

CANTERBURY CHRIST CHURCH UNIVERSITY

STUDENT CODE OF CONDUCT

[Our Mission and Values](#) set out our standards and values, including our commitment to freedom of speech within the law.

Our Student Code of Conduct does not to restrict freedom of speech within the law, but promotes it.

Our Student Code of Conduct sets out the behaviour we expect.

As a student, you need to follow this Code, which includes behaviour on or off University premises and the use of social media.

As a student you need to:

- a. respect and observe our rules and regulations
- b. respect the rights and privacy of others
- c. behave in an orderly manner in your academic and recreational activities on and off campus, in University accommodation, and in your daily life
- d. be a proud ambassador for the University and the Students' Union and represent them in a manner that best promotes their respective reputations
- e. take shared responsibility for your guests when on University premises
- f. take appropriate action when you see others acting inappropriately, for example by bringing it to the attention of the University or Students' Union rather than intervening yourself
- g. follow the relevant standards when undertaking professional training and undertaking organised sporting activities.

We will not tolerate unacceptable behaviour against a student, University employee or others visiting, working or studying at the University. We set out what we consider inappropriate in our [Unacceptable Behaviour Policy](#).

We may discipline a student for unacceptable behaviour wherever and whenever it took place. This includes acting to protect the interests and reputation of the University and its members. We might take action using our [Student Disciplinary Procedure](#). If there is a more appropriate means of seeking a remedy, we might decide to advise use of this as an alternative to our disciplinary procedures.

Students on programmes leading to a professional qualification need to behave in a manner suitable for that profession. Where there is unprofessional behaviour, the Faculty may take action. The Faculty of Health and Wellbeing has a [fitness to practise procedure](#). The Faculty of Education has a [professional suitability procedure](#).

Academic Board approved the Student Code of Conduct on 27th March 2017.

CANTERBURY CHRIST CHURCH UNIVERSITY

UNACCEPTABLE BEHAVIOUR POLICY

1. The basis of the Unacceptable Behaviour Policy is the principle that all students are expected to maintain a standard of conduct that supports the University's mission, values and expectations as set out in the **Student Code of Conduct**. This includes the commitment to freedom of speech within the law. The Unacceptable Behaviour Policy does not to restrict freedom of speech within the law, but promotes it.
2. In developing the Unacceptable Behaviour Policy, the University paid due regard to the UUK/Pinsent Masons *Guidance For Higher Education Institutions: How To Handle Alleged Student Misconduct Which May Also Constitute A Criminal Offence* (October 2016).
3. The **Student Code of Conduct** sets out the expectations for student behaviour to secure the proper working of the University in the broadest sense, including the promotion of freedom of speech within the law.
4. The purpose of the Unacceptable Behaviour Policy is to set out for students and staff the type of circumstance under which the University would initiate disciplinary action under the **Student Disciplinary Procedure**.
5. This Policy defines types of unacceptable behaviour that may amount to a breach of discipline and indicates how the University may address indiscipline. The examples of unacceptable behaviour listed are not exhaustive. The University may initiate action in relation to other unacceptable behaviour depending on the circumstances.
6. There is an outline of potential sanctions. The examples are illustrative of the sanctions that may be applied where the finding is that unacceptable behaviour has taken place. A full list of the sanctions which may be imposed by the University are set out in the **Student Disciplinary Procedure**.
7. There will be instances when certain behaviours which would usually be minor may, on investigation, be found to be very serious and require a more severe sanction. There will be instances when certain behaviours which would usually be considered serious may, on investigation, result in a less severe sanction.
8. Multiple or repeated incidents of misconduct may be more serious than a single act of misconduct. Previous findings of misconduct may be taken into account when determining the sanction.
9. The Unacceptable Behaviour Policy does not apply to organised sporting activities subject to recognised sporting rules.

10. The following behaviours are considered unacceptable, and may result in disciplinary action.

| Disciplinary offence | Examples of unacceptable behaviour | Examples of sanctions |
|----------------------------------|---|---|
| Misconduct in relation to people | | |
| a) | Physical Misconduct | <ul style="list-style-type: none"> • Punching • Kicking • Slapping • Pulling hair • Biting |
| | <ul style="list-style-type: none"> • Pushing • Shoving | <ul style="list-style-type: none"> • Expulsion • Suspension/ Exclusion • Restrictions/ Conditions |
| b) | Sexual Misconduct (where action is taken by the University separate from criminal investigation) | <ul style="list-style-type: none"> • Engaging in a sexual act without consent • Attempting to engage in sexual intercourse or a sexual act without consent • Sharing, including by electronic means, private sexual materials about another person without consent • Kissing without consent • Touching people inappropriately through their clothes without consent • Inappropriately showing sexual organs to another person, including by electronic means • Stalking, including repeatedly following another person • Making unwanted remarks of a sexual nature, including by electronic means |
| c) | Abusive Behaviour, which does not abridge freedom of speech within the law | <ul style="list-style-type: none"> • Threats to hurt another person • Abusive comments relating to an individual's sex, sexual orientation, religion or belief, race, pregnancy/maternity, marriage/civil partnership, gender reassignment, disability or age, including unacceptable behaviour committed by electronic means • Acting and/or speaking in an intimidating and/or hostile manner |
| | <ul style="list-style-type: none"> • Repeatedly contacting another person (by phone, email, text or on social networking sites) against the wishes of the other person • Acts of disturbance that threaten the rights and privacy of any member of the University, including the exercise of the right of freedom of speech within the law, whilst on University or Students' Union premises or engaged in University or Students' Union activity, or | <ul style="list-style-type: none"> • Expulsion • Suspension/ Exclusion • Restrictions/ Conditions |
| | | <ul style="list-style-type: none"> • Formal Warning • Written Apology |

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| | | resident in University owned or managed accommodation | |
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Misconduct in relation to Property

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| d) | Damage to Property | <ul style="list-style-type: none"> • Causing significant damage to University property or to the property of students, staff or visitors to the University | <ul style="list-style-type: none"> • Expulsion • Suspension/ Exclusion • Restrictions/ Conditions |
| | | <ul style="list-style-type: none"> • Causing minor damage to University property or to the property of students or employees of the University or visitors to the University | <ul style="list-style-type: none"> • Formal Warning • Written Apology |
| e) | Unauthorised Taking or Use of Property | <ul style="list-style-type: none"> • Unauthorised entry onto or unauthorised use of University premises • Fraud, deceit, deception, theft or dishonesty in relation to the University, its staff or its students or its visitors | <ul style="list-style-type: none"> • Expulsion • Suspension/ Exclusion • Restrictions/ Conditions |
| | | <ul style="list-style-type: none"> • Misuse of University property (for example computers and equipment) • Borrowing without permission | <ul style="list-style-type: none"> • Formal Warning • Written Apology |
| f) | Threats to Health or Safety | <ul style="list-style-type: none"> • Act/omission that caused serious harm to an individual on University premises or during University activities (for example, disabling fire extinguishers) | <ul style="list-style-type: none"> • Expulsion • Suspension/ Exclusion • Restrictions/ Conditions |
| | | <ul style="list-style-type: none"> • Act/omission that caused or could have caused a health or safety breach on University premises, including smoking cigarettes or e-cigarettes in non-designated areas | <ul style="list-style-type: none"> • Formal Warning |

Misconduct in relation to the University

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| g) | Disruption of the work of the University and its members | <ul style="list-style-type: none"> • Acts/ omissions/ statements intended to deceive the University • Deliberate or malicious disruption of the activities of the University (including academic, administrative, safety, sporting and social) other than through lawfully organised protest • Deliberate or malicious disruption of the functions, duties or activities of students, employees or authorised visitors to the University other than through lawfully organised protest • Possession, use or supply of controlled drugs | <ul style="list-style-type: none"> • Expulsion • Suspension/ Exclusion • Restrictions/ Conditions |
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|----|-----------------------|---|--|
| | | <ul style="list-style-type: none"> • Misuse of email from a University account or an account accessed via the University network | |
| | | <ul style="list-style-type: none"> • Improper interference with the activities of the University (including academic, administrative, sporting and social) • Improper interference with the functions, duties or activities of any student, employee or authorised visitor to the University • Breaches of the Student Social Media Policy • Unfounded and malicious complaints brought against a member of the University under the Student Complaints Procedure | <ul style="list-style-type: none"> • Formal Warning • Written Apology |
| h) | Reputational Damage | <ul style="list-style-type: none"> • Behaviour which has caused serious damage to the reputation of the University | <ul style="list-style-type: none"> • Expulsion • Suspension/ Exclusion • Restrictions/ Conditions |
| | | <ul style="list-style-type: none"> • Behaviour which could have damaged the reputation of the University if action had not been taken to avoid the potential for reputational damage | <ul style="list-style-type: none"> • Formal Warning • Written Apology |
| i) | Initiation ceremonies | <ul style="list-style-type: none"> • Organisation and/or participation in any form of University or Students' Union initiation ceremony or event (however named) involving the coercion of any of the participants, wherever the event is held. | <ul style="list-style-type: none"> • Expulsion • Suspension/ Exclusion • Restrictions/ Conditions |

- Suspension means prohibiting the student from participating in the academic activity of the University and putting the student's registration on the programme on hold. The University may put in place a qualified or partial suspension where appropriate, which for instance might give access to assessment.
- Exclusion means prohibiting the student from taking part in University activities, using University and Students' Union facilities and/or entering University grounds or premises. The University may put in place a qualified or partial exclusion where appropriate.
- Expulsion means terminating the student's registration at the University and the student is withdrawn from both the programme and the University.
- Restrictions/conditions may be placed on a student permitted to either return to, or continue with, the programme.
- Formal Warning means a written warning to the student indicating the consequences of future misconduct, to be entered into the student's University record, removable at any period up to three months after the completion of the student's programme. The exact period of time will be notified to the student in the correspondence informing the student of the outcome.

- Written apology means a statement that the student makes to any individual containing an admission of error or discourtesy accompanied by an expression of regret.
11. The University may act against a student even if a reporting party does not wish to make a formal complaint, or where the report of misconduct comes from another source, for example the police.
 12. Academic Board approved the Unacceptable Behaviour Policy on 27th March 2017.

CANTERBURY CHRIST CHURCH UNIVERSITY

STUDENT DISCIPLINARY PROCEDURE

What is the purpose of the Student Disciplinary Procedure?

1. The Student Disciplinary Procedure provides the framework for investigating unacceptable behaviour by students of the University. The purpose is to secure the proper working of the University in the broadest sense.
2. The Procedure is to be read in conjunction with the Student Code of Conduct and Unacceptable Behaviour Policy.
3. Academic Board approved the Student Disciplinary Procedure on 27th March 2017. The Procedure applies to disciplinary action commenced after 1 May 2017.

What is the Relationship with this procedure and other University guidance?

4. The Student Disciplinary Procedure includes the investigation of those allegations made under:
 - the University's Guide to Dealing with Bullying and Harassment, including those resulting from a Formal Investigation under the Student Complaints Procedure.
 - the University's Student Social Media policy and guidelines, including those resulting from a Formal Investigation under the Student Complaints Procedure.
5. The Student Disciplinary Procedure may provide, where appropriate, a framework for investigation alongside breaches of the Accommodation License Agreement.
6. Christ Church Students' Union (CCSU) disciplinary regulations are set out in its byelaws, and relate to allegations of misconduct on Union premises, the immediate environs of the Union, attendance at a Union event, or conduct whilst representing the Union or one of its clubs or societies. Where appropriate the University may act under the Student Disciplinary Procedure alongside the Students' Union's procedures, if the alleged misconduct constitutes a breach of the Student Code of Conduct and the Unacceptable Behaviour Policy. Christ Church Students' Union may also ask the University to investigate serious misconduct.

What Forms of Misconduct could be dealt with in a Different Way?

7. There are other forms of misconduct that may be dealt with in accordance with (or alongside these procedures), for example:
 - a. Student Professional Code of Conduct, including Fitness to Practice and Professional Suitability
 - b. Plagiarism
 - c. Academic Misconduct
 - d. Research Misconduct
 - e. Attendance

- f. Student Financial Regulations
- g. Library Regulations
- h. Regulations for the Acceptable Use of University Information Technology

What is precautionary action?

8. A student who is the subject of a complaint of misconduct may be subject to precautionary action by the Deputy Vice-Chancellor pending the disciplinary investigation. In the absence of the Deputy Vice-Chancellor, a Pro-Vice Chancellor or member of the Senior Management not previously involved in the case may take precautionary action.
9. The purpose of precautionary action is to
 - a. protect the reporting student(s), staff or others (including the University) before and during the investigation of the allegation; and/ or
 - b. secure a full and proper investigation either by the police as part of a criminal process or by a University investigator.
10. Precautionary action is not a penalty or sanction, nor does it indicate the University has, or will, conclude the student committed a breach of discipline or a criminal offence.
11. Precautionary action must be reasonable and proportionate and may include:
 - a. Imposing conditions on the accused student (for example, requiring the student not to contact reporting student(s) and/or certain witnesses and/or requiring the accused student to move accommodation)
 - b. Suspending the student ¹
 - c. Excluding the student ²
12. Before taking precautionary action, the University will undertake a risk assessment on a case-by-case basis. The purpose is to determine the nature and extent of precautionary action required.
13. Failure to comply with a precautionary action will trigger a review and may result in further action; for example, a failure to comply with a requirement not to contact the reporting student, could result in the student's suspension.
14. A decision to suspend or exclude from academic activities associated with the student's programme of study, is subject to review, at the request of the student, where it has been in place for a continuous period of four weeks or longer.

¹ Suspension means prohibiting the student from participating in the academic activity of the University, and putting the student's registration on the programme on hold. The University may put in place a qualified or partial suspension where appropriate, which for instance might give access to assessment.

² Exclusion means prohibiting the student from taking part in University activities, using University and Students' Union facilities and/or entering University grounds or premises. The University may put in place a qualified or partial exclusion where appropriate.

What action may be taken in cases involving Criminal Allegations?

15. The following procedures apply where the alleged misconduct would also constitute an offence under the criminal law if proved in a court of law:
 - a. Where University does not consider the offence under the criminal law to be serious, action under this Procedure may continue. Where appropriate, the University will take precautionary action.
 - b. Where the offence under the Criminal Law is serious, the University may suspend the disciplinary process until the criminal process is at an end. Normally, the University will take precautionary action as a matter of course.
 - c. Where the criminal process has concluded, the University will consider under this Procedure whether a breach of discipline appears to have occurred.

Who Initiates the Disciplinary Process?

16. Only a senior University manager, such as a Dean of Faculty, Head of School or Head of a Professional Service, may initiate the disciplinary process. Where appropriate, these senior University managers may delegate responsibility to a designated University manager to initiate disciplinary action under these procedures on their behalf.
17. The University manager may nominate an individual as a case officer to establish whether the disciplinary matter is capable of Early Resolution in the first instance.
18. If the University manager considers the allegations represent serious misconduct that is not amenable to Early Resolution, a formal investigation will be initiated.
19. Where the alleged misconduct is committed outside the University, the case is referred to the Pro Vice-Chancellor (Education and Student Experience) or nominee, before a formal investigation is to be initiated.

What are the Stages in the Disciplinary Process?

20. The Disciplinary Process follows the stages in the Framework for Student Procedures; namely:
 - a. *Early Resolution Stage*: This stage would usually involve the student and nominated case officer (who may be the member of staff with whom the student has been dealing or the programme director, service supervisor). Normally, this would be by means of a conversation. The intention is to seek early resolution to the issue.
 - b. *Formal Investigation stage*: In the case of matters subject to Formal Investigation, an investigator would be appointed from within the University.
 - c. *Review stage*: If the student has reason to believe the Formal Investigation was not conducted properly, the students may make Representation to the Vice-Chancellor.

21. The disciplinary processes seek to determine:
 - a. Whether the alleged facts and matters occurred on the balance of probabilities
 - b. Whether those facts and matters amount to a breach of discipline, and if so the level and seriousness of the breach
 - c. What sanction (if any) should be imposed.
22. At the completion of each stage where there is written communication, the student will be told in writing how to take the matter further if they wish.

What is the Role of Early Resolution?

23. The first stage in the process is to consider whether an Early Resolution is possible.
24. The student and the case officer will engage in a discussion about the allegations. Where a discussion is not possible, the case officer may agree to accept a written statement.
25. In cases considered to be of a minor nature, the student will be disciplined by a case officer appointed by the relevant manager, who may impose one or more of the following:
 - a. a written warning and/or advice entered into the student's University record, removable after six months provided there are no further instances of misconduct; and/or
 - b. a requirement that a student gives an undertaking in relation to future conduct; and/or
 - c. a requirement that a student pays for any damage caused to University property, together with any administrative costs not exceeding £25.
26. Where the case officer considers there is serious misconduct, or there is evidence of the repetition of misconduct, notification will be sent to Academic Administration for the appointment of an Investigator to undertake a Formal Investigation.
27. Where a student contests the decision of the case officer, the student may request Academic Administration appoint an Investigator to undertake a Formal Investigation.

What is the Role of Formal Investigation?

28. If the matter cannot be resolved through early resolution, an Investigator will conduct a Formal Investigation.
29. Before undertaking the Formal Investigation, the Investigator will:
 - a. inform the student of the nature of the alleged offence and, having given reasonable notice, enable the student to have an opportunity to be heard in accordance with the Framework for Student Procedures; and
 - b. advise the student that assistance and support is available from the Students'

Union or the University's Student Support, Health and Wellbeing Department;
and

- c. of the right to be accompanied to the meeting in accordance with the Framework for Student Procedures.
30. In undertaking the Formal Investigation, the Investigator will determine, in light of the evidence, whether a breach of the rules and regulations has been committed on balance of probability.
31. The aim is to complete the Formal Investigation stage within twenty working days of the appointment of the Investigator. The general exception is where there is receipt of the notification outside the published term dates for the programme, when the aim is to complete the Formal Investigation stage within forty working days of the appointment of the Investigator.

How does the Investigator consider the Student's Perspective in Formal Investigations?

32. The Investigator must ensure adequate opportunity to hear the student's perspective.
33. The student has the right to request support in the preparation of the case from the Students' Union or the University's Department of Student Support, Health and Wellbeing.
34. Before meeting the Investigator, the student may make a personal statement in writing. The Investigator must consider statements presented by, or on the specific written authorisation of, the student.
35. Where an Investigator upholds the position of the student based on the student's written case, and the student agrees the outcome, there is no requirement to invite the student to talk with the Investigator.
36. A copy of the evidence requested by and/or presented to the Investigator is to be given to the student. Where written statements are made about or on behalf of the student, the Investigator is to make them available to the student for comment.
37. Where a case requires further investigation, the Investigator must give the student the opportunity to be heard either in a face-to-face meeting or at a distance by making use of any appropriate means of telecommunication, including telephone and Skype.
38. When attending in person, the student has the right to be accompanied by a friend, defined as a registered student of Canterbury Christ Church University, a member from the same cohort as the student, a member of the Students' Union Council, an officer of the Students' Union or a current member of staff of the University. In all cases, the friend may speak on behalf of the student.
39. When a student declines to meet with the Investigator, the Formal Investigation will be concluded based on the evidence collected. The right to Representation to the Vice-Chancellor will be unaffected by non-attendance at a meeting.

What are the potential outcomes from a Formal Investigation?

40. If the Investigator is satisfied that there has been misconduct, the Investigator may take one or more of the courses of action, listed below. In imposing a sanction, the Investigator is to take into account the Unacceptable Behaviour Policy.
- i. resolve that no further action is taken
 - ii. refer the matter for further investigation under the relevant Fitness to Practise or Professional Suitability procedures, where the programme is subject to such procedures
 - iii. issue a written warning to the student indicating the consequences of future misconduct, to be entered into the student's University record, removable at any period up to three months after the completion of the student's programme
 - iv. require the student to compensate for or make good any damage caused, including an administrative charge not exceeding £25
 - v. require the student to make appropriate apology for any offence or harm caused to the individuals concerned, including members of the outside community
 - vi. in the case of student accommodation, require the student to vacate immediately any University owned or University managed property, and to move to alternative accommodation, when their continued presence might affect the safety, security or welfare of other residents at the property or University employees
 - vii. confirm any disciplinary decision made by the officer in charge of a building, equipment or service, in cases which involve infringement of the rules governing the use of the building, equipment or service concerned
 - viii. restrict access to any part of the University's campuses (including the Students' Union³ or other managed premises), or to any services of the University, where this is deemed desirable for the welfare of other students, or staff, or where continued access may interfere with the smooth running of that building or service or otherwise compromise it
 - ix. recommend suspension⁴, exclusion⁵ or expulsion⁶ of the student with immediate effect. Any decision to suspend, exclude or expel a student requires

³ . Any proposed period of suspension from the Students' Union will be discussed with the Chair of the Trustees of the Students' Union (or nominee).

⁴ Suspension means prohibiting the student from participating in the academic activity of the University, and putting the student's registration on the programme on hold. The University may put in place a qualified or partial suspension where appropriate, which for instance might give access to assessment.

⁵ Exclusion means prohibiting the student from taking part in University activities, using University and Students' Union facilities and/or entering University grounds or premises. The University may put in place a qualified or partial exclusion where appropriate.

⁶ Expulsion means terminating the student's registration at the University, and the student is withdrawn from both the programme and the University.

the prior approval of the Deputy Vice-Chancellor (or nominee). The decision to impose such a penalty is to include a recommendation as to whether the penalty should or should not be implemented before representations are made to the Deputy Vice-Chancellor.

41. On completion of the disciplinary investigation, the student will be sent, as soon as practicable, a notice in writing stating:
 - a. a summary of the alleged facts leading to the disciplinary action
 - b. the outcome of the investigation
 - c. the reasons for that outcome, and
 - d. any penalty imposed.
42. Where the outcome does not include suspension or expulsion from the University, the notice will include a clear statement of the right and method of making representations to the Vice-Chancellor within twenty working days of the date of the imposition of the penalty.
43. Where the decision leads to a recommendation for suspension or expulsion from the University, the Investigator is to provide a written report of the reasons to the Deputy Vice-Chancellor for approval⁷.

What are the Arrangements for when it is recommended following an Investigation that a student is suspended or expelled from the University?

44. On receipt of the Investigator's report, the student is to be given seven working days to comment on the report in writing to the Deputy Vice-Chancellor.
45. In exceptional circumstances, the Deputy Vice-Chancellor may extend the time allowed for submission of a Representation for good cause. Such circumstances might include, but are not limited to, the student being ill or having other pressing reasons.
46. The Deputy Vice-Chancellor may nominate another member of the Senior Management of the University to review the representations. The Deputy Vice-Chancellor (or nominee) may approve, amend or set aside the recommendations of the Investigator, or may determine there should be a further investigation.
47. The student may make representations against the decision of the Deputy Vice-Chancellor (or nominee) to the Vice-Chancellor within seven days of the date of the Deputy Vice-Chancellor's decision. The Vice-Chancellor may extend the period on the application of the student for good cause.
48. The Director of Academic Planning and Administration is responsible for overseeing the implementation of any decision to expel or suspend a student for academic or disciplinary reasons.

⁷ The exceptions are those decisions arising from the decision of a Board of Examiners or a panel established under procedures approved by the Academic Board, where the means of representation is by means of an Appeal

What are the Arrangements for Representation to the Vice-Chancellor in cases where the penalty does not entail suspension, expulsion or exclusion?

49. Where the penalty does not entail suspension, expulsion or exclusion, the student may make a Representation to the Vice-Chancellor against the decision of the Investigator within twenty working days of the date of the imposition of the penalty.
50. In exceptional circumstances, the Vice-Chancellor may extend the time allowed for submission of a Representation for good cause. Such circumstances might include, but are not limited to, the student being ill or having other pressing reasons.
51. The Vice-Chancellor will nominate a suitable individual to review the Representation. Normally, this will be the Pro Vice-Chancellor (Education and Student Experience). The arrangements for delegation may include arrangements to cover any period of absence from the University.
52. The Vice-Chancellor's nominee will determine whether the procedures were followed, the outcome was reasonable and there was no further action that the University should take.
53. Where the outcome is that the decision-making process of the University was considered reasonable, this represents the final decision of the University and the completion of the internal procedures.
54. Where the outcome is that the decision-making process of the University was not considered reasonable, the Vice-Chancellor, or nominee, may approve, amend or set aside the recommendations of the Investigator, or may determine there should be a further investigation into the case.
55. The aim is to complete the Review Stage within twenty working days of the Vice-Chancellor acknowledging the notification. The general exception is where receipt of the notification is outside the published term dates, when the aim is to complete the Review Stage within forty working days of the acknowledgement of the notification.

What are the Arrangements for Representation to the Vice-Chancellor in Cases involving Suspension, Expulsion or Exclusion?

56. Where the penalty entails suspension, expulsion or exclusion, the student may make a representation against the decision in writing to the Vice-Chancellor. The representation is to be made within twenty working days of the date of the formal confirmation of the decision by the Deputy Vice-Chancellor. The Vice-Chancellor may nominate a senior member of the University to hear the case.
57. The Vice-Chancellor, or nominee, will convene a meeting with the student not later than twenty working days after notification of this procedure to the student.
58. The purpose of the meeting with the student is to determine whether the decision-making process of the University followed the University procedures and the outcome was reasonable.

59. When attending in person, the student has the right to be accompanied by a friend, defined as a registered student of Canterbury Christ Church University, a member from the same cohort as the student, a member of the Students' Union Council, an officer of the Students' Union or a current member of staff of the University. In all cases, the friend may speak on behalf of the student.
60. When a student declines to meet with the Vice-Chancellor, or nominee, the basis for the review will be the evidence collected.
61. Where the outcome is that the decision-making process of the University was not considered reasonable, the Vice-Chancellor, or nominee may approve, amend or set aside the recommendations of the Investigator, or may determine there should be a further investigation into the case.
62. Where the outcome is that the decision-making process of the University was considered reasonable, this represents the final decision of the University and the completion of the internal procedures.
63. The final decision is to be sent to the student in writing within seven days of the meeting, unless there is a need to collect further information. Notification of the need to collect further information is to be sent to the student within seven days of the meeting.

What are the arrangements for extending time scales?

64. The University may extend the time scale for any stage on the request of, or with the agreement of, the student, particularly where there is an agreement there should be any form of alternative dispute resolution.
65. Where necessary, the Investigator and the nominee of the Vice-Chancellor or the Deputy Vice-Chancellor may extend a stage for good cause, but must inform the student in writing of the reason for, and the length of, the extension.

What happens after the Internal Procedures of the University are complete?

66. On completion of the internal procedures of the University, the student may complain to the Office of the Independent Adjudicator for Higher Education (OIA).