# Canterbury Christ Church University

# 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.

### Freedom of speech

We commit to promoting freedom of speech. We have a Code of Practice on the Freedom of Speech. The Code applies to the Students' Union as well.

## Policies and procedures relating to academic services

### Safeguarding

Our Safeguarding Statement of 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.

The University is subject to the Prevent duty.

### Student Admissions

We have an Admissions and Recruitment Policy.

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 officially 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 types of 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. SPECIAL REGULATIONS

Some courses and awards have approved Special Regulations that confer alternative regulations due to professional body or employer requirements.

5. GUIDES TO ASSESSMENT AND AWARD PROCESSES

We provide Guides to Assessment and Awards. These are the guides for the current year.

Undergraduate

Postgraduate Taught

The guides for Previous years are also available.

6. ACADEMIC APPEALS

The Appeals Procedures sets out the arrangements for an appeal against the decision-making process of a university body.

7. EXCEPTIONAL CIRCUMSTANCES

The Exceptional Circumstances procedures set out the arrangements to request a coursework extension or a further chance to take an exam or time-constrained assessment.

8. TEMPORARY LEARNING AGREEMENT

Students experiencing a medium-term or long-term personal difficulty (unrelated to disability) may request a Temporary Learning Agreement to manage their learning within the current academic year.

9. ACADEMIC INTEGRITY

The University is committed to fair assessment procedures for all students. Our academic integrity policy is designed to uphold the highest standards of honesty in assessed work.

When the principles of academic integrity are breached, action may be taken under the academic misconduct procedures.

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

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. In our guidance on AI for staff, we explain how we recommend 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 notices distress and disadvantages 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 ensure they know their timetable and expectations for attendance at all activities relating to their courses.

The Student Engagement in Learning Policy 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 impacts their ability to progress academically.

## Student Protection

We may have to make changes to 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 your 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 who study a professional course are subject to the [Code of Student Professional Conduct.](#)

Students following a professional course in the Faculty of Medicine, Health and Social Care are subject to the [Low-Level Concerns and Fitness to Practise Policy and Procedures.](#)

Students studying a professional course in the Faculty of Arts, Humanities and Education are subject to the [Faculty Professional Suitability Policy](#) and [Procedures](#).

## 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 published 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 our [Equality, Diversity and Inclusion Policy Statement](#)

We have a [Trans and Non-Binary Inclusion Policy.](#) We are working hard to promote [an LGBTQIA+ inclusive workplace](#) for all staff and all aspects of university life.

[Gender equality](#) in the workplace and in the education we provide is critical. We're actively finding ways to shape 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.

### Health and Safety

The University is committed to ensuring a positive and proactive health and safety culture that will bring about safe working practices in all University activities.

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

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 in 2014.

### 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

The [research supervisor](#) will guide and support research students during the registration when studying the approved [research subject areas](#).

### Governance and Ethics

The [Research and Enterprise Integrity Framework](#) is the University's primary regulatory and compliance document for research and enterprise integrity. It is how the University ensures research and enterprise are conducted according to the highest standards of integrity.

The following information supports the Framework:

[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](mailto: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 and Freedom of Information Complaints

Should you have a complaint about any aspect of data protection or freedom of information 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](mailto: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 [Procedures for Complaints Relating to Data and Information Access and Handling.](#)

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