption Policy

Canterbury Christ Church University is committed to upholding the highest standards of integrity, transparency, and accountability in all its activities.

The [Fraud, Bribery and Corporate Corruption Policy](#) sets out the University's zero-tolerance approach to fraud, bribery, corruption, and other forms of economic crime.

It reflects the University's compliance with the Bribery Act 2010, the Economic Crime and Corporate Transparency Act (ECCTA) 2023, and other relevant legislation.

In developing, implementing and reviewing the Policy, the University considers the expectations from regulators, including the Ministry of Justice, the Home Office, the Department for Education (DfE), the Office for Students (OfS), the Charity Commission, and the Public Sector Fraud Authority (PSFA), and relevant sector guidance from Universities UK.

Freedom of speech

Canterbury Christ Church University strongly endorses and promotes freedom of speech and academic freedom as part of [our Mission and Values](#). It is enshrined in the [University's Articles of Association](#) (Article 92). Free speech supports an environment for innovation, critical thinking, and scholarly engagement.

Freedom of speech empowers all individuals to express their opinions and ideas openly without interference, provided these expressions are within the law.

Academic freedom safeguards academics' intellectual autonomy, enabling them to explore, question, and introduce new or contentious ideas within the law without fear of negative repercussions affecting their employment or careers.

We set out our commitment to these principles in our [Code of Practice on Freedom of Speech](#), which emphasises the very high level of importance we attach to lawful free speech in expressing a viewpoint as foundational to a university. Alongside the Code, we provide a fuller summary of its contents on [our free speech webpage](#).

Policies and procedures relating to academic services

Safeguarding

Our [Safeguarding Policy](#) outlines the approach we take to Safeguarding.

Most students and apprentices will be 18 or over when they register at the University or turn 18 soon after starting their studies.

The University's [Under 18s Safeguarding Policy](#) sets out the University's approach to under-18s, including those not studying with us.

We set out the implications for Schools and Professional Services in the [Under 18s on University Award Bearing Programmes: Safeguarding Procedure](#).

Prevent duty

The University is subject to the [Prevent duty](#).

[The Prevent Duty Policy](#) sets out how the University addresses its statutory responsibility to pay due regard to the need to prevent people from being drawn into terrorism.

We provide [a briefing for students and apprentices](#) on our responsibilities under the Prevent duty.

Student Admissions

We have an [Admissions Policy](#). The policy provides a framework for how the University will consider applications and interact with applicants, and intends to give applicants an overview of what they can expect during the admissions process.

We have an [Admissions Appeals and Complaints Procedure for applicants](#). It is for all applicants to a new course, even a student on a previous course with us.

Student Registration

Students complete the [registration](#) process to become Canterbury Christ Church University students and start their studies.

The [Conditions of Student Registration](#) set out the requirements of a registered student. They form part of our [Terms and Conditions](#).

Regulation and Credit Framework

All courses and awards are governed by University regulations designed to ensure each course and award is structured, delivered and assessed fairly, consistently and

transparently. The following represents the information relating to our policies and procedures.

1. ACADEMIC FRAMEWORK

The [Academic Framework](#) articulates the structures in place to operate the University's awards. It sets out the requirements and attributes for designing and delivering awards with which all courses must comply.

2. ASSESSMENT PROCEDURES

The [Assessment Procedures](#) set out arrangements for the operation of Assessments, Examinations, Boards of Examiners and the External Examiner system.

3. AWARD REGULATIONS

The [General Regulation](#) detail the broad regulations on the awards the University may approve at each level of study.

[Taught Regulations](#) govern taught awards, including the arrangements for Boards of Examiners; External Examiners; pass, classification, progression and credit requirements.

[Regulations for Research Awards](#) apply to research degree students.

4. ADDITIONAL COURSE REGULATIONS

Some courses and awards have approved [Additional Course Regulations](#) (formerly Special Regulations) that confer alternative regulations due to professional body and/or employer requirements.

Additional Course Regulations take precedence over the Taught Regulations.

Where the Additional Course Regulations are silent, however, the standard regulations for the relevant level of study will apply in full.

5. GUIDES TO ASSESSMENT AND AWARD PROCESSES

We provide Guides to Assessment and Awards for [Undergraduate](#) and [Postgraduate Taught](#) students.

6. ACADEMIC APPEALS

The Academic [Appeals Procedures](#) provide a mechanism for students to appeal against a Board of Examiners' decision-making related to assessment, progression, and awards.

7. EXCEPTIONAL CIRCUMSTANCES

The [Exceptional Circumstances](#) procedures set out the arrangements for students to request a short extension to coursework or to postpone/re-take an exam or time-constrained assessment.

8. ACADEMIC INTEGRITY

The University commits to fair assessment procedures for all students. Our [academic integrity policy](#) upholds the highest standards of honesty in assessed work.

When there is a breach of the principles of academic integrity, we may take action under the [academic misconduct procedures](#).

9. GENERATIVE ARTIFICIAL INTELLIGENCE (AI): GUIDANCE FOR STUDENTS

The University recognises the potential of generative AI to support learning, teaching, research and working practices. However, we appreciate the tools' limitations and the ethical complexity of their widespread use within the University.

Our approach to adopting and using these tools is educative rather than punitive.

We provide students with [guidance](#) to explain how to use generative artificial intelligence (GenAI) and what restrictions the University has put on its use.

10. GENERATIVE ARTIFICIAL INTELLIGENCE (AI): GUIDANCE FOR STAFF

In our [guidance on AI for staff](#), we explain how staff approach the learning, teaching, and integration of AI into their professional teaching and research practice.

11. COMPASSIONATE PEDAGOGY

Compassionate Pedagogy is about creating a learning environment that recognises distress and disadvantage for all students and staff, and actively seeks to reduce these barriers to learning. Our [guidance for staff on Compassionate Pedagogy](#) explains how it can support students' wellbeing and learning.

Student Engagement

We expect students to organise their studies and to ensure they know their timetable and the expectations for attendance at all activities related to their courses.

The [Student Attendance and Engagement Framework](#) sets out the expectation that all students participate fully in each module's learning activities. There is also an expectation that students undertake all components of associated assessments.

The University has a [Fitness to Study Procedure](#) to support and protect students when their health, wellbeing or behaviour negatively affects their academic progress.

Student Protection

We may have to change a course after it has begun. We do this using the [Policy on Changes to Published Material Course Information](#).

We have a [Student Protection Plan](#). It sets out our approach to student protection arising from risks to the continuation of a student's study. We also explain what we have put in place to mitigate those risks.

Student Complaints Procedure

We have a [Student Complaints Procedure for registered students](#).

Students studying at partner institutions follow the partner's complaints procedure.

Refund and Compensation Policy

We have a [Student Refunds and Compensation Policy](#) that sets out the terms under which the University will make refunds and provide compensation to and on behalf of students.

Student Discipline

We have a [Student Prevention of Harassment and Sexual Misconduct Policy](#) and [Student Conduct Procedure](#).

Professional Conduct

Students following a professional course are subject to the [Fitness to Practise Procedures](#) in the case of alleged professional misconduct.

Procedures and policies relating to human resources

Working for us

We publish a list of our [current vacancies](#).

We provide [information for applicants](#).

There is information on [staff networks and societies](#).

Whistleblowing Policy

The University [Whistleblowing Policy](#) applies to all our employees, officers, consultants, contractors, and casual and agency workers.

We provide [Student Guidance on the University's Whistleblowing Procedure](#).

Equality, diversity and inclusion

We believe everyone deserves an equal opportunity to succeed in an environment free from discrimination and where diversity and inclusion thrive. We set this out in the information on our approach to [Equity and Inclusion](#).

Our [Equity and Inclusion Strategy](#) has been designed to deliver our commitment to our people, our culture, and our community as laid out in [Vision 2030](#). It is set out in our [E&I Strategic Framework](#). We aim to:

- eliminate discrimination
- promote equity, diversity, and inclusion
- embed a strong sense of belonging in all that we do.

We have a [Trans and Non-Binary Inclusion Policy](#) to support all staff and line managers to ensure that trans and non-binary staff and students are provided with appropriate support and treated with dignity, sensitivity and respect.

[Gender equality](#) in the workplace and in the education we provide is critical. We are actively shaping our policies, initiatives and future around it.

We are committed to [disability equality](#) and determined to ensure that our disabled students and staff are fully supported to flourish and meet their full potential.

We are committed to maintaining a working environment in which everyone is treated with dignity and where unacceptable behaviour is identified and dealt with quickly and fairly. Our [Anti-Bullying-and-Harassment-Policy](#) aims to assist staff to identify and address issues related to dignity at work.

Health and Safety

The University commits to fostering a positive, proactive health and safety culture that promotes safe working practices across all University activities.

We set this out in the information on our [Health and Safety Policy](#).

We apply a [Smoking-Free Environment Policy](#).

Procedures and policies relating to research policy and strategy

Our research heritage

We have celebrated [60 years of research heritage](#).

The latest [Research Excellence Framework \(REF\)](#) results showed how the University more than doubled the proportion of world-leading research it produced since its last REF.

University research centres

Our [research centres](#) shape policy and practice across Kent, Medway and the UK. We have particular strengths in Health and Social Care, Education, Sports and Arts.

We're constantly investing in the latest [research facilities](#) to ensure our students and staff work in a stimulating environment supporting research.

Research Impact

[Research impact](#) is essential to us as a University. From arts interventions to support those with dementia, through supporting international investment in Africa to recovering lost voices and communities in Spain, our research targets the issues relevant to the communities, sectors and industries we serve, locally, nationally and internationally.

Our research

You can read the [latest news and projects](#) from our research centres and groups.

[Research Space Repository](#) is Canterbury Christ Church University's institutional repository. It is an online archive of the University's research outputs.

Research and supervision

We provide information on the approved [research subject areas](#).

Governance and Ethics

[Research Ethics Policy](#)

[Peer/Independent Review](#)

[Ethics Issues And Principles In Research Involving Human And Animal Participants](#)

[Code Of Conduct: Practice For Research Involving Human Participants And Animals](#)

[Code of Practice for the Oversight and Use of Security-Sensitive and Other Sensitive Research Material](#)

Intellectual property

We have two policies relating to intellectual property:

[Intellectual Property Policy - Staff](#)

[Intellectual Property Policy – Students](#)

Policies and procedures relating to data protection and freedom of information

Personal Data Policies

The University processes the personal data of living individuals such as its staff, students, contractors, research subjects and customers. The UK GDPR and the Data Protection Act 1998 regulate this processing.

The UK's regulator for data protection is the Information Commissioner's Office (ICO). We are registered with the ICO; registration reference: Z7043317.

Our [Data Protection Policy](#) outlines the University's approach to protecting personal data.

We explain the [information rights](#) an individual has and the obligations of the University.

We explain how we use personal data in our [Privacy Notices](#).

Our [Student Privacy Notice](#) explains how we process data for students and those who apply for our courses.

We explain how we use special category data in our policy statements. There is a policy statement for [students and applicants](#) and one [for staff](#).

Freedom of Information Policies and Charging Regimes

We provide information on our approach to [freedom of information](#), including the Publication Scheme.

We maintain details of our performance in handling requests for information under the Freedom of Information Act 2000. The information is available on request by emailing foi@canterbury.ac.uk.

Under the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, the University can refuse to deal with a request that would cost more than £450 to process. We explain our approach to charging in [Freedom of Information: Fees Charges](#).

Data Protection Complaints

Should you have a complaint about any aspect of data protection at the University, we will seek to resolve the complaint speedily. You can submit your complaint to the Data Protection Officer by email to: dp.officer@canterbury.ac.uk

We ask you to provide your name and address and the details of your complaint. You can use our [Complaint about Data and Information Handling form](#) to provide the information.

We handle complaints following our [Data Protection Complaints Procedure](#).

Freedom of Information Complaints

Should you have a complaint about any aspect of freedom of information or Environmental Information Regulations at the University, we will seek to resolve the complaint speedily. You can submit your complaint to the Data Protection Officer by email to: foi@canterbury.ac.uk

We ask you to provide your name and address and the details of your complaint. You can use our [Complaint about Data and Information Handling form](#) to provide the information.

We handle complaints following our [FOI & EIR Complaints Procedure](#) [Data Protection Complaints Procedure](#).

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