



Royal Conservatoire *of* Scotland

**Regulations, Codes of Procedure
and General Rules**

Session 2024/25

Contents

Understanding the Student Contract	1
A	
1. The Staff-Student Charter	3
2. The Student Code of Conduct	6
3. Students' Union Code of Practice	8
B	
Matriculation, Enrolment, Fees, and Graduation	10
1. Introduction	10
2. Pre-HE Enrolment	10
3. Higher Education matriculation	10
4. Continuing Education Students enrolment	12
5. Temporarily withdrawn students	12
6. Fees	13
7. Graduation	17
C	
Regulations Governing Named Awards (Academic programme regulations)	18
1. General introduction	19
2. Royal Conservatoire of Scotland Qualifications and Credit Framework	21
3. Programme attendance, engagement, and progression	33
4. Assessment principles and regulations	35
Annex A Membership of the Progress Committees and Board of Examiners	48
D	
Code of Procedure for Academic Appeals	52
1. Introduction	52
Grounds for academic appeals	53
Principles behind academic appeals	54
2. The stages of academic appeal	55
3. Appeal Hearing	59
4. Disposal: The final Academic Appeal Committee Decision	60
5. Appeal to the Board of Governors' Appeal Committee	61
6. Abuse of the process	62
7. Review of Code	62
8. Complaints to the Scottish Public Services Ombudsman	62
Appendix 1: Form for Academic Appeals	64
Appendix 2: Form for Response to Appeal	66
Appendix 3: Form for Academic Appeals to the Board of Governors	68
E	
Regulations relating to Buildings and Space Usage	70
1. Access to buildings and associated teaching/rehearsal/Performance spaces	70
2. The Library	71
3. Fire Procedures	75
4. Health, Safety and Wellbeing	76
5. Compulsory Training	78
6. Audio Visual Department and the AV Store	78
7. The Instrument Store	79
8. Notices and messages	79
9. Outside Lessons, Classes, and Engagements	80
10. Private Tuition on Conservatoire Premises	80
11. Tuition for Students of the School of Music	80

F	Regulations relating to Data Management and IT	81
	1. Data Protection Policy	81
	2. HESA: Student Record	81
	3. Intellectual Property Rights	82
	4. Copyright	82
	5. Information Security and Acceptable Use of IT	84
	6. Social Media Policy and Procedures	84
G	Regulations relating to community, enhanced support to study, and safeguarding	86
	1. Dignity at Work and Study	86
	2. Equality, Diversity & Inclusion Statement	86
	3. Academic Freedom	86
	4. Research and Performance Ethics	87
	5. Safeguarding	87
	6. Extremism, Academic Freedom, and Freedom of Expression	90
	7. Enhanced Support to Study	92
	8. Fitness to Practise	93
	9. Animals on Campus Policy	94
H	Regulations relating to Student Misconduct	95
	1. Introduction	95
	The RCS Student Community Conduct Officer	95
	2. Academic Misconduct: Cheating and Plagiarism	97
	3. Student Non-Academic Misconduct: Student Disciplinary Procedure	100
	- Introduction	100
	- Principles governing the student disciplinary procedures	100
	- Definitions of misconduct	101
	- Examples of types of misconduct by level of severity	102
	- Minor misconduct procedure	104
	- Serious misconduct procedure	106
	- Gross misconduct procedure	109
	- Disciplinary hearings and outcomes	112
	4. Non-Academic Misconduct Code of Appeals	115
I	Regulations relating to General Complaints	119

Understanding the Student Contract¹

The student contract with the RCS establishes the relationship that we have with you and you have with us. You sign this contract when you complete the online declaration at matriculation/enrolment.

Signing this declaration means that you undertake to abide by the Conservatoire Regulations, Codes of Procedure and General Rules and programme specific regulations.

The student contract at RCS is primarily formed by a combination of four elements (Undergraduate) or three elements (postgraduate taught programmes):

1. **RCS provision Terms and Conditions relevant to your study** – particularly the acceptance of your offer and the commitment to pay required tuition fees (as relevant to your fee status).
2. **Handbook of Regulations, Codes of Procedure and General Rules** associated with your studies which set out the codes of practice, procedures and policies expected to be followed by you as part of your commitment to the contract that you have signed with us. This includes the Royal Conservatoire's Staff-Student Charter and the Student Code of Conduct that sits underneath it.
3. If you are studying on an **undergraduate** programme, the **RCS Student Handbook** is also part of the contract.
4. Your **programme handbook** – our commitment to you in terms of the education we provide in your chosen area of study and the conditions specific to your programme of study.

This **Handbook of Regulations, Codes of Procedure and General Rules**, represents element 2 in your student contract.

Whether you are a taught course or a research student, it is your responsibility to consult and be familiar with the regulations set out in this document, which include our community's student code of conduct and the rules on non-academic behaviour and academic conduct that apply to all our higher education students. Not following these rules or the practices outlined in these rules can constitute a breach of the agreement you have with us.

This handbook sets out key items that you need to pay particular attention to, including:

- The Staff-Student Charter
- The Student Code of Conduct
- Information about enrolment, matriculation, fees, and graduation
- Academic regulations
- Academic appeals
- Use of buildings, space, data management, and IT

¹ The Student Contract outlined here is not the same as the **Student Record System (SRS)** tab previously labelled 'student contract' and now named: Student Outcomes. This tab is where your assessment outcomes sit as well as a record of your IXP/ electives modules etc. This is an administrative record not to be confused with the agreement that you have with the Royal Conservatoire of Scotland.

- Regulations concerned with our community (including safeguarding)
- Student misconduct
- How to make a complaint

A. The Staff-Student Charter and the Student Code of Conduct

In matriculating/enrolling as a student at the Conservatoire you are required to agree to abide by the Staff-Student Charter in relation to taking responsibility for your own learning, support provision, respectful conduct, engagement (including extracurricular) and the Students' Union. Underneath this Charter are a number of regulations, policies, and procedures including the Student Code of Conduct.

1. The Staff-Student Charter

Introduction

What is it?

- 1.1 It is a statement that sets out mutual obligations between the Conservatoire's staff (full and part time, professional services and academic, and visiting staff) and you and your fellow students. It sets out the community expectations, underneath which sits a **Student Code of Conduct**. The Student Code of Conduct is described below in section 2.

Why do we need it?

- 1.2 It provides a simple way of summarising what lies underneath the student contract and the associated student code of conduct. It embodies our commitment to help make your study at the Conservatoire worthwhile, recognising that we all play our part in creating an inclusive and supportive learning environment.

The RCS Staff-Student Charter Clauses²

Learning, Teaching and Assessment

- 1.3 Within our higher education programmes, we commit to providing you with:
- high standards of teaching, support, advice, and guidance
 - appropriate feedback channels to voice concerns
 - a robust and fair assessment system
 - clear information regarding inappropriate assessment / examination conduct, how to avoid them, and the consequences of misconduct
 - opportunities to equip you for the world of work
 - provision of rules and regulations relating to your programme of study at the start of your course
- 1.4 As a student, you commit to:
- participate fully in learning, abiding by the Conservatoire's attendance protocols and monitoring regulations

² This staff-student charter is adapted from the outcome of consultations with the Students' Union, staff, and alumni during 2022. It applies to students who are registered with the Royal Conservatoire as online or distance and in-person learners. The Staff-Student Charter sets out what staff (full and part time, professional services and academic, and visiting staff) and students can expect from each other as partners in a learning community.

- collegial, respectful and civil interactions with both staff and your fellow students, exploring issues openly and constructively
- achievement through taking creative risks with your learning, being prepared to fail before you succeed
- self-professional development based on committing to developing a resilient attitude to constructive criticism
- academic honesty and integrity in relation to assessments

Support for Learning Provision

- 1.5 As a Higher Education Institution (HEI), we commit to:
- high standards of learning materials and resources
 - clear information concerning the level of academic support you will receive
 - learning support including access to counselling, a disability adviser, and associated wellbeing activities, making clear any limitations to the availability of these services
 - providing you with access to online resources required for study; the Virtual Learning Environment (VLE: Moodle), student portal, and the online library
 - fair, transparent, and impartial procedures to resolve student complaints
 - appropriate feedback channels to voice concerns
- 1.6 As a student, you commit to:
- make use of any induction information and exercises offered for your programme
 - inform us in good time of any access requirement so that we can consider how to meet your needs
 - seek advice if you are unhappy with any aspect of your study
 - provide constructive feedback to the Conservatoire in through formal mechanisms

Engagement

- 1.7 As an HEI we will:
- provide you with points of contact in case you have questions or need advice
 - provide opportunities for peer interaction
 - keep you informed of any updates and changes that affect your programme of study
 - Communicate key information with the student body in a timely manner
 - invite you to join the RCS Alumni Network after you have completed your studies
- 1.8 As a student, you commit to:
- regularly check formal RCS communication channels (email and VLE) and act on requests quickly
 - keep personal data required by the RCS up to date and accurate, particularly current home and term-time addresses, personal email, and mobile number
 - engage in RCS' decision-making through active participation in student engagement activities
 - act ethically and transparently to deal with your concerns and grievances
 - engage with the full range of opportunities provided by RCS.

Respect

- 1.9 As an HEI, we will:
- ensure all staff are aware of the code of conduct established for them within the [RCS Dignity at Work and Study Statement](#)
 - be courteous and respectful in our interactions with you on all platforms
 - provide equality of treatment for all regardless of sex, age, race, ethnicity, disability, sexual orientation, religion or belief, gender reassignment, pregnancy and maternity, or marriage or civil partnership
 - listen to you if you need to raise concerns about equality issues, and act appropriately
 - respect your right to confidentiality
 - protect all the personal information you provide to us and be aware of all responsibilities in line with the Data Protection, Freedom of Information and Equality Acts
 - act as transparently as possible in all communications and decision-making
- 1.10 As a student, you will:
- make yourself aware of the RCS Student Code of Conduct outlined below [Section A2]
 - be courteous and respectful in your interactions with RCS staff and students on all platforms – virtual and physical
 - agree to support the Conservatoire’s Equality, Diversity, and Inclusion approach, which promotes equality for all staff and students regardless of sex, age, race, ethnicity, disability, sexual orientation, religion or belief, gender reassignment, pregnancy and maternity, or marriage or civil partnership
 - appreciate that RCS is not a political institution and cannot use its platforms to advocate political perspectives but will strive to support individuals and groups experiencing difficulties in line with its responsibilities to safeguarding our community of staff, students, and friends of the Conservatoire.
 - behave in a considerate manner on all occasions in the local community, our neighbours and wider public community during your time as a student
 - exercise your right to freedom of speech and expression in all communications and interactions with fellow students, staff and members of the public in a way that is appropriate and that does not represent abuse, bullying, harassment, threat, defamation, slander or libel
 - expect that RCS staff will be consistently fair, courteous, efficient and professional in their interactions with you
 - accept that there may be information that RCS is unable to give to you, or publicly, and that this may be because of legislation or because there are risks to others
 - accept that any conduct which does not align with the Staff-Student Charter and/or the Student Code of Conduct will be taken seriously by the Conservatoire and that action may be instigated as a result in line with the relevant codes and policies.

2. The Student Code of Conduct

Introduction

What is it?

- 2.1 The Royal Conservatoire Student Code of Conduct is our statement of the expectations we have about your conduct as part of our learning community. It establishes the principles that need to be followed to provide an inclusive, creative space based on working together productively. As members of the Conservatoire community, we expect the highest standards of behaviour from our students, whether on our premises, our online platforms or elsewhere. All members of our Community have a responsibility to be aware of their own behaviour and how it impacts others.

Why do we have it?

- 2.2 Sometimes students find it hard to engage as fully with their studies as is needed. The code of conduct helps us and you to understand what types of behaviour and interaction are required and what to do if these requirements are not met.

What is included in the RCS Student Code of Conduct?

- 2.3 The Conservatoire expects all students regardless of the level and type of study to conduct themselves at all times in a collegial, respectful, and civil manner, respecting the rights, privacy, and property of others. This means you are asked to commit to:

2.3.1 Complying with the general and specific rules and regulations of the RCS regarding matriculation, enrolment, fees, graduation [**section B**] as well as regulations governing academic programmes [**section C**].

2.3.2 Complying with the general and specific rules and regulations of the RCS regarding study, particularly but not exclusively:

- a. Using and displaying your ID card (matriculation card) as required [**section E, 1.2**]
- b. Ensuring your personal details in the Student Records system are up-to-date and accurate
- c. Attending all programme defined learning opportunities on time and regularly
- d. Following all assessment related rules and regulations
- e. Submitting work for assessments on deadline
- f. Ensuring availability for rehearsals related to assessment processes
- g. Avoiding plagiarism, collusion, and other forms of cheating [**section H**]
- h. Using the authorised absence system when you need to be absent from the institution during term time
- i. Reporting ill-health absences appropriately
- j. Abiding by the rules related to the loan of musical instruments and/or audio-visual equipment [**section E, 6**]

2.3.3 Complying with the RCS communication requirement: Email is the primary means of communication between the Conservatoire and students regarding the administration of programmes and other administrative matters. **Students must, therefore, check their Conservatoire email account at least twice a day, even if they are outside of the Conservatoire's buildings.**

2.3.4 Taking personal responsibility for our ensemble pedagogy functioning effectively. [We use 'ensemble pedagogy' as the shorthand term to describe the assumption of collaborative engagement that underpins all learning at

RCS.] As this pedagogy is focused on collaborative creative production through active engagement and community in and out of class, you are expected to comply (at all times) with our requirements of appropriate conduct. In general, this means avoiding lapses into incivility, not mis/using drugs and alcohol, not causing psychological or physical harm to another person or groups of people via harassment, discrimination, sexual misconduct, gender-based violence, hate speech/ incidents, cyber-bullying, or other forms of unacceptable behaviour as identified in **Section H** of this document. It also means complying with the Conservatoire's [Safeguarding Policy](#).

- 2.3.5 Complying with our principle of zero tolerance in relation to both racism and gender-based violence as defined within the **Dignity at Work and Study Statement** and the **Gender Based Violence Guidelines**
- 2.3.6 Following the rules relating to buildings and space usage [**section E**]
- 2.3.7 Undertaking and updating yourself via the training on the following statutory items: Health & Safety, Fire Safety, Cyber Security, Child Protection (where relevant to programme)
- 2.3.8 Understanding that freedom of expression interacts with and is limited by other laws which apply within and outside of the RCS, with which you must comply. Also understanding that freedom of expression and academic freedom are two different terms that, nonetheless, relate to each other. Broadly:
 - **Freedom of expression** means everyone has the right to express lawful views and opinions freely, in speech or in writing, without interference.
 - **Academic freedom** means protecting the intellectual independence of academics to question and test received views and wisdom, and to put forward new ideas and controversial or unpopular opinions, without placing themselves in danger of losing their jobs or privileges.³

Where does this code need to be complied with?

- 2.4 Failing to follow this code can adversely affect the Conservatoire community and its objectives. This means it can negatively impact on other people's learning experiences but also on the external community with which we engage professionally. Consequently, this code needs to be complied with on and off RCS premises and includes misconduct that:
 - occurs in social spaces outside of RCS but which has a direct effect on the community of learning within RCS
 - occurs online using RCS networks, resources, and through any online or digital platform; or
 - occurs during a Conservatoire-sponsored or sanctioned activity including, without limitation, online courses, programs, and meetings.

What happens when these requirements are not complied with?

- 2.5 A student whose behaviour does not meet these expectations (2.3/2.4) will be considered to have interfered with the proper functioning (in the broadest sense) of

³ Definition from UUK HE Sector statement on promoting academic freedom and free speech, 20.12.22:
<https://www.universitiesuk.ac.uk/latest/news/higher-education-sector-statement>

the RCS, those who work or study within it, or its reputation. This behaviour will be regarded as misconduct and investigated under the disciplinary procedure below in section H.

3. STUDENTS' UNION CODE OF PRACTICE

- 3.1 This Code of Practice shall be brought to the attention of all students eligible to be members of the Conservatoire's Students' Union at the start of each Academic Session. It shall be reviewed annually by the Board of Governors during the Summer Term.

Membership

- 3.2 In accordance with Part II of the Education Act 1994, all students eligible to be members of the Royal Conservatoire of Scotland Students' Union shall have the right to choose whether they wish to belong to the Royal Conservatoire of Scotland Students' Union without disadvantage.
- 3.3 The **Deputy Registrar** shall, at the start of each Academic Session, inform all eligible students of their rights not to belong to the Conservatoire's Union.
- 3.4 Any student wishing to opt out of the Union at any time shall inform the **Deputy Registrar** who shall inform the **Students' Union President**.

Constitution

- 3.5 The written Constitution of the Royal Conservatoire of Scotland Students' Union is approved by the Board of Governors of the Royal Conservatoire of Scotland and is reviewed every five years.
- 3.6 It shall be accessible to all members. A copy of the full Constitution can be found [here](#)
- 3.7 The Constitution shall require that appointment to the Executive Committee of the Union shall be by secret ballot in which all members of the Union are entitled to vote.
- 3.8 All elections to the Royal Conservatoire of Scotland Students' Union shall be fairly and properly conducted as set out in Schedule Part One of the Constitution.
- 3.9 The Constitution shall require that no one shall serve as a sabbatical officer for more than two years.
- 3.10 The Constitution shall lay down a fair procedure for allocating resources to **affiliated Societies**.

Accountability

- 3.11 The Finance and General Purposes Committee of the Royal Conservatoire of Scotland shall approve the Royal Conservatoire of Scotland Students' Union budget and monitor its expenditure.
- 3.12 The Union shall publish its audited financial accounts annually and these should be presented to the Finance and General Purposes Committee and to all full members of the Union. These accounts will include a list of affiliations to external organisations and the costs of such affiliations.

3.13 The **Students' Union** shall obtain annually the approval of its members to all affiliations.

B. Matriculation, Enrolment, Fees, and Graduation

1 Introduction

- 1.1 This section outlines the rules and regulations relating to matriculation, enrolment, fees, and graduation.
- 1.2 Different sections are relevant to different types of students at RCS. The diagram below outlines the differences and indicates the sections which are relevant to which type of student. Key to this is that we use the term 'enrolment' for pre-HE students and Continuing Education students and the term 'matriculation' for Higher Education programme students (undergraduate and postgraduate). We use different terms to help you identify what elements of this handbook relate directly to you.

Pre-Higher Education	Higher Education New student (Undergraduate & Postgraduate)	Higher Education Progressing to subsequent years student (Undergraduate & Postgraduate)	Continuing Education Student
Enrolment	Matriculation	Matriculation	Enrolment
Paragraph 2	Paragraphs 3	Paragraphs 3	Paragraphs 4

- 1.3 Full enrolment/ matriculation is required for you to get your identity card (ID), referred to as an enrolment card for pre-HE students and a matriculation card for HE students. **You are required to carry this card with you at all times and show it as required.**

- 2 **PRE-HIGHER EDUCATION** for information regarding pre-higher education terms and conditions, rules and regulations please see: <https://www.rcs.ac.uk/about-short-courses/about-us/>

HIGHER EDUCATION STUDENTS

3 Matriculation

Matriculation is the administrative act of confirming an individual's status as a matriculated student of the Conservatoire. It is the act of registering your agreement that you are a student with the Royal Conservatoire of Scotland and will comply with the necessary regulations related to being a student at RCS. To be fully matriculated you need to complete the following process:

- 3.1 "Matriculated student" means any individual who is undertaking a programme of higher education leading to an award and/or credit at SCQF Level 7 or above and who has completed the prescribed matriculation process.
- 3.2 Matriculation is required both at commencement and also continuation of a programme of study. Therefore, **as a student at RCS, you will need to matriculate at the beginning of each year of study.**
- 3.3 Confirmation of this process is held by AAS and included within your student record. Completion of matriculation/enrolment allows you to access RCS

facilities such as the library, the Virtual Learning Environment (Moodle), and access to buildings.

3.4 No individual shall be deemed to be a higher education student of the Conservatoire who has not completed online matriculation and received a matriculation (Identity Card ID) card.

3.5 Every new and continuing student of the Conservatoire must matriculate and confirm payment of the fees appropriate to their programme of study in accordance with the published matriculation timetable.

New students

3.6 Those individuals required to attend in person online for matriculation (i.e. new students) must do so at the designated time. Students who matriculate online only must return/complete documentation in accordance with published deadlines.

3.7 Returning students

Students who matriculate online only must return/complete documentation in accordance with published deadlines.

3.8 If an individual has not matriculated, they will not be permitted to attend classes or access any other facility of the Conservatoire.

3.9 The Conservatoire reserves the right to decline matriculation where an individual cannot provide evidence that they hold the appropriate immigration status to enable them to matriculate as a student.

3.10 Any student who is unable to produce the documentation required to matriculate or who has not confirmed arrangements for the payment of fees must, nevertheless, complete online matriculation.

3.11 Failure to confirm arrangements for the payment of fees or to produce the required documentation by 18 October may result in a late matriculation fee of £25. Persistent failure to complete the matriculation process will result in the discontinuation of a student's programme of study.

3.12 Any individual who has any outstanding fees, library dues or other debts to the Conservatoire at the time of matriculation will not be permitted to matriculate until those debts have been cleared.

3.13 A student will be given a status of "not registered" if they fall into the following categories:

- If they do not have evidence regarding payment of fees or have not paid fees if they are self-funding
- If they have an outstanding PVG check (only applicable for BEd, PDGE and BA CPP)
- If they have not provided evidence of educational certificates

Failure to confirm arrangements for the payment of fees or to produce the required documentation (by **18 October 2024**) will result in a student's card being deactivated. Persistent failure to complete the matriculation process will result in the discontinuation of a student's programme of study.

- 3.14 By **completing the online declaration**, a student undertakes to abide by the Conservatoire **Regulations, Codes of Procedure and General Rules** and programme specific regulations.

4. CONTINUING EDUCATION STUDENTS

Enrolment

- 4.1 Every student of the Royal Conservatoire of Scotland undertaking a Continuing Education programme must enrol on the designated day at the start of each academic session.
- 4.2 Students who enrol late are liable to pay a late fee of £25. No person shall be deemed to be an enrolled student who has not returned a completed and signed enrolment form, paid the fees due in accordance with the Fee Regulations and received an enrolment card. In signing the enrolment form, the student undertakes to abide by the Conservatoire Regulations, Codes of Procedure and General Rules.
- 4.3 The enrolment card will be withheld if the student has any fees, library dues or other debts outstanding to the Royal Conservatoire of Scotland at the time of enrolment.
- 4.4 Facilities available to enrolled students are limited to those detailed in section E.

5. Temporarily Withdrawn Students

- 5.1 Those students who temporarily withdraw or are withdrawn from a programme of study (also known as suspended) in good standing and with the permission of the Director of School/Directorate, must confirm in writing their intention to re-commence their studies. All suspended students will be contacted prior to the end of the academic year in which they have suspended their studies to confirm if it is their intention to return to their studies.
- 5.2 Students who are unable to meet the requirements of the programme may be required to suspend their studies. These students must confirm in writing their intention to re-commence their studies. All suspended students will be contacted prior to the end of the academic year in which they have suspended their studies.
- 5.3 If a student's suspension has been approved on the basis of medical evidence then, prior to re-commencement of their programme, the student will be required to submit a medical report to the Academic Registrar (or representative) which confirms that they are medically fit to resume their programme. Additionally, a student will be required to re-audition/interview prior to re-commencement of their programme in order that an assessment of their skills and needs might be made.
- 5.4 If a student's suspension has been approved on other grounds then, prior to re-commencement of their programme, the student will be required to re-audition/interview prior to re-commencement of their programme in order that an assessment of their skills and needs might be made. The deadline for all students who have been on suspension to complete the return process is mid-August prior to the start of the academic year. This will allow the students to matriculate as scheduled.

5.5 Students who have not completed examinations and who are either eligible or permitted to sit outstanding degree examinations must confirm to the Director of the appropriate School/Directorate their intention to do so not less than six weeks before their examination date.

5.6 The maximum period allowed for the completion of a programme of study shall normally be the normal duration of the programme of study plus two years.

International Students (Student route / Tier 4)

5.7 Any Student route / Tier 4 or student who withdraws from or suspends their studies will be reported to UK Visas and Immigration (UKVI) as having ceased their studies.

5.8 This will be done within ten working days of the decision being formally noted and as a result the Conservatoire’s sponsorship of the student will end.

5.9 The student will be issued with a curtailment notice by the Home Office which will state the date by which they need to leave the UK (usually sixty days from the reported date of their suspension of studies).

6 Fees

6.1 The annual fee for **Undergraduate and Postgraduate Programmes** comprises:

- i a matriculation fee (NB: Students who matriculate late are liable to pay a late fee of £25):
- ii tuition fee:
- iii the fee for one entry to the examinations appropriate to the programme of study.

6.2 All tuition fees per year are subject to an annual increase. The annual fees stated below are payable for the Academic Session 2024/25:

	Scottish		RUK		Overseas (incl. EU)	
	Full time	Part time	Full time	Part time	Full time	Part time
All Undergraduate programmes	£1,820	--	£9,250	--	£27,968	--
Professional Graduate Diploma in Education (Music)	£1,820	--	£9,250	--	£27,968	--
Professional Graduate Diploma in Modern Ballet	£1,820	--	£9,250	--	£20,859	--
MMus (Performance, Composition, Conducting)	£12,870	£6,435	£12,870	£6,435	£27,467	£13,734
MA (Performance, Composition, Conducting, HIPP)	£17,875	--	£17,875	--	£35,090	--
MMus (Opera) and MMus (Vocal Studies)	£13,954	£6,977	£13,954	£6,977	£28,760	£14,380
MA (Opera) and MA (Vocal Studies)	£19,338	--	£19,338	--	£36,960	--
Artist Diploma	£7,079	--	£7,079	--	£13,995	--
Advanced PG Diploma (Vocal Performance and Opera)	£13,954	--	£13,954	--	£28,760	--
Advanced PG Diploma (Performance)	£12,760	--	£12,760	--	£27,968	--
MA Musical Theatre	£19,415	--	£19,415	--	£28,038	--
PGD MA MT Directing	£11,118	--	£11,118	--	£17,609	--

	Scottish		RUK		Overseas (incl. EU)	
	Full time	Part time	Full time	Part time	Full time	Part time
MA CCT Acting/Directing (1 year)	£17,688	--	£17,688	--	£28,038	--

	Scottish		RUK		Overseas (incl. EU)	
MFA CCT Acting/Directing (16 months)	£23,583	--	£23,583	--	£37,387	--
MFA CCT Acting/Directing (4 months)	£5,895	--	£5,895	--	£9,349	--
MEd Learning & Teaching in the Performing Arts (over and above fully funded places)	--	£5,386	--	£5,386	--	£5,386
PG Certificate in Learning & Teaching in the Arts	--	£2,691	--	£2,691	--	£2,691
Research (Performance/Composition)	£9,362	£4,683	£9,362	£4,683	£21,787	£10,896
Research (Doctor of Performing Arts)	£9,637	£4,818	£9,637	£4,818	£22,428	£11,216
MA Psychology in the Arts (Music)	--	£8,077	--	£8,077	--	£8,077
Continuing Education	--	£2,026	--	£2,026	--	£3,234

N.B. Because of a long-standing agreement between the UK and Republic of Ireland, new students from the Republic of Ireland will be eligible to pay the rest of UK (RUK) fee.

- 6.3 The Scottish Government advises publicly-funded educational institutions in Scotland to determine 'home' fees eligibility using **The Education (Fees) (Scotland) Regulations 2011, as amended** (the fees regulations'). The Scottish Government published amending fees and Student Support regulations **The Education (Fees and Student Support) (EU Exit) (Scotland) (Amendment) Regulations 2021** in January 2021. These amendments will affect eligibility for students who commence a course from on or after 1 August 2021. Under some (but not all) categories, students who are not eligible for a 'home' fee may instead qualify for this 'RUK' fee and institutions agree with the Scottish Government to cap this fee at a middle rate. A top-rate 'overseas' fee is charged for all other students.
- 6.4 Fee status as a student (Home, RUK or International) will be determined by the Assistant Registrar (Recruitment and Admissions). Appeals are dealt with by the Deputy Registrar.
- 6.5 All fees are payable in full on enrolment (continuing students) or matriculation (degree award programmes) unless otherwise agreed in terms of these regulations.
- Deadlines for paying fees (International/ RUK students/ Self-funded PG)**
- 6.6 Students assessed to pay the International or RUK rate of tuition fee and self-funded Postgraduate RUK/Scot/EU students are normally required to pay their tuition fees, in full, prior to or on the day of matriculation each year. In exceptional cases however, the RCS does enable students to pay for their tuition in 3 equal instalments. Instalments must be paid prior to each term's commencement of tuition.

1. By enrolment/matriculation	Monday 23 September 2024
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2. By the first teaching day after the Winter Break	Monday 6 January 2025
3. By the first teaching day after Spring Break	Monday 14 April 2025

Students wishing to pay for their tuition in more than 3 instalments must agree a payment plan with the Finance Department prior to the commencement of tuition each year. Instalment payment plans are offered at the discretion of the Director of Finance and Estates or the Finance Department.

It is the responsibility of the student to ensure that all instalment payments are made by the agreed dates.

- 6.7 Failure by a student to comply with the terms of an agreement in respect of the payment of tuition fees will normally result in the discontinuation of that student's programme of study. Students will be so notified by the Academic Registrar.
- 6.8 In the event of continued non-payment of tuition fees the student's account will be passed to an external debt collection agency. This may ultimately affect personal credit rating. The individual may also be obliged to cover any costs incurred in collecting the debt.
- 6.9 All tuition fees will be subject to annual review.

Discretionary Part Refunds (only for self-funded students)

- 6.10 Self-funded students who withdraw from the Conservatoire during the Session may apply to the **Academic Registrar and Secretary** for a partial refund of tuition fees paid. The maximum amounts which may be refunded are:
 - I. for a withdrawal within 28 days of the start of the Session, 90% of the fee;
 - II. for a withdrawal after 28 days of the start of the Session, but at or before the end of the first term, two thirds of the fee;
 - III. for a withdrawal after the end of the first term but on or before the end of the second term, one third of the fee;
 - IV. for a withdrawal after the second term no refund

For 45 Week programmes;

- I. for a withdrawal within 28 days of the start of the Session, 90% of the fee;
 - II. for a withdrawal after 28 days of the start of the Session, but at or before the end of the first term, three quarters of the fee
 - III. for a withdrawal after the end of the first term but on or before the end of the second term, half of the fee;
 - IV. for a withdrawal after the end of the second term but on or before the end of the third term, one quarter of the fee;
 - V. for a withdrawal after the third term, no refund.
- 6.11 Non-graduating students may be admitted to take such modules as may be agreed by the Director of the School/Directorate concerned on payment of the

appropriate fee but are not eligible for any qualification of the Royal Conservatoire of Scotland.

6.12 The annual fee includes payment for one entry for the examination appropriate to the programme. Resits due to academic failure where there has been a demonstrable attempt, which can be assessed, and which meets the required word count and any other stipulations, will not incur a fee. Resits due to non-submission or non-attendance will be subject to a fee of £125 per component per resit within a module. Resits due to cheating or plagiarism shall also be subject to a fee of £125 per component per resit within a module.

6.13 Work submitted late will not be accepted, will be recorded as a failure due to non-submission and will be subject to a fee of £125 per component per resit within a module.

Tuition fees for students on suspension

6.14 Students granted a suspension on medical or other grounds are due to pay tuition fees from the start of the Academic year up to the date of suspension. Fees owed will not be actively pursued during the period of suspension.

6.15 When a student returns to their studies, fees will then be chargeable from the return date to the end of that Academic year.

6.16 If a student has not returned to their studies within 12 months of the date of suspension, the finance department will request an update from **Academic Administration and Support (AAS)**. A decision will then be made as to when it is appropriate to pursue payment of fees owed. The withdrawal terms under section 5 will apply to students who do not return to their studies.

6.17 No student shall normally be permitted to continue from one year to another of their studies unless all arrears of fees due to the Conservatoire have been paid. This may also mean that outcomes from Board of Examiners or Progress Committees shall be withheld until arrears of fees have been met.

6.18 **No person shall receive any degree or other qualification conferred by the Royal Conservatoire of Scotland unless all arrears of fees and any other sums due to the Conservatoire have been paid this may also include progression to the next year of study.**

6.18.1 This means that, normally, such students will be excluded from attendance at Graduation until arrears of fees or any other sums due to the Conservatoire have been paid.

6.18.2 This applies to arrears associated with programme associated costs.

6.18.2 This also applies to any instrument or archival material on loan from the RCS Archives.

6.19 The fee for registration of submission of an application is non-refundable and will be as per current UCAS Conservatoires requirements.

7. Graduation

- 7.1 Only the awards of degrees and professional graduate and postgraduate diplomas and postgraduate certificates shall be conferred at Graduation.
- 7.2 For all programmes that follow the 31-week structure, Graduation will be held on the first Thursday in July. (This includes all undergraduate programmes; two-year full-time SoM Masters; SoM Artist Diploma and Advanced PgDip; Professional Graduate Diploma in Education and Master of Fine Arts).
- 7.3 For the 45-week postgraduate degree programmes that follow the 45-week structure, Graduation will be held on the final Thursday in October. (This includes one-year Masters and part-time Masters programmes. This ceremony will also include those Graduands (students who are to graduate) who have successfully completed an undergraduate or postgraduate diploma or certificate programme after the Resit Diet.
- 7.4 Graduands will normally be expected to attend the first Graduation after the successful completion of their programme.
- 7.5 Graduands unable or not wishing to attend the first Graduation after the completion of their programme are required to request in writing that the degree be conferred *in absentia* or that it be conferred at the next ceremony.
- 7.6 Graduands will not normally be permitted to defer graduation beyond that next ceremony. Certificates shall bear the date of the ceremony that the Graduand would normally have been expected to attend.
- 7.7 No person shall receive any degree or other qualification conferred by the Royal Conservatoire of Scotland unless all arrears of fees and any other sums due to the Conservatoire have been paid. This means that, normally, such students will not be issued with their certificate and may be excluded from attendance at Graduation until arrears of fees to the Conservatoire have been paid.
- 7.8 No student may appeal in respect of any assessment or examination for a degree or other award for which he or she has graduated.
- 7.9 No student who is pending the outcome of a gross misconduct disciplinary investigation may graduate until the disciplinary process is concluded and the panel hearing has finalised its outcome/s.
- 7.10 No student who has an appeal pending may graduate.
- 7.11 Tier 4 and Student route visa holders who successfully complete their course and meet the Home Office eligibility criteria for the Graduate route visa will be reported in line with Home Regulations. Students will receive confirmation of this report via their RCS email address.
- 7.12 There is no fee to graduate and attend the Graduation Ceremony. However, there is a fee to hire a gown which is compulsory. A fee of approximately £50 is payable to an external gown supplier and you will be advised of how to do this as part of the graduation registration process.

C Regulations governing named awards (Academic programme regulations)

1 General Introduction

2 Royal Conservatoire of Scotland Qualifications and Credit Framework

- Credit structure of Taught Awards
- Minimum completion of credits for taught Awards
- Levels and duration of study
- Voluntary exit and re-entry
- Degrees and awards by type of programmes offered
 - o Undergraduate programmes and associated awards
 - o Postgraduate taught programmes and associated awards
 - o Aegrotat degrees
 - o Honorary degrees (honorary doctorates)

3 Programme attendance, engagement, and progression

- Attendance requirements
- Progress Committees
- Non-submission or incomplete submission
- Late submission

4 Assessment principles and regulations

- Assessment requirements
- Board of examiners
- Procedures of examination
- Special circumstances and assessment
- Registration and publication of results

Annex A Membership of the Progress Committees and Board of Examiners

1. GENERAL INTRODUCTION

- 1.1 This section covers those regulations which govern the teaching and assessment of academic (higher education) taught programme qualifications (awards) at the Conservatoire. Programmes are composed of a combination of modules which, successfully completed, lead to an award. A module is one block of learning and is normally ascribed a specific credit rating.
- 1.2 The relevant Regulations for **Admissions into** taught programmes at the Conservatoire can be found the RCS [Admissions Policy](#).
- 1.3 Credit ratings indicate how much learning is expected in a component of a programme. As such, credits provide an indication of the expected student study time (notional student learning effort). Thus, 1 credit is associated with 10 hours of notional student learning effort.
- 1.4 Required attendance at timetabled teaching sessions is included within expected student study time, although the proportion will vary from module to module. Expected notional student learning effort includes, where relevant, all classes, one-to-one teaching, timetabled performance activities, assignments, private study, practice, and assessment.

Coverage of section C regulations

- 1.5 The regulations outlined here apply to all undergraduate programmes of study and all taught postgraduate programmes of study at RCS.
- 1.6 Higher Degrees by research are covered by the academic regulations of St Andrews University. Please see [here](#).
- 1.7 These regulations are quality assured in the following ways:
 - 1.7.1 They are approved by Academic Board which has oversight of the regulation of academic matters. (Questions regarding principle and procedure regarding the operation of these will normally be determined by Academic Board or, in an emergency, the Principal as Convenor of the Academic Board);
 - 1.7.2 They are subject to annual updates, periodic review, and curriculum review, along with Programme Handbooks, and updated prior to a new academic session commencing following confirmation of any amendments at Learning, Teaching and Quality Committee (LTQC) or equivalent committee;
 - 1.7.3 They are subject to change within the academic session only exceptionally and normally only then in the light of specific emergencies over which students have no control and which require immediate production of new regulations.

Association with programme handbooks

- 1.8 Each programme of study is required to have its own Programme Handbook which establishes specific requirements of a given programme. The regulations presented here should be read in conjunction with Programme Handbooks (which set out specific requirements relevant to that programme of study).

- 1.9 Individual components of study may have additional, separately published, syllabuses. Any mention of Programme Handbooks in these regulations also applies to separately published component syllabuses.
- 1.10 The programme handbooks are required to specify:
- The components of study, including mandatory, elective, and optional elements, for each year of study
 - Any components which are pre-requisites for the study of other components
 - Progress and assessment arrangements for each year of each programme of study and the requirements for the final award.
- 1.11 Programme Handbooks shall be issued electronically to students at the beginning of their programme.
- 1.12 The programmes and other facilities detailed in Programme Handbooks are reviewed regularly and thus the information given may be subject to alteration.
- 1.13 The Conservatoire reserves the right, without notice, to vary the contents of its programmes or parts of a programme and to modify the facilities and arrangements for students. Academic Board may, therefore, approve changes to programmes as published in Programme Handbooks. These changes may be made as a result of feedback from students, External Examiners, or some other source. They may also be as a result of factors beyond the direct control of the Conservatoire.
- 1.14 Approved emendations to Programme Handbooks are issued to students prior to the start of each Academic Session.

Association with the undergraduate studies RCS Student Handbook

- 1.15 Generic information for all RCS undergraduate programmes is set out in the **RCS UG Student Handbook**. For undergraduates, the regulations set out here should be read in conjunction with this handbook.

2 ROYAL CONSERVATOIRE OF SCOTLAND QUALIFICATIONS AND CREDIT FRAMEWORK

Overview

- 2.1 The Royal Conservatoire of Scotland Qualifications and Credit Framework (the Framework) sets out the requirements for taught awards of the Conservatoire. The Framework provides guidance designed to ensure that consistent quality and standards operate across RCS programmes.
- 2.2 All taught programmes leading to an award at RCS should conform to the precise requirements of the RCS qualifications and credit framework. Where exceptional deviations occur, they must first be justified through the validation process and should not undermine the principles of the framework.

Credit Structure of Taught Awards

- 2.3 All awards of the Conservatoire, with the exception of Honorary Degrees and Aegrotat Degrees, shall be credit rated using the **Scottish Credit and Qualifications Framework**.⁴
- 2.4 All programmes of study shall be organised into Units which shall be assigned a level and credit rated.
- 2.5 The basic unit of credit relates to 10 notional hours of learning; a module of 10 credits represents 100 notional hours of student learning effort.
- 2.6 A standard academic year of full-time study for undergraduate and postgraduate students will equate to 120 credits (1200 notional hours of student learning effort).
- 2.7 Where credits are accrued as part of a programme they will not be accredited towards any other award, unless the total exceeds the minimum requirement.
- 2.8 Credits beyond those required for the award and other optional study and assessment activity may be taken at the discretion of the Programme Leader.
- 2.9 Programmes may also have study activities that lead to no credit or to the award of a qualification from another body as part of their agreed structure. Programme Leaders must ensure that in these cases additional activities do not breach the limits imposed on students holding international student visas.

Levels of Study

- 2.10 Units in undergraduate programmes of study shall be offered at one of five levels (SCQF levels 6, 7, 8, 9 and 10). Units in postgraduate programmes of study shall be offered at SCQF level 11 but, subject to students achieving the minimum number of credits required at that level, may include units at lower levels.
- 2.11 Summary of required minimum completion of credits at appropriate SCQF levels for Awards at the Conservatoire:

⁴ <https://scqf.org.uk/media/ta4l1whk/scqf-level-descriptors-web-july-2019.pdf>

Award	Minimum number of credits	Balance of level of credits required
UNDERGRADUATE PROGRAMMES		
Bachelor of Arts with Honours	480	Minimum of 90 are at level SCQF 10 or above
Bachelor of Arts	360	Minimum of 60 are at level SCQF 9 or above.
Diploma	240	Minimum of 90 at SCQF level 8 or above
Certificate	120	Minimum of 90 at SCQF level 7 or above
Graduate Certificate of Higher Education (Music Education)	60	Must be at SCQF level 9 or above
Professional Graduate Diploma in Education (Music)	120	Minimum of 90 at SCQF level 10 or above
Professional Graduate Diploma in Modern Ballet	120	Minimum of 90 at SCQF level 10 or above
Bachelor of Education	420	Minimum of 60 of which must be at SCQF level 9 or above
Bachelor of Music with Honours	480	Minimum of 180 at SCQF 9 or above and a minimum of 90 must be at SCQF 10 or above
Bachelor of Music	360	Minimum of 60 are at level SCQF 9 or above.
POSTGRADUATE TAUGHT PROGRAMMES		
Masters	180	Minimum of 150 at SCQF 11
Postgraduate Diploma	120	Minimum of 90 at SCQF 11
Postgraduate Certificate	60	Minimum of 40 at SCQF 11

Levels of Award

- 2.12 Undergraduate programmes of study shall provide opportunities for students to exit with the following awards:

Certificate of Higher Education
Diploma of Higher Education
Degree (either with or without Honours).

- 2.13 Taught postgraduate programmes of study which lead to the award of a Masters Degree shall provide opportunities for students to exit with the following awards:

Postgraduate Certificate
Postgraduate Diploma
Masters Degree.

2.14 Programmes of study which terminate with the award of the Postgraduate Diploma will provide an opportunity for students to exit with a Postgraduate Certificate.

2.15 **Duration of full-time study**

2.15.1 Programmes of study have variable durations at the Conservatoire, but the general principles are as follows:

- Undergraduate degrees	3 to 4 years
- Undergraduate diplomas of Higher Education	2 years
- Undergraduate certificates of Higher Education	1 year
- Postgraduate taught programmes	1-2 years depending on programme and mode of study (ie full or part time)
- Postgraduate diplomas	1 year
- Postgraduate certificates	1 year

2.15.2 The maximum period allowed for the completion of a programme of study shall normally be the normal duration of the programme of study plus two years.

2.16 **Voluntary exit and re-entry**

If an undergraduate student exits voluntarily with an award below the level of an Honours Degree that student may, at a point in the future, re-apply for entry to the subsequent stage of the programme of study.

2.16.1 Re-entry will always be conditional on the outcome of an audition/interview.

2.16.2 Normally, however, if a student receives an award below Honours Degree level on the basis of academic performance, they will not be allowed to re-enter the subsequent stage of the programme of study.

2.16.3 If a taught postgraduate student exits voluntarily with an award below the level of a Masters degree that student may, at a point in the future, re-apply for entry to the subsequent stage of the programme of study. Re-entry will always be conditional on the outcome of an audition/interview.

2.16.4 Normally, however, if a student receives an award below Masters degree level on the basis of academic performance, they will not be allowed to re-enter the subsequent stage of the programme of study.

2.17 **Degrees, Diplomas and Certificates of the Conservatoire**

2.17.1 The degrees of the Conservatoire shall be:

(a) First Degrees

Bachelor of Arts	BA
Bachelor of Education	BEd
Bachelor of Music	BMus

(b) Higher Degrees

Master of Arts	MA
Master of Music	MMus
Master of Education	MEd
Master of Fine Arts	MFA

(c) Honorary Degrees

Doctor of the Conservatoire	DCon
Doctor of Drama	DDra
Doctor of Music	DMus
Doctor of Dance	DDan
Doctor of Film	DFilm
Doctor of Production Arts	DProd
Doctor of Arts Education	DArtsEd

2.17.2 The Certificates and Diplomas of the Conservatoire shall be:

(a) Undergraduate

Certificate of Higher Education	Cert HE
Diploma of Higher Education	Dip HE
Graduate Certificate of Higher Education	Grad Cert
Professional Graduate Diploma in Education (Music)	PGDE
Professional Graduate Diploma in Musical Theatre	PGDMT

(b) Postgraduate

Postgraduate Certificate in Learning and Teaching in the Arts	PG Cert
Postgraduate Diploma in Learning and Teaching in the Arts	PG Dip

2.18 Minimum General Requirements for the Conferment of Undergraduate Awards

2.18.1 Certificate of Higher Education

The Certificate of Higher Education may be conferred upon a candidate who has completed an approved programme of study totalling at least 120 credit points of which a minimum of 90 are at level 7 or above.

The Certificate of Higher Education may not be awarded to a candidate who has accumulated sufficient credits for the award of the Diploma of Higher Education or for the award of a degree of the Conservatoire.

Every candidate for the Certificate of Higher Education must undertake an approved programme of study at the Conservatoire and must attend the Conservatoire for not less than one academic year if studying full-time or the part-time equivalent.

2.18.2 Diploma of Higher Education

The Diploma of Higher Education may be conferred upon a candidate who has completed an approved programme of study totalling at least 240 credits points of which a minimum of 90 are at level 8 or above.

The Diploma of Higher Education may not be awarded to a candidate who has accumulated sufficient credits for the award of a degree of the Conservatoire.

Every candidate for the Diploma of Higher Education must undertake an approved programme of study at the Conservatoire and, normally, must attend the Conservatoire for not less than two academic years if studying full-time or the part-time equivalent.

2.18.3 Graduate Certificate of Higher Education (Music Education)

The Graduate Certificate of Higher Education (Music Education) may be conferred upon a candidate who has completed an approved programme of study totalling at least 60 credit points at level 9 or above.

Every candidate for the Graduate Certificate of Higher Education (Music Education) must undertake an approved programme of study at the Conservatoire and must attend the Conservatoire for not less than one academic year if studying full-time or the part-time equivalent.

2.18.4 Professional Graduate Diploma in Education (Music)

The Professional Graduate Diploma in Education (Music) may be conferred upon a candidate who has completed an approved programme of study totalling at least 120 credit points of which a minimum of 90 are at level 10 or above.

2.18.5 Degree of Bachelor of Arts

The Degree of Bachelor of Arts may be conferred with or without honours.

There shall be three grades of honours to be called First, Second and Third Class. The Second Class shall be divided into an upper and lower division.

The Degree of Bachelor of Arts may be conferred upon a candidate who has completed an approved programme of units totalling at least 360 credits points of which a minimum of 60 are at level SCQF 9 or above.

The Degree of Bachelor of Arts with Honours may be conferred upon a candidate who has completed an approved programme of units totalling at least 480 credits points of which a minimum of 90 are at level SCQF 10 or above.

Every candidate for the degree of Bachelor of Arts or Bachelor of Arts with Honours must undertake an approved programme of study at the Conservatoire. An undergraduate admitted to the Conservatoire after having satisfactorily completed a programme of study in another Conservatoire or other institution of higher education may be awarded credits on the basis of that programme of study in the other institution. Normally, a maximum of 240 credits as deemed appropriate by the Conservatoire may be permitted to count as part of the overall requirements of the student's programme of study. An applicant may also be awarded credit on the basis of prior experiential learning. The precise volume and level of credit to be awarded on either basis will be determined by the appropriate Director of School (or their nominee) on the basis of advice offered by the Audition Panel.

2.18.6 The Degree of Bachelor of Education

The Degree of Bachelor of Education may be conferred with or without honours.

There shall be three grades of honours to be called First, Second and Third Class. The Second Class shall be divided into an upper and lower division.

The Degree of Bachelor of Education may be conferred upon a candidate who has completed an approved programme of units totalling at least 420 credits, at least 60 of which must be at SCQF level 9 or above.

The Degree of Bachelor of Education with Honours may be conferred upon a candidate who has completed an approved programme of units totalling at least 480 credits points of which a minimum of 90 are at level SCQF 10 or above.

Every candidate for the Degree of Bachelor of Education or Bachelor of Education with Honours must undertake an approved programme of study at the Conservatoire. An undergraduate admitted to the Conservatoire after having satisfactorily completed a programme of study in another Conservatoire or other institution of higher education may be awarded credits on the basis of that programme of study in the other institution to a maximum of 240 as deemed appropriate by the Conservatoire and may be permitted to count such credits as part of the overall requirements of the student's programme of study. An applicant may also be awarded credit on the basis of prior experiential learning. The precise volume and level of credit to be awarded on either basis will be determined by the appropriate Director of School (or their nominee) on the basis of advice offered by the Audition Panel.

2.18.7 Degree of Bachelor of Music

The Degree of Bachelor of Music shall be conferred with or without honours.

There shall be three grades of honours to be called First, Second and Third Class. The Second Class shall be divided into an upper and lower division.

The Degree of Bachelor of Music with Honours may be conferred upon a candidate who has completed an approved programme of units totalling at least 480 credits with a minimum of 180 at SCQF 9 or above and a minimum of 90 must be at SCQF 10 or above. If a candidate fails to achieve the standard required for the award of the degree with Honours they may, in accordance with programme of study's regulations, be considered for the award of Bachelor of Music.

Every candidate for the degree of Bachelor of Music with Honours must undertake an approved programme of study at the Conservatoire. An undergraduate admitted to the Conservatoire after having satisfactorily completed a programme of study in another Conservatoire or other institution of higher education may be awarded credits on the basis of that programme of study completed in the other institution to a maximum of 240 as deemed appropriate by the Conservatoire and may be permitted to count such credits as part of the overall requirements of the student's programme of study. An applicant may also be awarded credit on the basis of prior experiential learning. The precise volume and level of credit to be awarded on either basis will be determined by the appropriate Director of School (or their nominee) on the basis of advice offered by the Audition Panel.

2.19 Designated Undergraduate Awards

The designated undergraduate awards of the Conservatoire shall be:

Bachelor of Arts (Acting)
Bachelor of Arts (Composition) (3)
Bachelor of Arts (Contemporary Performance Practice)
Bachelor of Arts (Filmmaking)
Bachelor of Arts (Joint Performance/Composition) (3)
Bachelor of Arts (Music) (1)
Bachelor of Arts (Music Performance) (3)
Bachelor of Arts (Music Performance: Jazz) (3)
Bachelor of Arts (Musical Studies)
Bachelor of Arts (Music Education) (2)
Bachelor of Arts (Performing Arts)
Bachelor of Arts (Performance in British Sign Language and English)
Bachelor of Arts (Production Arts and Design)
Bachelor of Arts (Production Technology and Management)
Bachelor of Arts (Modern Ballet)
Bachelor of Arts (Musical Theatre)
Bachelor of Education (Music)
Bachelor of Music (Composition)
Bachelor of Music (Jazz)

Bachelor of Music (Performance/Composition)
Bachelor of Music (Joint Performance)
Bachelor of Music (Traditional Music)
Bachelor of Music (Traditional Music - Piping)

- (1) *This award shall only be available as an exit award of the BMus (Performance)*
- (2) *This award shall only be available as an exit award of the BEd (Music)*
- (3) *These awards shall only be available as exit awards of the BMus (Honours)*

Diploma of Higher Education (Acting)
Diploma of Higher Education (Contemporary Performance Practice)
Diploma of Higher Education (Composition)
Diploma of Higher Education (Filmmaking)
Diploma of Higher Education (Music Education)
Diploma of Higher Education (Music Performance)
Diploma of Higher Education (Music Performance: Jazz)
Diploma of Higher Education (Traditional Music)
Diploma of Higher Education (Traditional Music - Piping)
Diploma of Higher Education (Musical Studies)
Diploma of Higher Education (Performance in British Sign Language and English)
Diploma of Higher Education (Production Arts and Design)
Diploma of Higher Education (Production Technology and Management)
Diploma of Higher Education (Modern Ballet)
Diploma of Higher Education (Musical Theatre)
Diploma of Higher Education (Joint Performance/Composition)
Professional Graduate Diploma in Education (Music)
Professional Graduate Diploma in Musical Directing

Certificate of Higher Education (Acting)
Certificate of Higher Education (Contemporary Performance Practice)
Certificate of Higher Education (Composition)
Certificate of Higher Education (Filmmaking)
Certificate of Higher Education (Music Education)
Certificate of Higher Education (Music Performance)
Certificate of Higher Education (Music Performance: Jazz)
Certificate of Higher Education (Traditional Music)
Certificate of Higher Education (Traditional Music - Piping)
Certificate of Higher Education (Musical Studies)
Certificate of Higher Education (Performance in British Sign Language and English)
Certificate of Higher Education (Production Arts and Design)
Certificate of Higher Education (Production Technology and Management)
Certificate of Higher Education (Modern Ballet)
Certificate of Higher Education (Musical Theatre)
Certificate of Higher Education (Joint Performance/Composition)

Graduate Certificate in Instrumental Teaching
Graduate Certificate of Higher Education (Music Education)
Graduate Certificate in Musical Directing

Any candidate who fails to meet the requirements for the designated degree award associated with their programme of study may, at the discretion of the

Board of Examiners, be given the opportunity to achieve sufficient credits for the award of an ordinary degree of Bachelor of Arts (Performing Arts) through the completion of additional units to be specified by the appropriate Director of School. If those units involve a candidate's attendance in the other School, the Director of that School must approve the proposal prior to its final approval by the Board of Examiners.

2.20 Minimum General Requirements for the Conferment of **Postgraduate Awards**

2.20.1 Postgraduate Certificate

The Postgraduate Certificate may be conferred upon a candidate who has completed an approved programme of study totalling at least 60 credits, at least 40 of which must be at SCQF level 11.

2.20.2 Postgraduate Diploma

The Postgraduate Diploma may be conferred upon a candidate who has completed an approved programme of study totalling at least 120 credits, at least 90 of which must be at SCQF level 11.

2.20.3 Masters Degree

The Masters Degree may be conferred upon a candidate who has completed an approved programme of study totalling at least 180 credits, at least 150 of which must be at SCQF level 11.

2.21 **Designated Postgraduate Awards**

The designated postgraduate awards of the Conservatoire shall be:

Master of Arts (Arts in Social Contexts)
Master of Fine Arts (Acting Classical and Contemporary Text)
Master of Fine Arts (Directing Classical and Contemporary Text)
Master of Arts (Acting Classical and Contemporary Text)
Master of Arts (Directing Classical and Contemporary Text)
Master of Arts (Accompaniment)
Master of Arts (Chamber Music)
Master of Arts (Composition)
Master of Arts (Conducting)
Master of Arts (Historically Informed Performance Practice)
Master of Arts (Jazz)
Master of Arts (Opera)
Master of Arts (Performance)
Master of Arts (Piano for Dance)
Master of Arts (Repetiteurship)
Master of Arts (Traditional Music)

Master of Arts (Musical Theatre - Musical Directing)
Master of Arts Psychology in the Arts (Music)
Master of Education (Learning and Teaching in the Arts)
Master of Music (Accompaniment)
Master of Music (Chamber Music)
Master of Music (Composition)

Master of Music (Conducting)
Master of Music (Jazz)
Master of Music (Opera)
Master of Music (Performance)
Master of Music (Piano for Dance)
Master of Music (Repetiteurship)
Master of Music (Traditional Music)
Artist Diploma in Music
Advanced Postgraduate Diploma in Music

Postgraduate Diploma in Arts in Social Contexts
Postgraduate Diploma in Learning and Teaching in the Arts
Postgraduate Diploma in Drama (Classical and Contemporary Text – Acting)
Postgraduate Diploma in Drama (Classical and Contemporary Text – Directing)
Postgraduate Diploma in Drama (Musical Theatre)
Postgraduate Diploma in Drama (Musical Theatre - Performance)
Postgraduate Diploma in Drama (Musical Theatre - Musical Directing)
Postgraduate Diploma in Music (Accompaniment)
Postgraduate Diploma in Music (Composition)
Postgraduate Diploma in Music (Conducting)
Postgraduate Diploma in Music (Chamber Music)
Postgraduate Diploma in Music (Historically Informed Performance Practice)
Postgraduate Diploma in Music (Jazz)
Postgraduate Diploma in Music (Opera)
Postgraduate Diploma in Music (Performance)
Postgraduate Diploma in Music (Piano for Dance)
Postgraduate Diploma in Music (Repetiteurship)
Postgraduate Diploma in Music (Traditional Music)
Postgraduate Diploma in Psychology in the Arts (Music)

Postgraduate Certificate in Arts in Social Contexts
Postgraduate Certificate in Learning and Teaching in the Arts
Postgraduate Certificate in Drama (Classical and Contemporary Text – Acting)
Postgraduate Certificate in Drama (Classical and Contemporary Text – Directing)
Postgraduate Certificate in Drama (Musical Theatre)
Postgraduate Certificate in Drama (Musical Theatre - Performance)
Postgraduate Certificate in Drama (Musical Theatre - Musical Directing)
Postgraduate Certificate in Music (Accompaniment)
Postgraduate Certificate in Music (Chamber Music)
Postgraduate Certificate in Music (Composition)
Postgraduate Certificate in Music (Conducting)
Postgraduate Certificate in Music (Historically Informed Performance Practice)
Postgraduate Certificate in Music (Jazz)
Postgraduate Certificate in Music (Opera)
Postgraduate Certificate in Music (Performance)
Postgraduate Certificate in Music (Piano for Dance)
Postgraduate Certificate in Music (Repetiteurship)
Postgraduate Certificate in Music (Traditional Music)
Postgraduate Certificate in Psychology in the Arts (Music)

2.22 **Approved Programme of Study**

- 2.22.1 Every candidate for the award of a Degree, Diploma or Certificate or any other credit bearing programme of study of the Conservatoire must have matriculated as students of the Conservatoire and have completed an approved programme of study.
- 2.22.2 Each approved programme of study leading to a designated award shall have a Programme Handbook which shall set out the specific requirements relevant to that award and to any other exit awards associated with the programme of study. Individual components of study may have additional, separately published, syllabuses. Any mention of Programme Handbooks in these regulations also applies to separately published component syllabuses.
- 2.22.3 The Programme Handbook shall specify the components of study, including elective components, for each stage of each programme of study. The Programme Handbook shall also specify any components which are prerequisites for the study of other components.
- 2.22.4 The Programme Handbook shall specify the progress and assessment regulations for each stage of each programme of study and the assessment requirements for all awards associated with that programme of study.
- 2.22.5 The Programme Handbook shall specify the award titles associated with each stage of each programme of study.

2.23 **Aegrotat Degree**

- 2.23.1 RCS awards, at the discretion of the Board of Examiners, acting with authority delegated by the Academic Board, will be available as Aegrotat awards.
- 2.23.2 The conditions which may lead to the awarding of an aegrotat award are:
 - 2.23.2.1 The Board of Examiners has taken account of a student's attendance, academic record, progress and performance, and
 - 2.23.2.2 The student has matriculated in the final year of a programme of study (or, in the case of a masters degree, has completed 3/4 of the duration of that programme of study), and
 - 2.23.2.3 The student has provided the Board of Examiners with sufficient evidence of ill health, or any other extenuating circumstances, that clearly confirms that the student will not be able to complete the prescribed programme of study in the foreseeable future.
- 2.23.3 In the case of a degree with honours, a student to whom an aegrotat degree is awarded shall be deemed to have obtained a degree with honours, but without classification.

2.24 **Posthumous Awards**

RCS awards, at the discretion of the Board of Examiners, acting with authority delegated by the Academic Board, will be available as posthumous awards. A Posthumous award is awarded where a student for an award has died and

where the Board of Examiners is satisfied on the balance of probabilities that the student's performance on the Programme shows that they would have passed. This may be classified where there is sufficient evidence of the students' attainment.

2.25 **Honorary Degrees**

By virtue of the powers granted by the Privy Council to the Royal Conservatoire of Scotland, the Conservatoire may confer an Honorary Degree of Doctor upon any person it may deem worthy of such distinction. The honorary degrees of the Conservatoire shall be:

Degree

Doctor of the Conservatoire

Criteria for award

Awarded for outstanding service to the arts and to culture.

Degree

Doctor of Dance

Criteria for award

Awarded for distinction in the field of dance.

Degree

Doctor of Drama

Criteria for award

Awarded for distinction in the field of drama.

Degree

Doctor of Music

Criteria for award

Awarded for distinction in the field of music.

Degree

Doctor of Arts Education

Criteria for award

Awarded for distinction in the field of arts education.

Degree

Doctor of Production Arts

Criteria for award

Awarded for distinction in the field of production arts.

Degree

Doctor of Film

Criteria for award

Awarded for distinction in the field of screen.

3. REGULATIONS OF ATTENDANCE, ENGAGEMENT, AND PROGRESSION

3.1 Every candidate for the Degree, Diploma or Certificate programmes of study at the Royal Conservatoire of Scotland must attend the relevant programmes of instruction and undertake the programme of study's requirements and assessments as stipulated in the appropriate Programme Handbook. However, the Academic Board of the Royal Conservatoire of Scotland may recognise and credit attendance and attainment in other programmes of study at the Royal Conservatoire of Scotland or at another institution.

3.2 Students are required to attend all lessons, classes, rehearsals, and performances as specified in their Programme Handbook. Unauthorised absence is not permitted.

3.2.1 **At the Conservatoire attendance is considered as more than presence. Attendance is defined as active engagement in the process of learning.**

3.3 Normally a student may progress on the programme of study provided that:

- i. they have attended classes regularly and have completed all of the work of the programme of study;
- ii. they have met the appropriate assessment requirements to the satisfaction of the appropriate **Progress Committee** or **Board of Examiners**.

3.4 The **Progress Committee**, on behalf of the Board of Examiners;

- i. receives and monitors interim grades
- ii. monitors student progress
- iii. instigates feedback and appropriate action
- iv. may require a resit of appropriate components in accordance with the assessment regulations for the programme of study.

3.5 All assigned and assessable course work must be completed by the submission date, unless prior permission has been given.

3.6 **Non-submission or incomplete assessment**

Non-submission or incomplete assessment of any assessable element of a module will automatically lead to a failure being recorded in that component by the Board of Examiners.

3.6.1 Assessments which remain outstanding after the first diet Board of Examiners (without prior permission having been given), will require to be submitted by a specified date prior to the resit Board of Examiners (which normally meets in late August) and such assessments will receive a mark no higher than a minimum pass.

3.6.2 Failure to submit outstanding assessments prior to the resit Board of Examiners is likely to affect progress to the subsequent years of the programme of study or graduation.

3.7 **Late submission of work**

Work submitted late will not be accepted. Late work will be recorded as a failure due to non-submission (necessitating the submission of new assignments as resits) and will be subject to a fee of £125 per component per resit within a module.

- 3.8 To obtain a pass in a module a student must complete all prescribed assessments to the satisfaction of the Board of Examiners. Where a module has a final examination, a student shall not be permitted to sit this if there is evidence (as per the Disciplinary Policy) that they have not attended regularly and completed the work of the module.
- 3.9 Resits due to non-submission or non-attendance will be subject to a fee of £125 per component per resit within a module. Resits due to cheating or plagiarism shall also be subject to a fee of £125 per component per resit within a module.
- 3.10 Work submitted late with prior permission i.e. through having been granted an Extension or where a [Personal Mitigating Circumstances Form](#) is accepted by the Special Circumstances Board of Examiners, will not be penalised.
- 3.11 The Progress Regulations for each programme of study shall prescribe the conditions for pass and resit.
- 3.12 Students shall be required to comply with such programme of study instructions as are prescribed. These instructions may require students:
- i. to provide themselves with such books, equipment and other materials as are necessary for the programme of study
 - ii. to submit items of work, including essays, dissertations and project reports, by such dates as may be instructed.
- 3.13 All such instructions will be given to students in writing at the beginning of the module. Reasonable notice of any alterations will also be given. A student who fails to comply with programme of study instructions may be disallowed from presenting themselves for examinations in the subject.

4. ASSESSMENT PRINCIPLES, REQUIREMENTS, AND REGULATIONS

4.1 Students must be given a clear statement of how and when each of their modules and programmes is to be assessed. The required information needs to be issued to students at the relevant point, which may be: at the start of each course; on entry into the honours component of a degree programme; or, at the start of a postgraduate programme.

4.2 Modules will be assessed by the methods which have been approved through the programme approval or modification process and appear in the Programme Module descriptors. The methods of assessment for each module are published in the Programme Handbook, which is updated with agreed changes annually.

4.2.1 **Amendments to published assessments:** If, as a result of extraordinary circumstances, it is necessary to amend a published assessment, the Director of the relevant School will be required to give their approval and students notified as soon as possible and normally no later than 7 calendar days in advance of the assessment.

4.3 Work submitted for assessment shall be the student's own except in cases where group work is a specific requirement of an assignment. Students should not obtain specific help which could be regarded as cheating.

4.4 Further details of the regulations relating to academic misconduct can be found in section H2.

Avoiding conflicts of interest

4.5 No member of the Conservatoire's staff, internal examiner, External Examiner, or marker shall be involved in any assessment or examination in which they have a personal interest, for example a current or previous personal, family or legal relationship with a student being assessed.

Assessment requirements

4.6 The assessment requirements for all components of study shall be made known to students in the relevant Programme Handbook.

4.7 Examination schedules shall be posted on the appropriate School's information platform and to the Student Timetable System (ASIMUT). Any changes made to these schedules shall be authorised by the Convenor of the Board of Examiners and intimated to students in good time.

4.8 Interim results shall be notified to students via their Student Outcomes page as soon as is practicable after the Progress Committees. These results are, in every case, provisional until ratified by the relevant Board of Examiners (see Annex A, p46)

4.9 End of session examination grades and results shall be notified to students via their Student Record System Student Outcomes page as soon as is practicable after the relevant Board of Examiners.

4.10 It is the responsibility of students to acquaint themselves with the assessment regulations and examination schedules which apply to their programme of study.

- 4.11 It is the responsibility of students to attend the appropriate examinations and submit the appropriate work for assessment as required. If a student fails to attend an examination or submit required work for assessment without good cause, the examiners shall have the authority to deem the student to have failed the assessment(s) concerned.

Student responsibility

- 4.12 It is the **responsibility of students** to inform the Convenor of the Board of Examiners in the case of illness or other debilitating circumstances that prevents their attending an examination or submitting required work for assessment.
- 4.13 It is the responsibility of students to inform themselves of the results of all assessments and whether or not they are required to undertake any resits or retakes.

Scale of assessment

- 4.14 Depending on the programme of study there are two key types of scale of assessment used: some are pass/fail others use an alphanumeric scale of assessment.

- 4.14.1 Where programmes use an alphanumeric scale of assessment rather than pass/fail the following assessment scale is applied:

Common Assessment Scale	'Background scale'	Descriptor	Degree Classification
A1	17	Excellent	First Class
A2	16		
A3	15		
A4	14		
A5	13		
B1	12	Very Good	Second Class, upper division (2i)
B2	11		
B3	10		
C1	9	Good	Second Class, lower division (2ii)
C2	8		
C3	7		
D1	6	Satisfactory	Third Class
D2	5		
D3	4	Adequate	
PASS			
FAIL			
E1	3	Inadequate/ Fail	Not Honours worthy
E2	2		
F	1	Serious fail	
NS	0	Non-submission/ Non-appearance	

- 4.14.2 Relevant programme staff will assess students according to the column headed Common Assessment Scale and students will receive

the alpha-numeric grade from that column attached to their work/on assessment reports. It is those grades which will be presented to Progress Committee and Boards of Examiners and which will appear on a student's transcripts.

4.14.3 Where a module has several component assessments, the aggregate grade is arrived at by translating the alpha-numeric grade into the 'background scale'. The numbers derived from the background scale are then aggregated according to specified weightings, with decimal points of 0.5 and above rounded up. The rounded grade is then translated back into the alpha-numeric Common Assessment Scale.

4.14.4 Overall Grades in years 3 and 4 of honours degrees and Overall Degree Grades will be rounded to two points of decimal.

4.15 **Boards of Examiners**

Every degree programme (and its components) is the responsibility of a Board of Examiners (see paragraph 4.24 for details of how this committee is constituted and what it does).

4.16 A Board of Examiners shall be appointed by the Academic Board for each programme of study leading to an award of the Royal Conservatoire of Scotland in accordance with validated programme of study documentation.

4.17 The Board of Examiners and, through it, any authorised subsidiary examination committee, is accountable to the Academic Board for the fulfilment of its responsibilities.

4.18 Authorised subsidiary examination committees which sit under the Board of Examiners include:

- Progress Committees (see paragraphs 3.4, 4.21-4.22 and Annex A for School based membership information and regulations)
- Special Circumstances Boards (see paragraph 4.57)
- Resit Board of Examiners

4.19 The Board of Examiners will approve the outcome of assessment for each module, agree the award of credit and progression through the programme of study, and confer awards acting with authority delegated by the Academic Board. Other roles of the Board of Examiners will be as agreed in their terms of reference.

4.20 The Board of Examiners is responsible for all assessments for an academic award. No other body has the authority to recommend to the institution the conferment of an award nor to amend the decision of a properly constituted Board of Examiners acting within its terms of reference and in accordance with the regulations for the programme of study, other than when an appeal against its decision is formally upheld.

4.21 Normally, the Boards of Examiners meet twice a year (at the end of the academic year and for the Resit Diet). Progress Committees meet once a year for undergraduate programmes (at the end of term one) and twice for postgraduate programmes (at the end of term two).

4.22 **Convenor of the Board of Examiners**

The Board of Examiners and authorised subsidiary examination committees, including Progress Committees and Internal Examination Boards are convened by the relevant programme's academic School Director. This responsibility may only be delegated with the approval of the Convenor (Principal) or Vice-Convenor (Deputy Principal) of the Academic Board.

4.23 **Responsibilities of the Convenor of the Board of Examiners**

The responsibilities of the Chair of the Board of Examiners include:

- approving the content of examination, taking account of the comments of External Examiners;
- the security of and arrangements for setting papers and assessments, including the robustness of and resources for electronic assessment; examining and marking assessed work; and processing and storing marks and grades;
- the quality and standards of marking;
- ensuring all examiners and markers are aware of their responsibilities;
- effective operation of the meeting of the Board and the Special Circumstances Committee;
- participation of the External Examiners;
- accurate recording, minuting and reporting of decisions of the Board; and
- meeting relevant deadlines.

4.24 **Membership of Board of Examiners**

For each Board of Examiners there shall be a specified core membership of internal academic staff. The Board of Examiners for the BMus (Traditional Music / Traditional Music – Piping) shall include teaching staff from The National Piping Centre within its membership. Each Board shall also include the specified External Examiners(s). (See Annex A, p48).

4.25 In order for a Board of Examiners to be properly constituted at least one of the External Examiners specified for that programme of study shall be present in addition to the core membership. If an External Examiner is unavoidably unavailable, then the Convenor of the Board of Examiners must ensure that they are appropriately consulted and that they approve decisions taken.

4.26 A list of names of External Examiners and the membership of the Board of Examiners for each programme of study shall be available on the Conservatoire Portal.

4.27 At the beginning of each Board of Examiners the Convenor shall confirm that no members have a conflict of interest with the cohorts under discussion. If any conflicts are noted, the member shall remove themselves from the discussions regarding the relevant cohort.

4.28 The Board of Examiners for each programme of study has responsibility to implement the appropriate assessment regulations for that programme of study. The responsibilities of the Board include:

- i to receive and ratify the results of all assessments for each student on the programme of study
- ii to decide on the awards, including Honours' classifications; on progress to the next stage of the programme of study; and on failure

- 4.29 The focus of the Board of Examiners shall be on the individual student in the context of the student cohort. In reaching its decision on assessments and progression, the Board of Examiners shall take account of:
- i the **performance** of each individual student on each assessable component in relation to the progress and assessment regulations of the programme of study;
 - ii information on any **special circumstances** as reported by Special Circumstances (see paragraph 4.52) affecting student performance including any known medical evidence or evidence relating to other personal circumstances considered by the Convenor to be relevant to the fair assessment of each student;
 - iii whether each marginal or fail case has been given full consideration for every possible alternative course of action open to the Board according to the programme of study and/or Conservatoire Regulations;
 - iv any **moderation** that has been applied to the individual marks or grades;
 - v the grades achieved in the current academic year in comparison with previous years.

The Board of Examiners shall have access to all information necessary to make these judgements.

- 4.30 The decisions of each Board of Examiners shall be formally recorded on an assessment grid.
- 4.31 The record of decisions shall be signed by the Convenor of the Board of Examiners and the External Examiner(s) present.
- 4.32 The Board of Examiners may, in accordance with programme of study regulations, permit a student to Resit or Retake specified modules.

Resit Board of Examiners

- 4.33 The membership of the **Resit Boards of Examiners** for each programme of study shall normally be identical with the membership of the normal Board of Examiners for that programme of study, or such alternative membership as the Board shall determine at its main meeting.
- 4.34 At least one of the External Examiners specified for the programme of study must normally be present at the Resit Board or alternatively arrange to confirm decisions reached.
- 4.35 Where alternative membership is required for a resit Board, this must be determined at the main Board of Examiners meeting.
- 4.36 The requirement for the involvement of external examiners shall be the same as for the first diet Board.
- 4.37 The responsibilities of the Resit Board of Examiners are the same as for the main Board of Examiners and thus clauses 4.28 and 4.29 apply.
- 4.38 Where a student is allowed by the Board of Examiners to progress on the programme of study subject to certain conditions, the Board of Examiners may

delegate to its Convenor the decision on whether the conditions have been met. This decision shall be reported to the next meeting of the Board of Examiners.

Reporting of errors made at Board of Examiners

4.39 Accuracy of recording of results must be checked prior to Boards of Examiners' meetings. However, given the amount and nature of grades being taken to Boards of Examiners, errors of recording can very occasionally occur.

4.39.1 If any member of a Board of Examiners, or any other member of staff, becomes aware of an error(s) made by a Board of Examiners, that individual should immediately notify the Convenor of the Board of Examiners and the **Deputy Registrar**.

4.39.2 In cases of a confirmed error(s), the Convenor of the Board of Examiners, after secured the agreement of the Board of Examiners and in consultation with the Deputy Registrar, will take the appropriate action to resolve issues in respect of the student or students who have been affected.

4.39.3 The Convenor of the Board of Examiners will report any cases of simple errors to the Convenor of the Academic Board as soon as they become apparent. A full report, including action(s) taken in response to an acknowledged simple error(s), will be made to the next meeting of the Academic Board by the Convenor of the Board of Examiners.

4.40 Subsidiary Examination Committees

The Board of Examiners may delegate specific responsibility for appropriate interim or deferred assessments to a subsidiary examination committee. This committee shall report its findings to the subsequent meeting of the Board of Examiners which shall ratify the results (see 4.17 for the subsidiary committees).

Examiners

4.41 The Schools shall submit recommendations for the appointment of External Examiners and Moderators to the Learning, Teaching and Quality Committee, following the procedures outlined in the [Quality Assurance Handbook](#) (QAH6). The Learning, Teaching and Quality Committee shall submit for appointment by the Academic Board the names of External Examiners and Moderators. The roles of External Examiners and Moderators are detailed in QAH6.

4.42 **Internal Examiners** shall be nominated by the appropriate Programme Leader/Head of Department and approved by the Director of the appropriate School or Academic Unit. For practical examinations in Music Studies for the BEd (Music), Internal Examiners shall be nominated by the Director of Music.

4.43 Any lecturer (including part-time, probationary or temporary lecturers) of the Conservatoire may be nominated as an Internal Examiner.

Practical Examinations

4.44 Detailed information of the membership of examining panels and on the conduct of practical examinations for each programme of study is set out in the appropriate Programme Handbook.

4.45 It is the responsibility of the Convenor of the assessment panel to ensure that practical examinations are conducted fairly, timeously and professionally.

Preparation of documentation for examiners

- 4.46 The Head of Department/Head of Programme (Music) shall ensure that all Examiners, including External Examiners, shall have the opportunity to submit questions as appropriate and that the papers are approved by External Examiners and checked internally before submission for printing.

The Right to Present for Assessment/ Examination

- 4.47 Students will be allowed to present themselves for examination only they are in good standing in terms of degree regulations and attendance requirements.

4.47.1 Good standing is a phrase used to summarise that a student has fulfilled the requirements of their programme of study (this includes expectations of attendance, credit acquisition, and progression).

4.47.2 Students who fail to meet degree and attendance requirements and who fail to respond positively to written warnings on these matters may be disallowed from presenting themselves for the relevant assessment /examination.

- 4.48 In the School of Music, failure to submit required documentation for practical examinations (e.g. Examination Entry forms) by the published deadline may result in students being disallowed from presenting themselves for assessment/examination in the relevant components at the appropriate diet and may therefore be recorded as having failed at this diet.

Marking of Assessments (Performances and written scripts)

- 4.49 Examination assessments/scripts shall be marked only by the relevant Internal and External specialist assessors.

- 4.50 For written assessments, the principle of double-marking by Internal Examiners normally applies, and shall be carried out as far as is practicable.

- 4.51 All Honours assessments shall be made available to the External Examiners for the purposes of quality and standards control. External Examiners shall be provided with such documentation as demonstrates the whole range of performance by candidates and in order to reflect on all candidates in regard to whose performance there is doubt after internal marking.

Special circumstances and assessment

- 4.52 The following regulations recognise both the needs of students with disabilities but also a fair approach to assessment for students who have encountered debilitating circumstances outwith their control. The notion of special circumstances is a regulatory term and specific conditions are required to be fulfilled for what falls under special circumstances associated with assessment and examination. The two main specific conditions which bring these regulations into play are:

- Illness and incomplete examination
- Reasonable adjustments associated with disabilities

Illness and Incomplete Examinations

- 4.53 In the case of illness or other debilitating circumstances at the time of examination, a medical certificate or other evidence (e.g. a supporting statement from Head of Programme/Counsellor) must be submitted as

expeditiously as possible to the Convenor of the Board of Examiners preferably before the examination itself, and in all but exceptional circumstances before the meeting of the relevant Board of Examiners. Students should refer to the [Personal Mitigating Circumstances process and guidance](#) as published on the Portal. Students who are prevented by illness or other such circumstance from taking an examination will be allowed to take the missed element at the next appropriate diet of examinations.

- 4.54 If a candidate, having duly completed the required work of an Honours programme of study, is prevented by medically certified illness or other good cause from presenting themselves for the Honours examination or, having begun it, from completing it, at the discretion of the Board of Examiners the candidate will be able to take the missed components at the next appropriate diet of examinations. In these cases, the classification of Honours will be decided by the sum of the findings of the relevant Board of Examiners.
- 4.55 Before completing an outstanding examination due to a previous illness, a student must provide evidence that they are **fit to sit** before the reassessment will be arranged.

Students with Disabilities

- 4.56 A written Learning Agreement must be offered to each student assessed as having a disability or medical condition, stating what adjustments will be made in respect of continuous assessment and examination.

The following procedure must be adopted, unless the student has requested confidentiality.

Assessment

- 4.56.1 The application form provides prospective students with an early opportunity to declare any disability they may have to undertake the programme of study. Through the application process the Disability Adviser invites all applicants to contact RCS to discuss any adjustment required for the audition/interview process. Any adjustments are then communicated to the Admissions team for action.
- 4.56.2 For students who disclose dyslexia or other SpLD, a psychological report is required to provide adjustments on course. If this is not available, the Disability Adviser will arrange for the student to have an assessment with an Educational Psychologist. RCS pays for the assessment. For medical conditions a report from a GP, consultant or other specialist is required in order to put adjustments in place.
- 4.56.3 It is possible that prospective students will not declare their disabilities until they matriculate or until they have started their programme of study. Arrangements to put in place a Learning Agreement (see below) should follow as soon as possible thereafter to ensure that adjustments concerning support on the programme of study (including assessment) can be made.

Learning Agreement

- 4.56.4 The Disability Adviser will meet with the student to discuss:

- i what adjustment/s might need to be made in respect of tuition and assessment and
 - ii who should be informed of the student's disability.
- 4.56.5 Subsequent to that discussion, a Learning Agreement of adjustments will be agreed.
- 4.56.6 The Learning Agreement will be signed by the student and the Disability Adviser and the adjustments will be added to the student's electronic file. The Disability Adviser will send the link to the adjustments to the student's Head of Programme or Year Co-ordinator. It is the Head of Department/Head of Programme's responsibility to ensure tutors (internal and external) are aware of any adjustments required by forwarding the link.
- 4.56.7 A student has the right to request adjustments and to keep the nature of their disability confidential; thus a student may disclose to one member of staff only and still have adjustments put in place.
- 4.56.8 When the link to the adjustments is sent by email to the student's Head of Programme or Year Co-ordinator, a student may request disclosure or non-disclosure of the disability to teaching staff. Unless a student requests disclosure, the nature of the disability will remain confidential.

The Conservatoire's Disability Policy is available on the portal.

Special Circumstances Board

- 4.57 To ensure robust consideration of students with special needs and exceptional circumstances, a designated additional exam board known as the Special Circumstances Board is convened prior to a Board of Examiners.
 - 4.57.1 The Special Circumstances Board of Examiners will, on behalf of the Board of Examiners:
 - Receive and consider information on any special circumstances affecting any student's performance in assessment, including any known medical evidence or evidence relating to other personal circumstances which may have affected a student's performance in an assessment and, on that basis, recommend to the Board of Examiners an appropriate course of action. That course of action should be reported to the appropriate External Examiner in advance of the Board of Examiners, which will be invited to confirm the Special Circumstances Board's proposal;
 - Consider the assessment outcomes of all students whose assessment was the subject of a Learning Agreement and, on that basis, make recommendations to the Board of Examiners, either in general terms or in relation to an individual student.
 - 4.57.2 **Membership** of the Special Circumstances shall be:
 - Convenor of the Board of Examiners
 - A Head of Department nominated by the Board of Examiners
 - The Head of Department appropriate to the case under consideration

- The Head of Programme

In attendance shall be:

- The **Deputy Registrar** (or, where not available, the Academic Registrar and Secretary)
- The Disability Adviser

Compensation, Resit and Retake

- 4.58 Students must normally achieve a pass mark in all assessments in order to progress to the next level of study.
- 4.59 The Board of Examiners may, in exceptional circumstances, permit a student's overall performance to **compensate** for marginal failure (E1) in a module following resit or retake. Compensation does not turn a fail into a pass, but it allows a student to progress without having to be re-assessed in this module.
- 4.59.1 Compensation will only be applied to a maximum of 20 credits per year and a maximum of 40 credits over a student's whole programme. Results as they appear on transcripts will be flagged to indicate compensation has been applied.
- 4.59.2 Where compensation is applied in the non-honours years of a programme of study, these are not added to a students' final honours classification.
- 4.59.3 Where compensation is required within the Honours years of a degree, the compensated overall module grades will be factored into the calculation to determine the classification of Honours and normally the resultant classification will be lowered by one classification (e.g. Honours 1 will become Honours 2i).
- 4.60 If a student fails a module they shall be permitted to **resit** individual components once although failure to achieve at least 50% of the SCQF credits or more, within any level of study, will normally lead to termination of studies.
- 4.61 If a student fails a module at resit within any level of study this will normally lead to termination of studies. There may, in exceptional circumstances, be third and final opportunity to resit within the resit diet or to retake the whole modules in the following academic session.
- 4.62 Resit results during the honours years will be factored into the calculation to determine the classification of Honours.
- 4.63 In all cases of resit, the method of re-assessment shall be the same or, as far as is practicable, equivalent to that for the original assessment.
- 4.64 No additional teaching of any component of any programme of study is allowed between the first sitting of an examination and the resitting of that examination.
- 4.65 In certain circumstances the Board of Examiners may determine that a student needs to **retake** a module before being re-assessed. In these circumstances the student will be notified that they must retake that module.

- 4.66 Students may be permitted to retake module(s) up to a maximum of 30 credits in a single year and 60 credits over a whole programme. Students may be permitted only one opportunity for retake of any module.
- 4.67 Students may not normally progress between levels of study carrying more than 30 credits (i.e. having more than 30 credits outstanding would necessitate suspension of studies, normally for one year).
- 4.68 In exceptional circumstances, and at the discretion of the Board of Examiners, a student may be offered the opportunity to retake an entire level of study.

Registration and publication of results

- 4.69 Results will be published via the Student Record System Student Outcomes page as soon as practicable following the Board of Examiners.
- 4.70 For year-long modules, an **indicative** grade can be given during feedback tutorials. All results remain provisional until ratified by the relevant Board of Examiners.
- 4.70.1 The Board reserves the right to moderate results and to correct erroneous grades therefore it is important that if any unconfirmed marks (or indicative grades) are provided, students are aware that these are provisional until considered by the Board.
- 4.70.2 Students should also be aware that where a module has several component assessments, the grade they receive for one assessment may not be the final module grade.
- 4.71 Final year students will be issued with a **transcript** as soon as possible following the Board of Examiners. All other continuing students will receive their grades via their Student Record System Student Outcomes page.

- 4.72 The **Academic Board** reserves the right to correct an erroneous published result.

Student responsibilities

- 4.73 It is the responsibility of students to inform themselves of the results of examinations by checking their Student Record System Student Outcomes page.

Notification of assessment/examination results by School and Programme

- 4.74 Interim assessments, mid-session recitals and auditions, end of session assessments reflect the specifics of certain programmes within the academic Schools. The key mechanisms for reporting student grades/ outcomes is via the Student Record System (SRS) Student Outcomes page, except for final year students where a transcript will also be issued. A summary of relevant specific procedures for their notification to students is provided in table form below:

4.74.1 School of Music procedures	
Interim Assessments	Approved Grades for all interim assessments are issued to all students after each Progress Committee by way of their Student Record System (SRS) Student Outcomes page as soon as is practicable after the Progress Committee.
Mid-session recitals and auditions	<ul style="list-style-type: none"> • The results of mid-session recitals and auditions are issued to all students after each Progress Committee by way of their SRS Student Outcomes page as soon as practicable after the Progress Committee. • All students receive copies of their Examination Reports. • Students who have received borderline passes are encouraged to make an appointment with their Head of Department / Head of Programme. • Students who have failed are asked to make an appointment with their Head of Department / Head of Programme.
End-of-session assessments	<ul style="list-style-type: none"> • Honours degree examination results are posted on SRS Student Outcomes as soon as practicable following the meeting of the Board of Examiners. • All other results are posted on SRS Student Outcomes as soon as practicable following the Board of Examiners (where practicable). • Students are also notified individually of their grades by means of their SRS Student Outcomes as soon as practicable after the pass lists have been published. • Final year students will be issued with a transcript as soon as possible following the Board of Examiners.
4.74.2 School of Drama, Dance, Production and Film procedures	
Interim Assessments	<ul style="list-style-type: none"> • Approved Grades for all interim assessments are issued to all students after each Progress Committee by way of their SRS Student Outcomes page as soon as is practicable after the Progress Committee. • For subjects which carry a written report, these reports will be distributed via SRS Student Outcomes following the relevant Progress Committee.
End-of-session assessments	<ul style="list-style-type: none"> • Honours degree examination results are posted on SRS Student Outcomes as soon as practicable following the meeting of the Board of Examiners. • All other results are posted on SRS Student Outcomes as soon as practicable following the Board of Examiners (where practicable). • Students are also notified individually of their grades by means of their SRS Student Outcomes page as soon as practicable after the pass lists have been published. • Final year students will be issued with a transcript as soon as possible following the Board of Examiners.

<p>4.74.3 Procedures for postgraduate taught programmes not covered above (ie Those outside of the School of Music and the School of Drama, Dance, Production and Film, and other 'low residency' programmes within SoM and DDPF*)</p>	
Interim Assessments	<ul style="list-style-type: none"> • Approved Grades for all interim assessments are issued to all students after each Progress Committee by way of their SRS Student Outcomes page soon as is practicable after the Progress Committee. • For subjects which carry a written report, these reports will be distributed via SRS Student Outcomes following the relevant Progress Committee.
End-of-session assessments	<ul style="list-style-type: none"> • All results are posted on SRS Student Outcomes as soon as practicable following the Board of Examiners (where practicable). • Students are also notified individually of their grades by means of their SRS Student Outcomes page as soon as practicable after the pass lists have been published. • Final year students will be issued with a transcript as soon as possible following the Board of Examiners.

- * For academic session 2024-25 this relates to the following programmes:
- MEd Learning and Teaching and associated awards
 - MA Psychology in the Arts (Music) and associated awards

Annex A

Membership of the Progress Committees and Board of Examiners

1. Membership of the Progress Committees and Boards of Examiners (BoE) in the School of Music

Convenor	
Director of the School of Music	
Core membership of the BoE for School of Music for all programmes except BEd (Music)	
<ul style="list-style-type: none"> - All Heads of Departments - Head of BMus Programme/Head of MMus/MA Programme (as appropriate) - Internal Examiner(s) with delegated responsibility for area(s) of specialism. - A School of Music representative staff member who is not associated with the programme whose results are being formalised 	
In attendance	
<ul style="list-style-type: none"> - Deputy Registrar - Assistant Registrar (Student Records) - Minute taker For progress committees and special circumstances : Disability Adviser	
Additional memberships related to programme	
BMus	The specified External Examiners for Performance, Joint Performance and Composition and Jazz
MMus/MA (All specialisms)	The specified External Examiners for MMus/MA
BMus (Traditional Music)/(Traditional Music – Piping)	<ul style="list-style-type: none"> - Head of Department/Head of Programme for the degree - Head of Piping Programmes from the National Piping School or nominated representative - External Examiner for BMus Traditional Music - Head of one of the Departments of the School of Music
BEd (Music) and PGDE (Music Education)	<ul style="list-style-type: none"> - Head/s BEd Music - Lecturer in Professional Learning - Head of one of the Departments of the School of Music - the specified External Examiners for Music Studies and Education Studies and School Experience
Resit Boards	- Identical to main Board of Examiners

	<ul style="list-style-type: none"> - At least one of the External Examiners specified for the programme of study or alternatively arrange to confirm decisions reached - Where Resit Boards cannot meet the required membership, this should be agreed at the main Exam Board. - Where unforeseen circumstances subsequent to the main Board of Examiners prevent the availability of a relevant member, the Director must inform the Academic Registrar and Secretary asap.
Progress Committees for interim assessments	Staff members of the School of Music Committee

2. Membership of the Progress Committees and Boards of Examiners in the School of Drama, Dance, Production and Film

Convenor	
Director of the School of Drama, Dance, Production and Film	
Core membership	
<ol style="list-style-type: none"> 1. The Board of Examiners, one member for each programme of study, consisting minimally of five full-time staff including the Programme Heads responsible for the programme of study and at least one staff member from outwith the programme team and the specified External Examiner(s). 2. Progress Committees, one for each programme of study, consist of the Heads of Departments and a minimum of four full-time members of staff including at least one staff member from outwith the Programme team. 	
In attendance	
<ul style="list-style-type: none"> - Deputy Registrar - Assistant Registrar (Student Records) - Minute taker <p>For progress committees and special circumstances: Disability Adviser</p>	
Resit Board of Examiners	<ul style="list-style-type: none"> - Identical to main Board of Examiners - At least one of the External Examiners specified for the programme of study or alternatively arrange to confirm decisions reached - Where Resit Boards cannot meet the required membership, this should be agreed at the main Exam Board. - Where unforeseen circumstances subsequent to the main Board of Examiners prevent the availability of a relevant member, the Director must inform the Academic Registrar and Secretary asap.

3. Membership of the Progress Committees and Boards of Examiners for postgraduate taught programmes outwith the School of Music and Drama, Dance, Performance and Film

The Conservatoire has two postgraduate taught programmes that sit outwith the SoM and the SoDDPF, the MEd and associated awards; the MA Psychology in the Arts (Music) programme. These are two core low residency programmes at the Conservatoire and their results are confirmed within a single Exam Board divided into two sections with the respective Directors taken the relevant section.

Learning and Teaching programmes

Convenor	
Director of Business Development	
Core membership	
<p>Board of Examiners</p> <ul style="list-style-type: none"> - All Heads of Departments - Heads of Programmes (as appropriate) - Specified External Examiner(s). <p>Progress Committees Staff members of the Learning and Teaching Management Team</p>	
In attendance	
<ul style="list-style-type: none"> - Deputy Registrar - Assistant Registrar (Student Records) - Minute taker <p>For progress committees and special circumstances: Disability Adviser</p>	
Additional memberships related to programme	
Resit Board of Examiners	<ul style="list-style-type: none"> - Identical to main Board of Examiners - At least one of the External Examiners specified for the programme of study or alternatively arrange to confirm decisions reached - Where Resit Boards cannot meet the required membership, this should be agreed at the main Exam Board. - Where unforeseen circumstances subsequent to the main Board of Examiners prevent the availability of a relevant member, the Director must inform the Academic Registrar and Secretary asap.

MA Psychology in the Arts (Music) programme

Convenor	
Director of Research and Knowledge Exchange	
Core membership	
<p>Board of Examiners</p> <ul style="list-style-type: none"> - Joint Programme Leads - At least one other member of teaching staff involved in the delivery of the programme - Specified External Examiner(s). <p>Progress Committees Staff members of MA Psychology in Arts (Music), including the Joint Programme Leads</p>	
In attendance	
<ul style="list-style-type: none"> - Deputy Registrar - Assistant Registrar (Student Records) - Minute taker <p>For progress committees and special circumstances: Disability Adviser</p>	
Additional memberships related to programme	
Resit Board of Examiners	<ul style="list-style-type: none"> - Identical to main Board of Examiners - At least one of the External Examiners specified for the programme of study or alternatively arrange to confirm decisions reached - Where Resit Boards cannot meet the required membership, this should be agreed at the main Exam Board. - Where unforeseen circumstances subsequent to the main Board of Examiners prevent the availability of a relevant member, the Director must inform the Academic Registrar and Secretary asap.

D Code of Procedure for Academic Appeals

1 Introduction

- 1.1 This section outlines the procedure a student should follow when seeking to submit an academic appeal. It outlines the procedure for Appeals to the Academic Board Appeal Committee and the Board of Governors Appeal Panel for all Programmes of Study validated by the Royal Conservatoire of Scotland. The Academic Board is responsible for all assessments that contribute to awards of the Conservatoire.
- 1.2 The Board of Governors and the Academic Board have approved this Code to deal with appeals by students against decisions taken by Boards of Examiners relating to assessment and progress.
- 1.3 The Conservatoire's Academic Appeals process is benchmarked against the QAA UK Quality Code for Higher Education, Managing Academic Appeals and Student Complaints, the RUK Office for Independent Adjudication Good Practice in Handling Complaints and Academic Appeals Framework.
- 1.4 This Code is designed to provide a process that is fair, accessible, and timely and its operation will reflect those principles.
 - 1.4.1 The **Deputy Registrar** (or alternate) is available to offer procedural advice on the operation of this Code via academicappeals@rcs.ac.uk.
 - 1.4.2 Students are reminded that the Office Bearers of the Students' Union can also be consulted for advice and assistance.
- 1.5 An academic appeal is normally made by a student when they wish to challenge or request a reconsideration of a decision/ outcome made by one of the Conservatoire's Board of Examiners and/or Progress Board of Examiners.
 - 1.5.1 An appeal is not the same as a complaint;
 - 1.5.2 An academic appeal follows a similar process to a complaint, but it is not the same as a complaint. The difference between an academic appeal and a complaint is that an academic appeal relates to an assessment outcome (an academic judgement) and a complaint relates to concerns about service provision. There are occasions when an appeal might also include a complaint. In those cases, the processes are usually implemented separately.
- 1.6 Key to submitting an academic appeal is:
 - 1.6.1 Understanding the difference between (1) procedural and/or administrative errors associated with assessments and their effect on outcomes and (2) permissible forms of academic judgement (see 1.7.1)
 - 1.6.2 Checking an appeal is not a complaint (see 1.5.2)
 - 1.6.3 Meeting grounds for an appeal (see 1.12)
 - 1.6.4 Articulating a clear case
 - 1.6.5 Supplying supporting evidence
- 1.7 An academic appeal is required to focus on **procedural errors** rather than on a challenge to academic judgement.
 - 1.7.1 **Academic judgement** includes, but is not limited to:
 - marks awarded and ratified by the Exam Board;

- a decision regarding award or degree classification;
- a decision on progression, or the offer of a repeat year (or other appropriate opportunity);
- a judgment that it is necessary to pass a certain module, or combination of modules, in order to progress to the next stage;
- a decision on whether the academic performance of a student who is within a borderline zone is sufficient to warrant their classification being raised;
- a judgment relating to whether the relevant professional standards required by a given profession have been met (including judgements via the Conservatoire's Fitness to Practise procedures as well as progression and exam boards' outcomes);
- a judgment by a misconduct panel, school investigating officer or other academic regarding whether an item submitted for assessment contains plagiarised material, and the extent of the plagiarism;
- a judgment by a student progress committee on whether you should be required to withdraw or withdraw temporarily from the Conservatoire;
- in relation to a recommendation of temporary withdrawal, a judgment regarding at which point during the year you should be required to restart the teaching, or if you're required to repeat the stage as a whole.

1.8 This means appeals **can only be made** in the following circumstances:

1.8.1 The grounds for the appeal are permissible (see 1.12)

1.8.2 After the outcome has been finalised by the relevant Board of Examiners and the student has received the outcome via their Student Records System Student Outcomes page (either for progression or completion).

1.8.3 The student has not graduated from the programme they wish to appeal.

1.9 No student who has an academic appeal pending may graduate.

1.10 No student will be disadvantaged as a consequence of lodging an appeal in good faith.

1.11 The Academic Appeal Committee **membership** is:

1.11.1 The Convenor is the Deputy Principal (Where they are unavailable, the Committee shall elect one of its own number who is a member of the Academic Board to be Convenor).

1.11.2 The Academic Board's member from another Academic Institution or their nominee;

1.11.3 A Director of School or Academic Unit of which the Appellant is not a student, or a senior member of staff of that School/Academic Unit in the event of the Director being unavailable or inappropriate due to absence, illness or other good cause;

1.11.4 An elected member of Academic Board from the School in which the Appellant is not a student;

1.11.5 A member of the Students' Union Executive, nominated by the President of the Students' Union.

1.11.6 The Academic Appeal Committee secretary is the Deputy Registrar.

Grounds for an academic appeal

1.12 The grounds and basic evidence required for an Academic Appeal are as follows:

1.12.1 **Adverse circumstances previously unknown to the examiners:** Illness, either immediately before or during the assessment, or other personal

circumstances which the student claims have negatively affected their performance in the assessment, which it was not reasonably practicable for the student to disclose or fully disclose before the Board of Examiners met to reach its decision.

1.12.2 **Improper procedures:** If the student considers that the assessment in question was improperly conducted or that the Board of Examiners was improperly constituted. This includes:

1.12.2.1 Marking and/or moderation processes were not conducted in accordance with current approved policies and procedures, or other irregularity concerned with the assessment process.

1.12.2.2 There has been a material and significant error in the recording and/or processing of assessments/results.

1.12.2.3 There has been a procedural error in the calculation of the award/progression decision.

1.12.2.4 There is evidence of bias or conflict of interest on the part of the exam board.

Principles behind Academic Appeals

1.13 Fairness

1.13.1 Decision-makers within the procedures should not have been previously involved in matters being considered in a student's appeal.

1.13.2 The composition of the Academic Appeal Committee is constituted to minimise conflicts of interest. In the event of any member of the Committee declaring a conflict of interest in a particular case, the Principal or Academic Registrar and Secretary to Academic Board shall identify another appropriate and disinterested senior member of staff from the School not attended by the Appellant to participate in the Committee's consideration of that particular case.

1.13.3 Students have a right to be supported, advised, or represented by an officer from the Students' Union. That person cannot also be the student member of the Academic Appeals Committee for the specific case.

1.13.4 Students are not disadvantaged because they have made a complaint or challenged a decision made by the Conservatoire (see 1.10).

1.14 Confidentiality

1.14.1 As well as the general principle of reasonable confidentiality, where a student makes an academic appeal based on very sensitive personal circumstances that information can be shared exclusively with the Convenor of the Academic Appeals Committee.

1.14.2 On those occasions, the Convenor may explain to the Appeal Committee that the student's circumstances were severe and applied to a particular time.

1.14.3 The Appeal Committee then considers the academic profile of the appellant without needing to hear the detailed circumstances behind the appeal.

1.15 Up-holding academic judgement

Where a student feels that their performance and/or coursework was deserving of a better mark/outcome than the one they received from the exam board or that a different decision in response to a special circumstances' application should have been made, this is **not** grounds for an appeal.

1.16 Timeliness

1.16.1 There are clear time limits for each stage of the processes related to academic appeals (see 2).

1.16.2 The completion of the whole appeals process (all internal stages) will normally be no more than 90 calendar days. Where this proves impossible, a formal explanation is required on the part of the party which requires the extended period.

2. The stages of academic appeal

2.1 In cases where a student is not satisfied with the outcome of an assessment process (as agreed by an exam board or one of its subsidiaries), there are normally two actions a student should complete prior to an academic appeal, potentially four internal stages of the academic appeal process, and one external process that can only be used by a student following completion of all four internal stages detailed in the table below:

<p>Two actions</p>	<p>1. Student checks the outcome of the Exam /Progress Board in SRS Student Outcomes page.</p> <p>2. The student checks with the Assistant Registrar (Secretariat) via academicappeals@rcs.ac.uk whether there are grounds for academic appeal and/or whether what they describe is a complaint.</p> <p>Where either elements of or the entirety of the student's claims fit within the conditions of complaints rather than academic appeals, the student should be forwarded to the complaints process. At this stage the Assistant Registrar (Secretariat) will refer the appeal to the Student Community Conduct Officer.</p>
<p>Four internal stages</p>	<p>1. Local Informal Resolution Stage If there appear to be grounds for appeal, the student should approach the Head of Programme/Department, Director of the School, or the Deputy Registrar so that they can assess whether an appeal can be resolved informally.</p> <p>This stage should be completed within 7 calendar days of the student receiving the exam board result in the SRS.</p> <p>Outcomes here can be one of the following:</p> <ul style="list-style-type: none"> - Appeal is upheld and appropriate steps taken (resolution – normally a simple error) - Appeal is referred back to the Board of Examiners (conciliation) - Appeal is refuted <p>The outcome of this stage should be recorded via academicappeals@rcs.ac.uk by the relevant member of staff</p> <p>2. Academic Appeal Committee Conciliation Stage Where a local appeal is refuted (.i.e. cannot come to a mutually agreed resolution) and the student does not agree with the outcome, the student should submit [lodge] a formal appeal (see to the Academic Board Appeal Committee via the formal academic appeal form to the</p>

Assistant Registrar (Secretariat) via academicappeals@rcs.ac.uk within **14 calendar days** of receiving the exam board outcome (see **2.6** for more details).

A student who submits/lodges an appeal is referred to as the 'appellant'.

The **Assistant Registrar (Secretariat)** will ensure that relevant assessment and exam board documentation is collated from the relevant School/Directorate regarding the specific appeal on receipt of the appellant's submission.

Where additional statements are required, the **Assistant Registrar (Secretariat)** will liaise with the **Student Community Conduct Officer**, to initiate an investigation.

This application goes forward to Academic Appeals Committee Conciliation which is undertaken by the Convenor of the Academic Appeals Committee (Deputy Principal) and one other member of the Academic Appeals Committee not in the School or Directorate of the student making the appeal.

Conciliation outcomes are:

- Appeal is upheld and appropriate steps taken (resolution)
- Appeal is referred back to the Board of Examiners (conciliation)
- Appeal is refuted (This is referred to as dismissal at conciliation stage) and student may request an Academic Appeals Committee Hearing

The outcome of this stage should be recorded via academicappeals@rcs.ac.uk by the **Deputy Registrar**

3. Academic Appeal Committee Hearing and Disposal Stage

Where the appeal is refuted or not referred back to the exam board at the conciliation stage, it will be directly referred to an Academic Appeal Committee Hearing.

The Convenor will ensure that such a Hearing can be undertaken as quickly as practicable and normally within **30 calendar days** of completion of the conciliation stage.

Outcomes here are referred to as the disposal and, simply put, normally fall into one of the following categories:

- Appeal is upheld and appropriate steps taken (resolution)
- Appeal is referred back to the Board of Examiners (conciliation)
- Appeal is dismissed (dismissal).

	<p>However, the process of disposal follows specific procedures which are more fully outlined in paragraph 4</p> <p>The outcome of this stage should be recorded via academicappeals@rcs.ac.uk by the Deputy Registrar</p>
	<p>4. Board of Governors' Appeal Panel Stage</p> <p>Where an Academic Board Appeal does not come to an outcome acceptable to the student, then the student should appeal to the Board of Governors' Appeal Panel via submission of an appeal form to the Academic Registrar and Secretary within 7 calendar days of receiving the outcome from the Academic Board Appeal Committee.</p> <p>Outcomes here can be one of the following:</p> <ul style="list-style-type: none"> - Appeal is upheld and appropriate steps taken (resolution) - Appeal is referred back to the Board of Examiners (conciliation) - Appeal is dismissed (dismissal) <p>The outcome of this stage should be recorded via academicappeals@rcs.ac.uk by the Academic Registrar and Secretary</p>
One external stage: Referral to the SPSO	Where a student remains dissatisfied with the way their appeal has been dealt with by the Conservatoire has the right to complain to the Scottish Public Services Ombudsman (SPSO).

2.2 Appeals relating to **progression**: Decisions regarding progress can also be subject to the Academic Appeals process.

2.2.1 Any appeal against the application of the programme of study's Progress Regulations shall be heard by the Committee.

2.2.2 An Appellant may present relevant evidence which was not presented to the relevant Board of Examiners or one of its subsidiary Committees provided that evidence could not, in the opinion of the Committee, have been reasonably available for the relevant Board of Examiners or subsidiary Committee.

2.2.3 An Appellant will be required to explain why any new evidence was not previously presented to the Board of Examiners.

2.2.4 Outcomes for progression related appeals normally fall into three categories:

- Appeal is upheld and appropriate steps taken
- Appeal is referred back to the Board of Examiners
- Appeal is dismissed.

Outcomes: explanations

2.3 The specific outcomes of formal appeals (ie not those resolved at a local informal stage) are always on a case-by-case basis. However, outcomes tend to fall into three categories:

Outcome	Description
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Upholding of an appeal	<ol style="list-style-type: none"> 1. Where there is an acknowledged procedural breach of the regulations or where such a breach is, on the balance of probability, considered likely, the Convenor of the Academic Appeals Committee can refer back to the Board of Examiners. 2. In order to arrive at a decision, the Convenor will send copies of the appeal and evidence to the Convenor of the appropriate Board of Examiners with a request for a response (form for response given in Appendix 2).
Referral to an exam board	<ol style="list-style-type: none"> 1. Where it is clear that the Board of Examiners was unaware of the full or any medical or personal circumstances detailed in the appeal, the Convenor of the Academic Appeals Committee can refer the matter back to the Board of Examiners for further consideration. 2. The Convenor may make a recommendation to the Board of Examiners, based on circumstances disclosed by the Appellant.
Dismissal of an appeal	<p>On receipt of an appeal submission, the Convenor of the Committee, after consultation with all the other members of the Committee, may only dismiss the appeal at stage 2 because:</p> <ul style="list-style-type: none"> • No competent grounds have been stated or; • The appeal is out of time or; • The appeal is deemed to be vexatious or frivolous or in bad faith.

When simple errors have been made: local and/or informal resolutions

- 2.4 In cases where a simple error has been made, this will normally be resolved by the Convenor of the Board of Examiners, after having secured the agreement of the Board of Examiners and in consultation with the **Deputy Registrar**, taking the appropriate action, without the need for the student to make a formal Academic Appeal.
- 2.5 If a simple error is found to have affected more than one student, the Convenor of the Board of Examiners, after having secured the agreement of the Board of Examiners and in consultation with the **Deputy Registrar**, will take the appropriate action to resolve all issues in respect of those students who have been affected, whether or not they have engaged in this procedure.
- 2.6 The Convenor of the Board of Examiners will report any cases of simple errors to the Convenor of the Academic Board as soon as they become apparent. A full report, including action(s) taken in response to an acknowledged simple error(s) will be made to the next meeting of the Academic Board by the Convenor of the Board of Examiners.

(If any member of a Board of Examiners, or any other member of staff, becomes aware of an error made by a Board of Examiners, that individual should follow the process detailed in the Conservatoire's Regulations, Codes of Procedure and General Rules: Board of Examiners.)

Submitting/Lodging an Appeal

- 2.7 A student who wishes to appeal ("the Appellant") must do so by sending a written statement of appeal to the Deputy Principal (as Convenor of the Academic Board Appeal Committee) via the academic appeals' email: academicappeals@rcs.ac.uk at the latest **within 14 days** of the publication of the decision appealed against. This period may be extended if the Appellant satisfies the Committee that it was not reasonably practicable to lodge the appeal in time.
- 2.8 The form to be used in the submission of an appeal is given in Appendix 1. The form requires the Appellant to provide:
- 2.8.1 All grounds on which the Appellant wishes to rely (no other grounds will be admissible in the disposal of the appeal);
 - 2.8.2 The outcome which the Appellant seeks;
 - 2.8.3 The Appellant's intention, if any, to make oral representations at any hearing which may be held and details of any witnesses that the Appellant would wish to have called to the hearing;
 - 2.8.4 An appropriate report if the Appellant wishes to appeal on medical grounds. Any medical report upon which an Appellant intends to rely should be obtained as expeditiously as possible. This should be submitted, if possible, with the form detailing the appeal, or as soon as available and, in any event, no later than the commencement of any hearing;
 - 2.8.5 Any other written evidence which the Appellant considers relevant to their case.

Appeal Hearing

- 3 An Appeal Hearing is where a case for an appeal is heard by the Academic Appeals Committee.
- 3.1 The Committee shall regulate its own procedure subject only to the rules of natural justice and the requirement to hear evidence from the Appellant or any relevant witness identified by the Appellant should the Appellant so desire.
 - 3.2 In regulating its own procedure, the Committee may allow the Appellant (or their representative) to present their evidence, including any witness evidence, before inviting the Board of Examiners to respond, to which the Appellant (or their representative) may be invited to respond.
 - 3.3 An Appellant may be accompanied by a person of their choice provided that the identity and status of such a representative is given in writing to the Deputy Principal (as Convenor of the Committee) at least **five calendar days prior** to any hearing.
 - 3.3.1 The person accompanying the appellant can act as their 'representative' (see 3.3.3) or,
 - 3.3.2 The person accompanying the appellant can act as their 'observer'.
 - 3.3.3 A 'representative' of the student may address the Committee to put and sum up the Appellant's case, respond to any views expressed at the hearing, and discuss with the Appellant during the hearing.
 - 3.3.4 A representative of the student may not answer questions on behalf of the Appellant nor may they prevent any other party from presenting its case.

- 3.4 The Committee may be advised by a person of its choice.
- 3.4.1 In the case of an adviser of the Committee, they may act on behalf of the Committee in carrying out the advocacy at the hearing and they may advise the Committee.
- 3.4.2 The Committee may instruct and/or consider an opinion of an expert, if relevant to the determination of the appeal.
- 3.5 Electronic recording of the hearing is forbidden, unless prior express consent of the Convenor of the Committee is given.

Convenor Responsibilities

- 3.6 The Convenor shall inform the Appellant and any witnesses which they wish to have called to the hearing in writing of the date, time and place of the hearing. The Appellant, and any witnesses, shall be given adequate notice of the date of the hearing having regard to the circumstances of the case.
- 3.7 Prior to the meeting of the Committee, the Convenor shall send copies of the Appellant's appeal and evidence to the Convenor of the appropriate Board of Examiners who will be requested to provide, **within 14 days**, a statement of the grounds on which the decision appealed against was reached, and also for such evidence and material as was available to justify the decision reached (form given in Appendix 2). A copy of this statement, together with any other papers circulated to the Committee, will be given to the Appellant forthwith.
- 3.8 The Convenor shall place before the Committee all evidence and material obtained by them as relevant to the appeal.

Input from the Board of Examiners

- 3.9 The Convenor of the Board of Examiners shall be required to identify any person from whom the Appeals Committee should take oral evidence in addition to any witnesses identified by the Appellant. The Convenor will advise the Appellant in writing of the identity of said person(s) forthwith.

Disposal: The Final Academic Appeal Committee Decision

- 4 The committee will come to a decision at the end of the hearing. This is referred to as disposal.
- 4.1 The Committee shall dispose of the appeal, notwithstanding the failure of any person concerned to appear, at the conclusion of the hearing or as soon as possible thereafter.
- 4.2 The Committee may dispose of the appeal by:
- 4.2.1 Dismissing the appeal;
- 4.2.2 Upholding the appeal on the grounds of previously unknown adverse circumstances. This means the appeal is upheld to the extent of referring the matter back to the Board of Examiners for further consideration where the Committee is satisfied that there were adverse circumstances in which it was not reasonably practicable for the student to have brought to the attention of the Board of Examiners prior to its meeting. In such cases the Committee will identify to the Convenor of the Board of Examiners the adverse circumstances which it considers the Board of Examiners requires to take into account when it reconsiders its original decision;
- 4.2.3 Upholding the appeal on the grounds of procedural irregularities. This means the appeal is upheld to the extent of referring the matter back to the Board of

Examiners for further consideration where the Committee is satisfied that the examination was improperly conducted or that the Board of Examiners was improperly constituted and that the nature of the impropriety was such that it would be appropriate to refer the matter back to the Convenor of the Board of Examiners. In such cases, the Committee will identify to the Convenor of the Board of Examiners the specific grounds on which the appeal was upheld;

- 4.2.4 Otherwise upholding the appeal and taking such steps as seem to the Committee to be appropriate and practicable in the circumstances.
- 4.3 In cases determined under 4.2.4 or where it is impracticable to reconvene a Board of Examiners, the Committee will, unless it is inappropriate and/or impracticable in the particular circumstances of the case, refer the matter to the **Academic Board**. The Academic Board shall be responsible for putting in place such arrangements as are appropriate and practicable for the reassessment of the Appellant. The arrangements which the Academic Board put in place may include the appointment of new External Examiners and the establishment of an *ad hoc* sub-committee of the Board of Examiners.
- 4.4 Any members of the Board of Examiners who were directly responsible for the error or irregularity which has justified the appeal must not be included in such a sub-committee.
- 4.5 In the event that there has been an error or irregularity which has affected more than one student, the Academic Board shall have the power to annul the results of the assessment (or part of it) of all students who have participated in the assessment (whether or not they have appealed) (or, if appropriate, only those affected by the error or irregularity) and put in place such arrangements as are appropriate and practicable for the re-assessment of the students whose assessment results have been annulled.
- 4.6 Decisions of the Committee may be by a majority.
- 4.7 The Convenor of the Committee will inform the Appellant, the Convenor of the Board of Examiners and the Convenor of the Academic Board of its decision and the grounds for that decision, normally within **five working days**.
- 4.8 The Convenor of the Board of Examiners will inform the Appellant, the Convenor of the Committee and the Convenor of the Academic Board of its decision and the grounds for that decision regarding the reconsideration of the Appellant's case, normally within **five working days**.
- 4.9 The decision of the Board of Examiners on reconsideration is final, unless the Committee is satisfied that its decision has been perverse, in which event the Committee may annul the decision of the Board of Examiners and substitute its own decision, taking such advice as it considers appropriate in the circumstances.
 - 4.9.1 A "perverse" decision would be one at which no reasonable Board of Examiners, properly advising itself, could arrive.
- 4.10 The Committee will report annually to the Academic Board and may wish to make general recommendations to the Academic Board arising from its consideration of individual appeals and any appeals against its decisions.

Appeal to the Board of Governors' Appeal Panel

5 Where a student is not satisfied with the outcome of an appeal to the Academic Appeals Committee they may progress to a further appeal to the Board of Governors.

5.1 In cases where the Committee has dismissed an appeal, a further appeal may be made to the Board of Governors' Appeal Panel ("the Panel"). The request for such an appeal should be made in writing (using the form given in Appendix 3) by the Appellant to the Secretary to the Board (deputy or alternate) within seven days of being informed of the Committee's decision and must provide details of the grounds of appeal against the Committee's decision.

Grounds for an Appeal to the Board of Governors

5.2 The only competent grounds of appeal by a student against the decision of the Committee are that:

5.2.1 New relevant evidence has emerged which could not reasonably have been available for the Committee;

5.2.2 The procedure adopted by the Committee was defective;

5.2.3 The disposal by the Committee was perverse.

5.3 The details of the grounds of appeal must specify what new evidence and why it was not produced to the Committee or in what way the disposal was perverse.

Panel membership

5.4 The Panel shall consist of a minimum of two lay Governors and the Principal, unless inappropriate or prevented by illness, absence or other good cause, in which case there should be three lay Governors.

5.5 The Panel shall appoint one of its number to be Convenor, who in cases of an equality of votes, shall have a second or casting vote.

5.6 The Panel shall be bound, so far as appropriate, by the same Rules of Procedure as apply to the Committee and shall have the same powers as the Committee as are more fully set out in paragraphs 2, 3 and 4 hereof, substituting the word "Panel" for the word "Committee" and substituting other appropriate persons/bodies/committees, etc. where relevant.

Abuse of Process

6 Should there be any abuse (e.g. false, vexatious or frivolous appeals) of this Code by a student, the Conservatoire may invoke disciplinary action under its Student Disciplinary Procedure.

Review of Code

7 This Code will be reviewed by Academic Board every five years.

Complaints to the Scottish Public Services Ombudsman

8 There are no internal appeal procedures beyond those detailed above. Any individual who is dissatisfied with the way their appeal has been dealt with by the Conservatoire has the right to complain to the Scottish Public Services Ombudsman (SPSO). The SPSO will consider the case and make a decision on whether or not to investigate. It is important to note that the SPSO can only investigate whether an appeal has been dealt with appropriately by the Conservatoire, it does not look again at the substance of the original appeal case. The SPSO can only consider cases when consideration is complete within the Conservatoire. Referral to the SPSO should take place within 12 months of receipt of the final decision arising from the Conservatoire's consideration of the appeal.

SPSO contact details are:

In person: Scottish Public Services Ombudsman
Bridgeside House, 99 McDonald Road
Edinburgh
EH7 4NS

By post: Freepost SPSO (this is all you need to write on the envelope, and you don't need to use a stamp)

Freephone: **0800 377 7330**

Online contact: **www.spsso.org.uk/contact-us**

Website: **www.spsso.org.uk**

Mobile site: **<http://m.spsso.org.uk>**

Form for Academic Appeals: submit to (Appeals email)

Name:	
Programme:	
Year:	
Decision being appealed against:	
Grounds for appeal:	Tick \checkmark all that apply
(i) You consider that the assessment in question was improperly conducted or that the Board of Examiners was improperly constituted.	
(ii) Illness, either immediately before or during the assessment, or other personal circumstances which you claim has negatively affected your performance in the assessment in question.	If ticked, please explain why it was not reasonably practicable for you to disclose or fully disclose this information before the Board of Examiners met to reach its decision.
Details of appeal: (Use an extra sheet if required)	

If you are citing illness as a ground for appeal, you must normally attach medical evidence or a supporting statement substantiating your claims. If you have not, you must explain why.	Have you attached medical evidence: Yes / No If no, why not?
If you wish to present any other written evidence in support of your appeal, you should detail that evidence here.	Do you wish to submit written evidence other than medical evidence: Yes / No Detail here and explain its relevance to your appeal.
Outcome of appeal sought:	
Are you available to attend a hearing if required?	Yes / No
If applicable - list names and emails for any relevant witnesses: (Use an extra sheet if required)	Name: Email: Name: Email: Name: Email:

Form for Response to Appeal

Name of Appellant:	
Programme:	
Year:	
Decision being appealed against:	
Grounds on which the Board of Examiners arrived at its decision. Include an extract from the minute of the Board of Examiners dealing with this case and any information that the Board used to inform its decision.	
Response to appeal: Please respond individually and factually to each point raised in the appeal. Do not make a judgement on the validity of the appeal. (Use an extra sheet if required)	
In the case of a hearing please provide the name(s) of any person(s) from whom the Committee should take oral evidence:	

Name and Signature of Convenor of Board of Examiners:	
Date:	

Form for Academic Appeals to the Board of Governors (submit to Academic Registrar and Secretary)

Name:	
Programme:	
Year:	
Decision being Appealed:	
Grounds for Appeal:	Tick \checkmark all that apply
(i) New relevant evidence has emerged which could not reasonably have been available for the Committee.	If ticked, please attached new evidence and state why it was not provided to the Appeals Committee.
(ii) The procedure adopted by the Committee was defective.	If ticked, please outline in which way the procedure was defective.
(iii) The disposal by the Committee was perverse.	If ticked, please outline in which way the disposal was perverse.
Details of appeal: (Use an extra sheet if required)	

If you are citing illness as a ground for appeal, you must normally attach medical evidence or a supporting statement substantiating your claims. If you have not, you must explain why.	Yes / No
If you wish to present any other written evidence in support of your appeal, you should detail that evidence here.	Do you wish to submit written evidence other than medical evidence: Yes / No Detail here and explain its relevance to your appeal.
Outcome of appeal sought:	
Are you available to attend a hearing if required?	Yes / No
If applicable - list names and emails for any relevant witnesses: (Use an extra sheet if required)	Name: Email: Name: Email: Name: Email:

E Regulations relating to buildings and space usage

1 Access to buildings and associated teaching/rehearsal/performance spaces

1.1 The facilities of the building for education purposes are only available to matriculated and enrolled students.

1.2 The RCS ID card (matriculation / enrolment) card is proof of an individual's affiliation with the Conservatoire. New students are provided with their card at induction. It ensures authorized access to RCS facilities as well as fulfilling a role to increase security and safety. As a result, the following policies apply to the use of RCS-issued ID card:

1.2.1 Students must carry their ID at all times while inside the Renfrew Street and Wallace Studios buildings and other buildings used by the Conservatoire for teaching, practice, rehearsal and performance.

1.2.2 Students must show their ID upon request to any Conservatoire staff member or security officer.

1.2.3 If a student forgets their ID card three (3) or more times, the student may be subject to disciplinary action and/or financial penalty.

1.2.4 All individuals are required to display their RCS ID on Saturdays when inside the Renfrew Street and Wallace Buildings during the academic year and at other times as required by Public Safety.

1.2.5 For personal safety, students should not display RCS IDs outside the Renfrew Street or Wallace Studio Buildings.

1.2.6 Students are not permitted to loan their RCS ID to other individuals, student or otherwise, to access any RCS facility.

1.3 Enrolled students shall only have access as follows:

	Junior	*Intermediate/Higher/Adv
Practice Rooms	only on Saturday	as matriculated students
Library	as extra-mural members	as extra-mural members
Computers	no access*	as matriculated students (H and A only)
Electroacoustic Studios	no access	normally no access Composition students may apply for access to the Head of CCS
Recording Studio	normally no access	normally no access but application may be made in writing to the Director of School

1.4 Visitors must remain in the designated public areas unless accompanied by a student or member of staff.

1.5 Smoking is not permitted anywhere in the Conservatoire. This includes on the main front steps.

1.6 The facilities of the Café-Bar are available to members of staff, matriculated and enrolled students and members of the public visiting the Conservatoire.

1.7 Consumption of food and/or beverages is not permitted in teaching rooms, workshops, studios, practice rooms, library, performance or public areas, including

corridors and doorways. Room standards posters are located around the buildings and must be adhered to. The room standards are to be followed by both staff and students which is published annually and provided to staff and students.

- 1.8 The facilities of the Students' Common Area are available to all matriculated RCS students.
- 1.9 The Conservatoire bears no liability for loss or damage to the personal property of any student.
- 1.10 Musical instruments must not be left unattended anywhere in the building including the Student Common Area or Foyer. Students of larger instruments who require access to instrument cages or cupboards should arrange kaba card permissions through their Head of Department. Lockers are available for those who play smaller instruments and keys can be obtained from the Reception Desk. Any instruments left unattended will be removed.

Booking of Practice and Rehearsal Rooms

- 1.11 The booking of practice and rehearsal rooms by both staff and students is regulated by the [Private and Sponsored Use of Conservatoire Facilities policy](#), which is published annually and provided to staff and students.

2 The Library

2.1 All students are automatically enrolled as members of the RCS Whittaker Library. Our full range of services can be found online at: <https://www.rcs.ac.uk/study/why-rcs/campus-facilities/learning-teaching-facilities/whittaker-library>

2.2 Hours of Opening

Library opening hours are published on the website. Please check for any changes

During Term

Mon to Thurs – 8.45am to 8.30pm; Friday – 8.45am to 5pm

Saturday – 9am to 4pm

Sunday – 12noon to 4pm

Summer, Winter & Spring Break

Monday to Friday – 9am to 5pm

2.3 Access and membership

The Library is open for lending and reference to staff and students of the Royal Conservatoire of Scotland and to the general public for reference purposes only.

Extra-Mural membership

Former staff, students and those with a connection to RCS may become Extra-Mural members of the library. Extra-Mural membership provides access to the library's physical collection only and allows the borrowing of up to twelve items (with

a maximum of 4 four-week loan, 2 one-week loan, 4 AV loan and 2 three-day loan items at any one time). Membership excludes access to any E-resources.

Fee

The annual fee for Extra-Mural membership is £25. Recent graduates of RCS and former Transitions students are entitled to their first 18 months of Extra-Mural membership at no cost.

No Fee membership

Piping Centre staff and students, and ex-RCS permanent staff with over 10 years' service are entitled to Extra-Mural membership with no annual fee. Those with the following honours & professorships from RCS are also entitled to No Fee Extra-Mural membership:

- Professor of the RCS
- Honorary Professorship
- Emeritus Professor
- Companion Emeritus
- Doctor of Music
- Doctor of Drama
- Doctor of Dance
- Doctor of the Conservatoire
- Fellow of the Conservatoire

Visiting professors are entitled to Full temporary membership for duration of their visit. For any other membership enquires please contact the Library at library@rcs.ac.uk.

- 2.4 The granting and renewal of extra-mural membership is conditional on the borrower in question having no outstanding overdue items or charges.
- 2.5 If you have matriculated as a Junior student at the Royal Conservatoire, then you can join the Library. If you are 12 years old or over, you can come in by yourself, but if you're under 12 then you must be accompanied by an adult.
- 2.6 Library/matriculation cards are not transferable and readers must present their card in order to be able to borrow items from the Library.

Any item borrowed on a reader's card is that reader's responsibility until it is checked in by the library staff. Any lost cards should be reported to Academic Administration and Support and a charge will be made for a replacement.

The Library staff will endeavour to provide a fully equitable service to its users, regardless of ability. We aim to make all reasonable adjustments necessary to improve the learning experience of users, and have a number of measures in place to assist those with disabilities to make the most of their library and IT use.

2.7 Other Library Access

The UK Higher Education SCONUL Access scheme allows reference rights to all registered UK students to HE Libraries across the UK. You can check your eligibility and apply for membership of SCONUL access at <http://www.sconul.ac.uk/sconul-access>.

2.8 Lending Facilities

2.8.1 The following lending limits apply:

Borrower Category	Loans
Staff	35 (inc. 20 four-week loan, 7 one-week loan, 4 AV loans & 4 three-day loan items) – access to all e-resources
Student	32 (inc. 20 four-week loan, 4 one-week loan, 4 AV loans & 4 three-day loan items) – access to all e-resources
Pre-HE (i.e. Short Course, Transitions& Junior Conservatoire)	12 (inc. 4 four-week loan, 2 one-week loan, 4 AV loan & 2 three-day loan items)
Extra-Mural	
SCONUL Access	
Visiting Staff	16 (inc. 4 four-week loan, 4 one-week loan, 4 AV loan & 4 three-day loan)

Staff and students of the Royal Conservatoire have access to all library resources, but restrictions do apply to other borrowers. The Library rules and regulations can be consulted at: https://www.rcs.ac.uk/why_rcs/campusandfacilities/libraryandit/

2.8.2 Items are loaned for their standard loan period, with extensions to cover vacations, unless the items are required by another reader, when they will be recalled after one week. Items in heavy demand are issued for shorter periods and limits are imposed on the number of these items which can be issued (as outlined above). Loans may be renewed unless required by another reader. Where items are issued for one day, they will be due back on the next day that the Library is open.

2.9 Returning facilities

2.9.1 Loans are date-stamped with the due date for return. Readers are notified when loans become overdue but non-receipt of such a letter/e-mail does not exempt a reader from any penalties.

2.9.2 Readers will receive three overdue reminders, before their borrowing privileges are restricted at 50 days overdue. At this stage, it may be necessary for the library to raise an invoice with the reader to recover the cost of the items. The default cost for lost items, where a replacement cannot be found is £15. Lost items from Choral & Orchestral sets will incur additional costs.

2.10 Renewals

Items can be renewed 5 times without being brought into the library. You can do this yourself via the [online catalogue](#). After that, however, items must be brought into the library to be renewed.

2.11 Reservations

Staff and students of the Royal Conservatoire may reserve items which are on loan to other borrowers.

If an item is recalled for another reader and is not returned when requested, the reader will be banned from borrowing until the item is returned and a fine will be charged.

2.12 Inter-Library Loan Policy

2.12.1 General Guidelines

Staff & students of the Conservatoire can apply for up to 5 ILL requests, free of charge per academic year, whether for articles or books. After that, the loans are chargeable to the reader's department.

The Library will monitor loan requests so that we know when any readers' allowance is used up, and we will also record which department a reader is attached to. The Head of Department will be asked to authorise any additional spend over the individual allowance of 5 per academic year.

2.12.2 Provision for Distance Learners

The Library will endeavour to provide e-content access to distance learners wherever possible. A distance learner is one who cannot reasonably visit the library in person due to the distance involved and is generally registered on a distance learning course or part-time research degree. It is expected that learners in the Greater Glasgow area, or attending RCS as full-time students, will visit the Whittaker Library in person.

The Library offers a distance learner postal service for readers in the UK. Details of this can be found on the Request Forms section of the Catalogue homepage.

2.13 Choral & Orchestral Sets

Sets of orchestral material or vocal scores are kept in the Library, for use in RCS performances and repertoire rehearsals. Requests for this material should be made to Performance Library Administrator, who will handle its distribution to performers. For material not held by RCS, please contact the Performance Library Administrator.

RCS will not lend sets directly to individuals, societies or other organisations. RCS sets are available for external loan only via the inter-library lending network. Royal Conservatoire staff are able to borrow sets for internal Royal Conservatoire use only; borrowing on behalf of other organisations will not be permitted.

2.14 Electronic Resources

Access to the Library's electronic resources is open to all staff and students. Access to these resources is via your network log-in, therefore you are obliged to accept the Royal Conservatoire's [IT Security and Acceptable Use Policies](#), as well as any license terms and conditions as laid out by the service providers. Additional usernames and/or authentication routes are available from the Library.

2.15 Library conduct

All library users are expected to adhere to the Library Good Conduct guide with regards to behaviour in the Library. We would ask all readers to respect their fellow students and the staff of the library. Noise levels should be kept minimal, food and drink (with the exception of bottled water) are not allowed, and mobile phones should be kept on silent. If readers persistently break these obligations, they will be asked to leave the Library and may be reported to their Programme Head. Serious breaches may lead to disciplinary proceedings as laid out in the Student Disciplinary Procedure.

Further details on Library facilities and services, and our contact details can be found on our website at: <https://www.rcs.ac.uk/study/why-rcs/campus-facilities/learning-teaching-facilities/whittaker>

3 Fire Procedures

3.1 ON DISCOVERING A FIRE

3.1.1 **Leave the building** straightaway via the nearest fire exit and where safe to do so raise the alarm (e.g. by activating a 'break glass' activation point).

3.1.2 If possible, the person discovering the fire should telephone the emergency services by dialling 999.

3.1.3 When the exchange operator answers, ask for Fire Service and give the location of the fire.

3.1.4 **DO NOT re-enter the building** until instructed to do so by the Fire and Rescue Officer and/or following the "all clear" is given by the Fire and Rescue Services or the member of RCS Staff in charge of the evacuation.

FIRE PROCEDURES FOR STAFF AND STUDENTS

3.2 When the Fire Alarm sounds, you will hear a two-tone siren. In areas which have a high level of ambient noise, or users are wearing headphones, red flashing beacons alert the user to the Fire Alarm activation.

ON HEARING THE ALARM YOU MUST –

3.3 Evacuate the building by the nearest available exit and proceed to the evacuation assembly point as indicated on the Fire Action Notice (relevant call out below).

When you hear the fire alarm

WALK – DO NOT RUN

DO NOT STOP TO COLLECT PERSONAL BELONGINGS

DO NOT TAKE RISKS

DO NOT USE LIFTS OR MAIN STAIRS AS THEY HAVE FIRE SHUTTERS WHICH CLOSE DURING A FIRE ALARM

RCS staff are required to direct visitors to the nearest safe exit from the building when the alarm sounds. When you exit the building, you must report to the nearest **Fire Assembly Point** and await further instructions. **DO NOT ATTEMPT** to re-enter the building until instructed to do so by the Fire Team Co-ordinator located at the Assembly Point or a member of the Scottish Fire and Rescue Service.

Call Out: Fire Action Notice

- 3.4 The RCS Fire Evacuation Procedure including Fire Exit and operational information can be located on the [RCS Portal](#).
- 3.5 A Personal Emergency Evacuation Plan (PEEP) will ensure that individuals with a mobility issue are not put at any disadvantage or treated less favourably in the event of an emergency situation. If you need assistance, whether permanent or temporary, to evacuate a building or reach a place of safety in the event of an emergency you must let your Head of Department or Head of Programme know so that a PEEP can be developed by the Health, Safety and Wellbeing Department for you.

The key question to ask is “Can this person leave the building unaided in an emergency?” If the answer is No, they need their own evacuation plan.

4. Health, Safety and Wellbeing

4.1 Policy

4.1.1 The Conservatoire recognises and accepts its responsibilities for the provision and maintenance of safe and healthy working conditions, equipment and systems of work for all of its staff, contractors’ staff and students. In addition, the Conservatoire also recognises and accepts its responsibilities for ensuring a safe, secure and healthy environment for all visitors and for the general public.

4.1.2 The Conservatoire will pay particular attention to:

- Emergency procedures which will be regularly reviewed and rehearsed for safety in emergencies e.g. fire evacuation
- Adequate welfare facilities for students and staff

The Conservatoire will take account of:

- Visitors and the general public
- Hazards associated with each department
- Informing all staff and students of their responsibilities for health and safety.

4.1.3 It is the policy of the Conservatoire to conform to all current health and safety legislation. To this end, the policy together with the organisation and arrangements for its implementation will be reviewed every three years or when there are changes in legislation. The responsibilities and arrangements for the implementation of the Policy are fully documented and distributed widely throughout the Conservatoire. A copy is also available for consultation on the Portal at <https://portal.rcs.ac.uk/health-safety/policies-and-procedures>

4.2 Staff and Students' Responsibilities

4.2.1 The Health and Safety at Work etc. Act 1974 requires all people in places of work to follow safe working practices, placing legal duties on everyone. These include:

- i taking reasonable care for your own health and safety and that of others who may be affected by what you do or do not do;
- ii co-operating with the management on health and safety;
- iii not interfering with or misusing anything provided for your health, safety or welfare. In particular, everyone should ensure that all hazards which could cause accidents or injury or which could adversely affect health in any way are identified and removed. Hazards are assessed and appropriate control measures are put in place where the hazard cannot be removed. Examples of hazards are torn floor coverings, pools of water on floors, projecting nails which could cause injury, blocked fire exits, dangerous substances out with proper containers, trailing wires, etc.

4.2.2 Safety is the concern of **every** individual (whether staff or student) and every hazard which is identified should be reported to **Client Services**, without delay or to the **Line Manager** and, where necessary, **the Health, Safety and Wellbeing Department**.

4.2.3 Everyone, both staff and students, has a direct, mutual responsibility to take immediate action to prevent accidents and must wear suitable protective clothing for the activity in which they are engaged.

- i No-one may use any equipment or machinery until fully instructed and authorised by an appropriate member of staff.
- ii All machine guards must be in place and properly adjusted before work starts.
- iii All appropriate Safety Procedures must be adhered to everywhere and at all times.

4.3 Health and Welfare

4.3.1 First Aid

The Conservatoire has the following medical facilities and personnel available when required:

First Aid Rooms are situated on the ground floor (near to Reception Desk) at Renfrew Street and Wallace Studios

First Aid Boxes in:

- All Client Services receptions
- Technical Workshop area
- Paint Frame area
- Wardrobe

Trained First Aiders are available throughout the buildings and comprise of members of the client services team and departmental staff where deemed necessary.

Any person requiring medical attention, either through illness, or as a result of an accident should be reported immediately to the **Client Services Assistant on duty at Reception**. Emergency cases will be taken immediately to the local accident and emergency department.

4.3.2 Health Promotion

The Conservatoire holds information leaflets on many aspects of health promotion and actively encourages attendance at organised seminars and other programmes on health promotion.

Further details, along with the full health, safety and wellbeing policies and procedures are available on the intranet, 'portal' at <https://portal.rcs.ac.uk/health-safety/>, or by contacting a member of the health, safety and wellbeing department.

5 Compulsory Training

All students are required to undertake mandatory Health and Safety Induction Fire Training and Cyber Security Training. Some students, depending upon their course, may also be required to Child Protection training. This may be face-to-face training or online training.

Fire training is an annual requirement and other training is every 3 years.

Failure to complete the training will normally result in disciplinary action for serious misconduct as described in Section H, 3.24.

6. RCS AV Department and the AV Store

The AV Department are responsible for all installed audio and visual systems, several portable AV Systems at both the Renfrew Street and Wallace Studios Campus, as well as operational control of The AV Store, and The Instrument Store.

The AV Store

The RCS AV Store has a stock of audio and visual equipment which can be loaned to Staff and students. For all equipment loans you can place your loan order with us either in person at the AV Store or by email to avsupport@rcs.ac.uk.

6.1 Staff/Students must show a valid RCS ID on collection of equipment, in some cases, valid photographic ID will be accepted.

6.2 All equipment for your booking will be available from 9am on the start day of your booking unless advised otherwise by AV Staff.

6.3 All loans should be returned to the AV Store **NO LATER** than 12-noon on the end date of your loan unless an agreement has been made with AV Staff for a later return. This must be agreed with AV Staff **PRIOR** to your loan ending. Any loan not returned by the 12-noon deadline is subject to a fine. For more information please see [AV Department Fines](#).

- 6.4 If equipment is required outside of the normal AV Stores operating hours, special arrangements must be made at least 5 working days in advance.
- 6.5 For a full list of terms and conditions for AV Store bookings, please visit [AV Store Booking Terms and Conditions](#).

7. The Instrument Store

The instrument store has a stock of musical instruments which are available for loan to staff and students.

- 7.1 All Instrument loans must be approved by the relevant Head of Department for that discipline, loans will not be released without approval.
- 7.2 Staff/Students must show a valid RCS ID on collection of instruments, in some cases, valid photographic ID will be accepted.
- 7.3 When the loaned instrument is being used in direct connection with RCS studies / activities, the instrument is covered by the RCS Insurance Policy
- 7.4 When the instrument is being used for personal purposes unrelated to RCS activities, the borrower is required to obtain their own insurance policy, for more information on insurance please see our [Insurance Information](#) document.
- 7.5 All loans should be returned to the AV Store **NO LATER** than 12 noon on the end date of your loan unless an agreement has been made with the AV Staff for a later return. This must be agreed with AV Staff **PRIOR** to your loan ending. Any loan not returned by the 12-noon deadline is subject to a fine. For more information please see [AV Department Fines](#).
- 7.6 For a full list of terms and conditions for Instrument Store bookings, please visit [Instrument Store Booking Terms and Conditions](#)

8. Notices and Messages

Urgent telephone messages will be delivered when possible but students may not be called to the telephone. It is the responsibility of students to consult daily the boards which display official notes, timetables, rehearsal times, etc. and to check their mailbox holes and email accounts regularly.

9. Outside Lessons, Classes and Engagements

- 9.1 Students are not allowed to enrol on any educational programme outwith the Conservatoire without the permission of the appropriate Head of Programme/Head of Department (or equivalent) and the appropriate Director of School.
- 9.2 Full-time students may not undertake any professional or amateur engagements, take part in public performances, publish compositions, give interviews to the press

or be described upon programmes or professional announcements as 'of the Royal Conservatoire of Scotland', 'of the School of Music' or 'of the School of Drama, Dance, Production and Film, Dance, Production and Film without seeking the advice of the appropriate Head of Programme/Head of Department (or equivalent).

9.3 Full-time students may not enter for the external examination of other institutions without the prior permission of the appropriate Programme Head/Head of Department (or equivalent) and the appropriate Director of the School.

9.4 In accordance with the Immigration Rules, Tier 4 (General) or Student route visa holders are **not** permitted to be employed as an entertainer unless the performance is arranged through the Conservatoire's External Engagements department and the performance forms an integral and assessed part of the programme of study.

Tier 4 or Student route students cannot be self-employed, engage in business activity, work as a professional sportsperson, including as a sports coach, or take on a permanent full-time job. Tier 4 or Student route students are permitted to work for up to 20 hours per week in term-time and full-time during the holiday periods.

Any Tier 4 (General) or Student route student who is suspected of not complying with these regulations will be reported to UK Visas and Immigration immediately, risking both the immigration status of the student and the sponsor status of the Conservatoire. Disregarding these rules may lead to action under the Student Misconduct policy

10. Private Tuition on Conservatoire Premises

Private tuition shall not take place on Conservatoire premises without the written approval of the Director of the School. This is in compliance with the [Private and Sponsored Use of Conservatoire Facilities policy](#).

11. Tuition for Students of the School of Music

Students will be allocated to a 1:1 Principal Study teacher by their Head of Department (HoD) when they begin studies in the School of Music. Colleagues will do their best to accommodate requests to study with a particular teacher, where they have advance notice, but cannot promise to fulfil all requests. Please see the Change of Teacher policy in full [here](#).

F Regulations relating to data management and the use of IT

1 Data Protection Policy

- 1.1 Staff and students at RCS create, manage, and store sensitive and confidential information that must be protected.
- 1.2 The rules which govern this activity as it relates to the RCS come from the UK General Data Protection Regulation (GDPR) policy. Specifically, the policy governs the management of confidential or sensitive information and the use of devices that store, process or provide access to Conservatoire information.
- 1.3 Anyone who studies at or is employed by the RCS including third parties and uses RCS information resources must abide by this policy.
- 1.4 Please see the Conservatoire's [Data Protection Policy, Privacy Notices and all information relating to data subject rights on the Conservatoire Privacy website](#).

2 HESA: Student Record

The Royal Conservatoire of Scotland, in common with all other higher education institutions, is required to provide the Higher Education Statistical Agency (HESA) with information relating to students to the [Higher Education Statistics Agency \(HESA\)](#).

- 2.1 HESA is the official agency for the collection, analysis and dissemination of quantitative information about higher education in the UK.
- 2.2 We collect the majority of this information from your application record but there is also some additional data required by HESA that we collect during the matriculation process.
- 2.3 The confidentiality of this personal data is strictly maintained by the Conservatoire and HESA and will only be published in an anonymous statistical format. Further information about what HESA use your data for can be found at <https://www.hesa.ac.uk/about/regulation/data-protection/notices#student>
- 2.4 Your contact details may be passed to survey contractors to carry out the **NSS National Student Survey** (NSS) and surveys of student finances, on behalf of some of the organisations listed as Purpose 1 within the document. These organisations and their contractors will use your details only for that purpose and will then delete them.
- 2.5 A **Graduates Outcome** Survey is also carried out on behalf of HESA, the scope of which includes all graduates in any one year.
- 2.6 About six months after you graduate, you will be asked to confirm your contact details in advance of the Graduate Outcome Survey by the Higher Education Statistics Agency (HESA). You may also be included in longitudinal surveys of leavers in the years after you graduate. If so, we will pass your contact details to the organisation that has been contracted to carry out that

survey. That organisation will use your details only for that purpose and will then delete them.

- 2.7 HESA uses this data to produce statistical material for the Funding Council and for institutions themselves.
- 2.8 The confidentiality of data is strictly maintained by HESA, the Funding Councils and their agents and material is published only in the form of statistical tabulations.
- 2.9 Any student wishing to see a print-out of the information held about himself, their-self, or herself may apply to the Academic Registrar. A fee of £10.00 will be made for the provision of that information.

3 Intellectual Property Rights

All students of Royal Conservatoire of Scotland are required to sign-up to the following statement as part of their matriculation process (with the exception of Research and BA Filmmaking students who are subject to individual agreements published in the relevant code of practice and programme documentation respectively):

I hereby grant to the Royal Conservatoire of Scotland ('the Conservatoire') a non-exclusive licence of the copyright and related rights (including performance rights) in any works created as part of my course of study at the Conservatoire (this includes non-curricula RCS branded performance and creative output).

I agree that this licence permits the Conservatoire to use the work in any way for its legitimate purposes, including (but not limited to) marketing and promotion, commercialisation, learning, teaching, and research.

In addition, I hereby grant a non-exclusive licence to the Conservatoire permitting it to allow use of any recordings made by the Conservatoire of performances by fellow students for their own non-commercial purposes, including but not limited to, inclusion in digital portfolios (subject to third party copyright clearances). The Conservatoire in turn grants to you a non-exclusive licence to use Conservatoire recordings for the stated reasons. This licensing does not affect students' moral rights, including the right to be identified as the creator of a work.

4 Copyright

- 4.1 It is the responsibility of all staff and students of the Conservatoire to ensure that they comply with the provisions of the Copyright, Designs and Patents Act 1988 ('the Act'). Breach of copyright regulations is a criminal offence and may expose both the individual and the Conservatoire to prosecution.
- 4.2 In simple terms, copyright in a literary, dramatic, musical or artistic work exists during the author's lifetime and for a period of 70 years from the end of the calendar year in which the author dies. During this period, a work may not be copied without the permission of the rights or licence holder. Publishers, editors, artists, photographers and arrangers also have rights over a work.
- 4.3 Advice on copyright issues is available from the Head of Information Services and all policies and guidelines are available on the Portal Copyright pages.

4.4 The CLA Licence

- 4.4.1 The Conservatoire holds a Copyright Licensing Agency (CLA) Licence to allow copying within clearly defined limits from most books and periodicals.
- 4.4.2 The Licence enables teaching, administrative and technical staff, librarians and all students at the Royal Conservatoire of Scotland to copy for any one programme of study in one academic year as follows:
- 10% or one chapter of a book;
 - 10% or one article of a journal issue;
 - 10% or one whole scene from a play;
 - 10% or one short story, poem or play from an anthology (not exceeding 10 pages).
- 4.4.3 The Licence does not cover printed music or reproductions of artistic works (including photographs and diagrams).
- 4.4.4 It is a condition of the Licence that the number of multiple copies of any one item of copyright material shall not exceed the number needed to ensure that the tutor and each member of a class has one reproduction only.
- 4.4.5 The Licence permits only limited copying – it is not a licence for unrestricted copying. Permission to copy excluded items or quantities in excess of the stated limit should be sought from the individual publisher on each occasion.

4.5 Copying of Sheet Music

- 4.5.1 The copying of printed music is licenced in the RCS by the Higher Education Printed Music License (HEPML). This License allows copying of most sheet music, as long as it is not on the excluded list and an original copy is owned by the RCS.
- 4.5.2 Under the HEPML license the following can be copied:
- i. Whole works
 - ii. No more than 10% (by number of items) of a musical anthology
 - iii. No more than 10% (by numbers of pages) of any workbook
 - iv. Arrangements can be made as long as they are made by staff or registered students solely for pedagogic purposes, including for use in assessments
- 4.5.3 All HEPML copying must be reported to the Licensing agency and instructions can be found at all photocopiers and via the Library.

4.6 Copying of Artistic Works

Photographs and other artistic works may only be copied with the permission of the photographer and/or the artist. Staff planning to use photographs in publications or displays should ensure that they have the appropriate permissions.

- 4.7 Photocopying Services
- 4.7.1 The library and IT suite has a self-service photocopier for the use of students and staff (priority is given to students). Appropriate documentation is displayed by this copier and it is the responsibility of those doing the copying to comply with the law.
- 4.7.2 All teaching related photocopying will be undertaken by the Print Room. The Print Room Manager will refuse all copying requests that do not comply with the law. Staff should forward evidence of having obtained permission for the copying with their request.
- 4.8 Off-Air Recordings
- The Conservatoire has an ERA Licence which allows off-air recordings of television and radio programmes to be made by staff for use in teaching. The recordings must be listed for the ERA and appropriately labelled. Staff should consult the library staff for advice. A similar licence allows the recording of Open University programmes.
- 4.9 Use of Sound Recordings
- 4.9.1 The Conservatoire has a PRS Licence which allows the use of sound recordings in Conservatoire operations. Staff should consult the Production Manager and/or the Performance Library Administrator for advice.
- 4.9.2 Full [copyright guidelines](#) are available on the Portal and further information on copyright may be obtained from the Head of Information Services.
- 5 Information Security and Acceptable Use of IT**
- 5.1 Acceptable and secure use of IT involves the participation and support of every RCS member of staff and student who deals with information and/or information systems. It is the responsibility of every technology user to know these guidelines and conduct their activities accordingly.
- 5.2 As a result, students must abide by the following policies:
- 5.2.1 For full details see the Conservatoire's [IT Acceptable Use Policy](#)
- 5.2.2 [RCS Information Security Policy](#).
- 5.3 Conservatoire computers are connected to the JANET network to enable access to the Internet and to web email services. Please note therefore that users are also bound by the [JANET Acceptable Use Policy](#).
- 6 Social Media Policy and Procedures**
- 6.1 The term 'social media' refers to any facility for online publication and commentary, including blogs, wikis, forums, social networking sites such as Audiobook, Facebook, LinkedIn, Instagram, X (formerly known as Twitter), Flickr, WhatsApp and YouTube and other emerging platforms which enable similar activity.
- 6.2 The Conservatoire recognises that social media sites and platforms have become a significant way of life for many people and that, when used

appropriately, are a positive way of keeping in touch with friends and colleagues as well as providing an opportunity to communicate with our audiences through new media.

- 6.3 There are instances, however, where these sites can be used inappropriately in terms of content or substantial use during working hours.
- 6.4 In particular, improper conduct on social media may have a negative impact on a student's personal and professional reputation, as well as on that of the RCS. As a result, Students of the Conservatoire have a responsibility to follow the RCS Social Media policies.
- 6.5 Please see the Conservatoire's [Social Media Policy for Students](#) for full details

G Regulations relating to community, enhanced support to study, and safeguarding

COMMUNITY

1 Dignity at Work and Study

- 1.1 The Conservatoire is fully committed to creating and maintaining an environment where all students and staff treat each other fairly and with mutual respect, and to providing a work and study environment where all students and staff feel supported and equipped to challenge unacceptable behaviour.
- 1.2 The Conservatoire will not tolerate harassment or bullying which involves abusive or offensive behaviour with regard to age, disability, gender, race, religion or belief, real or perceived sexual orientation or transgender status. Such behaviour can constitute unlawful discrimination under UK equality legislation.
- 1.3 Similarly, inappropriate behaviour will not be tolerated on any other grounds, including those not covered by the law.
- 1.4 The Dignity at Work and Study Statement makes clear the Conservatoire's position on unacceptable behaviour, provides clear guidelines for any student who feels that they have been subject to inappropriate behaviour and details how breaches of the policy will be dealt with.
- 1.5 For full details see the [Dignity at Work and Study Statement](#)

2 Equality, Diversity & Inclusion Statement

- 2.1 The Royal Conservatoire of Scotland embraces a diverse population of students and staff. We believe that excellence can be achieved through recognising and celebrating the value of every individual, and are committed to promoting equality, diversity and inclusion in all of our activities.
- 2.2 We are committed to developing and upholding a culture based on respect, inclusiveness, transparency and open-mindedness.
- 2.3 We will proactively advance equity and inclusive practice in our activities and through effective and collaborative action, ensure that we all have the right to be seen, heard and celebrated.
- 2.4 This statement makes clear our commitment to equality, diversity and inclusion and underpins the **Student Code of Conduct**.

3. Academic Freedom

- 3.1 RCS values and encourages freedom of speech/expression and upholds academic freedom.
- 3.2 As such the Conservatoire abides by the definition of Academic Freedom as given in the HE Governance (Scotland) Act 2016 as follows:

Academic freedom

- (1) A post-16 education body must aim to—
 - (a) uphold (so far as the body considers reasonable) the academic freedom of all relevant persons, and
 - (b) ensure (so far as the body considers reasonable) that the matters mentioned in subsection (2) are not adversely affected by the exercise of academic freedom by any relevant persons.
- (2) The matters are—
 - (a) appointments held or sought, and
 - (b) entitlements or privileges enjoyed, at the post-16 education body by those relevant persons.
- (3) In this section, “relevant persons” in relation to a post-16 education body means persons engaged in—
 - (a) teaching, or the provision of learning, at the body, or
 - (b) research at the body.
- (4) For the purposes of this section, “academic freedom” in relation to relevant persons includes their freedom within the law to do the following things—
 - (a) hold and express opinions,
 - (b) question and test established ideas or received wisdom,
 - (c) develop and advance new ideas or innovative proposals,
 - (d) present controversial or unpopular points of view.

3.3 This puts a duty on the Conservatoire to ensure academic freedom for those involved in teaching, learning or research in relation to their appointment, or any entitlement or privileges they may enjoy. This includes the freedom (within the law) to hold and express opinions, question and test established ideas and received wisdom and present controversial or unpopular points of view.

3.4 Academic freedom, nonetheless, intersects with other laws. These intersections establish certain limits which, if breached, can constitute unacceptable actions and/or a breach of RCS policies. Any suspected breaches will normally be investigated and, where appropriate, action taken.

4. **Research and Performance Ethics**

4.1 In exercising their Academic Freedom, staff and students will at all times adhere to good ethical practice, as set out in the Conservatoire’s [Research Ethics](#) and [Performance Ethics](#) policies.

4.2 All our practitioners must observe, respect and protect the rights of their fellow participants and ensure that those rights can always be exercised to their fullest extent. RCS maintains Ethics Policies governing Research and Performance and regularly convenes an Ethics Committee to oversee continuous good practice.

4.3 RCS is committed to the maintenance of the highest ethical standards in all activity carried out in its name or with its support. This includes work undertaken by external researchers using RCS staff or students as participants. If you are intending to draw on the RCS community in this way, please contact the Ethics Committee (ethics@rcs.ac.uk) for clearance in advance.

5. **General Safeguarding**

- 5.1 The Conservatoire is a community in itself and safeguarding relates to everyone; incidents that cause harm, or failure to thrive, can happen to anyone. The Conservatoire is located across two city centre campuses with global reach.
- 5.2 We define safeguarding as taking all reasonable steps to prevent harm, harassment or abuse from occurring; to protect all people, we are mindful that some individuals, particularly, children and adults at risk are inherently more vulnerable to harm, abuse or neglect. By safeguarding we can all provide greater protections and to respond appropriately to safeguarding concerns.
- 5.3 The Conservatoire's Safeguarding Policy sets out a fuller statement of our commitment to a duty of caring and can be found [here](#). It emphasises the **two categories of safeguarding** to which the Conservatoire is committed:
- 5.3.1 **Legal Safeguarding** (covering a range of laws with which we must be compliant - including laws relating to children and young adults, vulnerable adults, protected adults, harm and abuse, and radicalisation and extremism)) Community and fully outlined in the [Safeguarding Policy].
- 5.3.2 **Community oriented duty of caring** as expressed through Conservatoire regulations which establish our expected codes of conduct with respect to staff and students. These set a tone of respect for all and inclusion. They:
- Recognise that some forms of misconduct are grave enough to undermine educational delivery, institutional functioning, and learning and thus need to be challenged even when not necessarily serious enough to constitute a crime as defined in the legal duties associated with safeguarding. Direction on these is provided through the **Dignity at Work and Study statement**, the **Student Code of Conduct**, and the student rules and regulations for the Royal Conservatoire of Scotland outlined in this document below and in **section H**.
 - Acknowledge that the institution has zero tolerance for incivility and abusive behaviours and looks to all its community's members to take responsibility and accountability for their interactions.
 - Reflect some of the duties that we have with regards to nuanced situations which arise unexpectedly, where parties on both sides of an incident or set of incidents can be counted as at risk of harm or circumstantial vulnerability.
 - Place an emphasis on risk assessment.
- 5.4 Safeguarding applies consistently and without exception across our programmes, students, volunteers, and staff.
- 5.4.1 Our Student Code of Conduct in section A, student misconduct procedures in section H, and the regulations below relate to this general safeguarding principle.
- 5.4.2 Higher education (e.g. undergraduate and postgraduate programmes) is considered as an adult environment where nearly all of the students are over the age of 18 and have the freedom and responsibilities of

adults. All students under the age of 18 studying on Conservatoire undergraduate programmes are viewed under general protection and safeguarding principles except where legal protections clarify specific expectations on the Conservatoire.

- 5.4.3 Full-time students aged 16-17 studying on Conservatoire undergraduate programmes are covered by the Sexual Offences (Scotland) Act 2009. This act states that it is a criminal offence for any person in a position of trust (as defined in the Act) to engage in sexual activity with an under 18-year-old.

Protection of Vulnerable Groups (PVG)

- 5.5 We comply with the Disclosure (Scotland) Act 2020 to ensure that those who have regular contact with vulnerable groups, through the workplace, do not have a history of harmful behaviour. It will exclude people who, based on their past behaviour, are known to be unsuitable from working, paid or unpaid, with children and protected adults and detect those who become unsuitable while in the workplace.
- 5.6 All new BEd, PGDE, and any other student who falls within the scope of the scheme due to their contact with relevant groups or individuals as defined by the scheme as part of their programme will be subject to a Protecting Vulnerable Groups (PVG) Scheme check.
- 5.7 The Conservatoire will administer the PVG Scheme process in accordance with prevailing legislation (including the Data Protection Act). Details of the PVG Scheme process are available at <https://www.mygov.scot/pvg-scheme>
- 5.8. If a PVG Scheme check reveals a relevant criminal conviction(s) which the student has not declared previously through the admissions process, that matter will be considered through the Conservatoire's Student Disciplinary Procedure (Section H3, p100). The outcome of that disciplinary process may include exclusion from the Conservatoire.

A Reminder of Guidance regarding Criminal Convictions

- 5.9 The Conservatoire believes that an unspent criminal conviction should not automatically prevent an individual from studying at the Royal Conservatoire of Scotland. The disclosure of a criminal conviction is a requirement of a safeguarding risk assessment process (outlined in the [Admissions Policy Appendix A](#)) when a student has accepted an offer to the RCS.

Future Work and convictions

- 5.10 Though your conviction should not prevent you from studying on your desired course (our policy is to assess your application based on your application, audition/interview and suitability for the course), it is important that applicants with criminal convictions are aware of possible issues with gaining employment in their desired field after graduation depending on the nature of the offence.
- 5.11 Information on what offences may prevent a graduate from working in a particular role can be obtained from the relevant regulatory body. Examples of areas of employment in which a criminal conviction may affect job opportunities include social work, education, healthcare and finance.

- 5.12 However, there are many different roles within these sectors and where a previous conviction may have an impact on your ability to work in one role, it may not have an impact on another within the same sector.

PVG Scheme and Enhanced Disclosure Checks

- 5.13 Due to the nature of some courses and modules at the Conservatoire, you may be asked to join the Protection of Vulnerable Groups (PVG) Scheme or complete an Enhanced Disclosure check. This means that checks are carried out for any unspent and spent convictions and cautions. The checks also include any non-conviction data held by the police that may be relevant to course/module.
- 5.14 Applications for the PVG Scheme membership and Enhanced Disclosure checks are processed and assessed by Disclosure Scotland which provides this service as a means of enhancing security, public safety and protecting the vulnerable in society.
- 5.15 The Royal Conservatoire of Scotland will administer students applying to be members of the PVG Scheme and who require an Enhanced Disclosure check in accordance with prevailing Disclosure Scotland requirements and related legislation e.g. the Data Protection Act. If you would like further details of the Disclosure Scotland process, please visit their website at <https://www.mygov.scot/organisations/disclosure-scotland>.
- 5.16 A member of staff from the Conservatoire will only contact you directly should any issues arise from your PVG scheme membership or Enhanced Disclosure check. Using the information received from your PVG scheme membership or Enhanced Disclosure check, a panel will risk assess any criminal convictions and cautions.

6. Extremism, Academic Freedom, and Freedom of speech/ expression

- 6.1 Section 26 of the Counter-terrorism and Security Act 2015 places a duty on Scottish Higher Education Institutions, to have 'due regard to the need to prevent people from being drawn into terrorism'. This is known as the **Prevent Duty**.
- 6.2 As a result, the Conservatoire is required to demonstrate that effective mechanisms are in place to manage the implementation of this statutory duty. These mechanisms are described in full in the Conservatoire's [Prevent Policy](#)
- 6.3 Any student who is concerned that another student is being drawn into terrorism/extremism or is encouraging others to be drawn into terrorism/extremism must report that concern directly. They can report to their Head of School/relevant Director or the Student Community Conduct Officer, who will consult as appropriate with the Academic Registrar and Secretary, or they can report directly to the Academic Registrar and Secretary
- 6.4 Freedom of speech is not an absolute right, and it does not include the right for individuals to harass others or incite them to violence or terrorism. The right to freedom of expression is secured by Article 10 of the European Convention on Human Rights (ECHR). Further guidance on ECHR can be found in [Freedom of expression: a guide for higher education providers and students' unions in Scotland](#).

- 6.5 Notwithstanding academic freedom and freedom of expression, any student who is concerned that an invited external speaker is likely to express views which seek to popularise hatred of those with protected characteristics or promulgate beliefs that support or encourage extremism / terrorism must report that concern directly to their Head of School/relevant Director who will consult as appropriate with the Academic Registrar and Secretary.
- 6.6 Further details regarding the Conservatoire's policy can be viewed [here](#)

7 Enhanced Support To Study

- 7.1 There are times during a student's studies when their health can interfere with their learning. The most obvious signs of this tend to be reflected by how a student engages with their programmes, ensembles, and productions on those programmes.
- 7.2 Enhanced Support to Study is the formal process that the Conservatoire uses when there are concerns that someone is struggling with their learning because of an underlying health and wellbeing issue. As such, Enhanced Support to Study, is essentially a student support mechanism rather than a punitive one, designed to ensure a duty of care to a student whose engagement is raising concerns.
- 7.3 The Enhanced Support to Study (ESS) process has three stages. Each one reflects different levels of concern for the health and wellbeing of a student, the impact on their studies, and the range of support and options that might, as a result, be required.
- 7.4 The three stages are:

Stage 1	Initial & Emerging Concerns Often used when a student's attendance and/or health record is suggestive of a need for enhanced support to study	ESS1
Stage 2	Continuing and/or significant concerns Often used when a student's attendance, approach to engagement, interaction with their ensemble, and/or health record demonstrates a need for enhanced support to study	ESS2
Stage 3	Persistent / grave concerns Often used when there is concern that a student is unwell to such an extent that they may not progress or complete their studies. This stage can also be referred to as fitness to study (F2S) and is only called that because of the degree of concerns staff have for a student.	ESS3 (F2S)

The basic process can be described as:

1. A concern is acknowledged by a member of staff
2. Prior to **any** of the three stages, the responsible staff member will check that a learning agreement is not already in place
3. Depending on the level of concern, the student will be invited to a meeting to discuss these concerns, what support is needed, and what the student needs to do
4. An initial support plan will be drawn up and agreed with the student
5. A review date will be established

- 7.5 Following review, the process will normally be one of the following:
- Process concluded
 - Process requires another review
 - Process needs to change the stage being applied (this means the process can move up or down a stage)
 - Process suggests a suspension of studies is required (reserved to a stage 3 ESS F2S process)
- 7.6 Returning to studies, following an ESS F2S suspension, will normally involve a **ready to return to study** process.
- 7.7 These stages are summarised below:

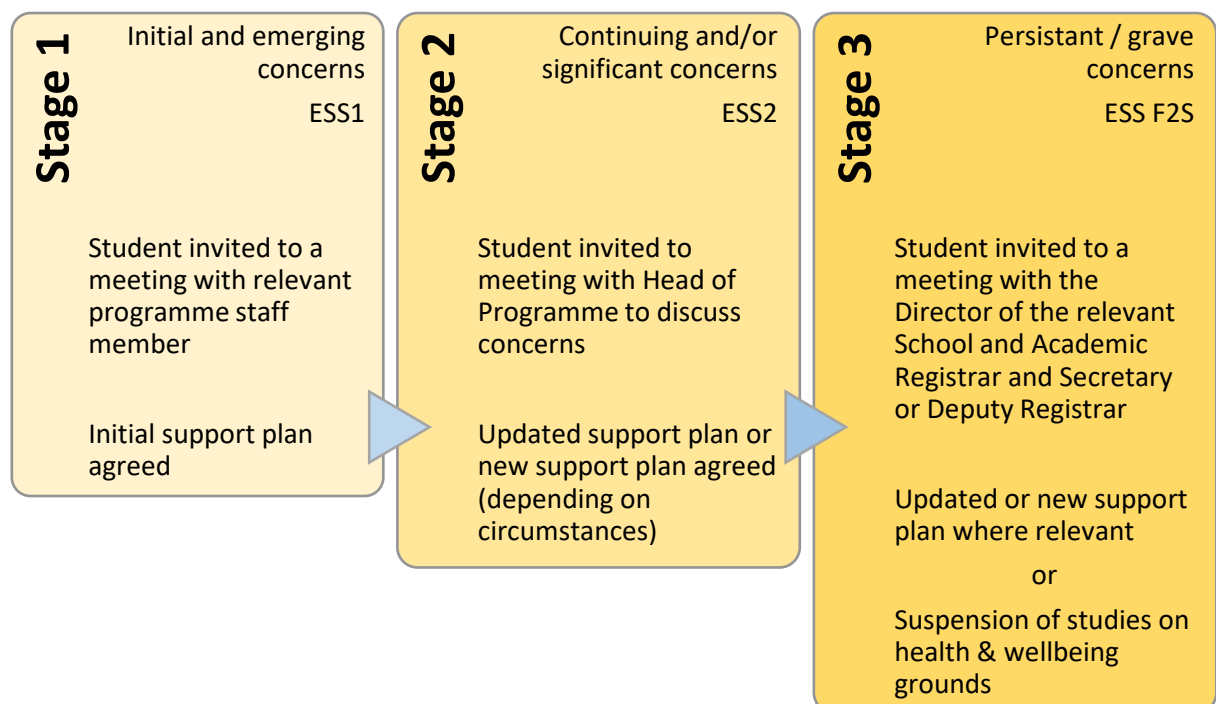


Diagram 2: Stages of the Enhanced Support to Study process

- 7.8 Full details of the [Enhanced Support to Study process](#) can be found in the portal under student facing policies.

8 Fitness To Practise Policy

- 8.1 The Conservatoire's Fitness to Practise policy applies to all students on programmes that lead to provisional registration with the GTCS and is intended to ensure public protection and to maintain the standards expected of student teachers, as set out in the GTCS's 'Student Teacher Code'.
- 8.2 For details, see the [Fitness to Practise Policy](#)

- 9 Animals on Campus Policy**
Please see the Conservatoire's [Animals on Campus Policy](#) for full details relating to assistance animals and emotional support animals.
- 10 Key further community policies (links)**
- 10.1 [JANET Acceptable Use Policy](#)
Version: 13
Issued: March 2022
Last Reviewed Date: 30/05/22
- 10.2 Online Safety Policy**
The Conservatoire's [Online Safety Policy](#) is available in full on the Portal.
- 10.3 **Acceptable use of** [Social Media Policy](#)

H Regulations relating to student misconduct

Introduction

- 1 The following regulations relate to what constitutes misconduct at RCS and how RCS deals with these cases. The purpose of these regulations is to encourage students to take accountability for and learn from their actions.
- 1.1 As part of this, the regulations are designed to support the learning community, and educate students about the balance between their needs, the Conservatoire's community needs, and professional needs post-graduation.

What areas are covered by misconduct?

- 1.2 This section of the regulations covers two types of misconduct:

Student academic misconduct:

- 1.2.1 Alleged academic misconduct is normally associated with challenges to academic honesty and integrity, including cheating and plagiarism, and is overseen administratively by the **Student Community Conduct Officer** and **Assistant Registrar (Secretariat)** and the **Academic Registrar and Secretary**.

Student non-academic misconduct

- 1.2.2 Alleged non-academic misconduct is normally associated with violations of the student code of conduct, general regulations as presented in this handbook and the Dignity at Work and Study statement if the RCS and is overseen administratively by the RCS' **Student Community Conduct Officer** and the **Deputy Registrar**.

When academic and non-academic misconduct overlap

- 1.3 Where these two different types of misconduct overlap, in cases involving gross misconduct, priority will be given to non-academic misconduct procedures first. In all other cases which have overlapping elements, a decision of what procedure takes priority will be made by **Student Community Conduct Officer** in discussion with the relevant **Director of School**.

When either type of misconduct overlaps with a health situation

- 1.4 Institutional responses to alleged student misconduct involve a process of risk assessment for all parties involved to enable fair and proportionate actions. This can, on occasion, result in the application of another student related policy such as enhanced support to study either before or simultaneously with a misconduct procedure.

The RCS Student Community Conduct Officer (SCCO)

- 1.5 The Student Community Conduct Officer is the main administrative officer for conduct violations in both the academic and the non-academic arenas. The SCCO administers all the regulations relating to student misconduct and act as the investigating officer for student disciplinarys and student raised complaints. They will also interface with HR in relation to staff grievances that are raised by students.

What section H doesn't cover

- 1.6 Section H relates to student misconduct only.
 - a. For complaints about general service provision and its impact on the student experience, see section I

- b. For complaints relating to staff behaviour and conduct, see [Staff Disciplinary and Dismissal Policy](#)

2 Academic Misconduct: Cheating and Plagiarism

2 Introduction

2.1 RCS values academic and creative honesty and integrity. Consequently, student academic misconduct at RCS includes cheating, collusion, and plagiarism. Essentially, all work submitted for assessment should be yours except in cases where group work is a specific requirement of an assignment.

2.2 You should not obtain specific help which could be regarded as cheating. Obtaining specific help includes contract cheating, collusion with another person, collusion with generative AI.

2.3 RCS students are thus required to actively avoid the following:

2.3.1 Contract cheating

At RCS, the definition of contract cheating is limited to where a student pays a third party (such as an essay writing service) to produce or help them produce an assessment.

2.3.2 Collusion

Collusion is where a student consciously enlists the help of either another person/s or generative AI to help them produce an assessment without official approval. This is not the same as collaboration, which is normally characterised as approved group work with responsibilities on the part of each member of the group to submit their own work.

More specifically, collusion includes:

- the conscious collaboration, without official approval, between two or more students in the preparation and production of work which is ultimately submitted by each in an identical or substantially similar form and/or is represented by each to be the product of his or her individual efforts
- where there is unauthorised co-operation between a student and another person in the preparation and production of work which is presented as the student's own
- where there is unauthorised co-operation between a student and generative AI in the preparation and production of work which is presented as the student's own

2.3.3 Plagiarism

Plagiarism is defined as the representation of the work, artefacts or designs, written or otherwise, of any other person, from any source whatsoever, as the student's own. Examples of plagiarism may be as follows:

- the word-for-word copying of another's work without clear identification and acknowledgement including the downloading of materials from the Internet without proper referencing of materials;
- the paraphrasing of another's work by simply changing a few words or altering the order of presentation, without clear identification and acknowledgement;
- the unidentified and unacknowledged quotation of phrases from another's work;
- the deliberate and detailed presentation of another's concept/ performance/ composition as one's own.

Further to H2.3 the following applies:

- 2.4 Work submitted for assessment should not include material borrowed or stolen from published or unpublished work, or generated using AI tools, unless the correct conventions for referring to other people's work are observed. That is, if parts of the text, tables or diagrams are copied from books, journals or other publications this must be made clear by giving the name of the author and publication.
- 2.5 Work submitted for assessment must be original and should not include previously submitted work by the student or another individual unless the correct conventions for referring to other people's work are observed.
- 2.6 All assessable work must be signed and dated by the student following this standard declaration 'I confirm that this assignment is my own original work and where I have drawn on other sources, I have provided appropriate references'.

Procedure following suspected case of cheating/ plagiarism (for undergraduate and postgraduate taught students only)

- 2.7 A student (singularly or in conjunction with others) who is suspected of having violated the obligation to present work that is their own, or to have cheated in an assessment, will be reported to the **Assistant Registrar (Secretariat)** on behalf of the Committee by the relevant Head of Department/Programme.
- 2.8 On receipt of such a report, the **Assistant Registrar (Secretariat)** is responsible for implementing the Conservatoire's plagiarism and cheating procedures.
- 2.9 Where necessary, the Academic Registrar and Secretary or their Deputy has delegated authority from the Academic Board to hear cases relating to plagiarism, cheating and collusion.
- 2.10 The procedure applied once such a report has been submitted to the **Assistant Registrar (Secretariat)** is determined by the year of study a student in, whether the student has been accused of plagiarism before, and whether the student is an undergraduate or on a postgraduate taught programme.
- 2.11 Students in the **first two years of an undergraduate programme** and the first accusation of plagiarism:
 - 2.11.1 Assistant Registrar (Secretariat) invites a student against whom a report has been made to explain and confirm plagiarism, cheating or collusion by email;
 - 2.11.2 If student **confirms**, the student is informed by email of next steps and likely outcome as well as advice to avoid reoccurrence; If the student voluntarily admits to cheating or plagiarism (or the attempt to do so), the decision on the consequences for the assessment of the relevant component will be at the discretion of the Board of Examiners.
 - 2.11.3 If student **disagrees** with the report and does not voluntarily admit to cheating or plagiarism, the student is asked to attend a hearing with the Academic Registrar and Secretary or their Deputy. This hearing is to determine whether there has been any form of cheating or breach of regulations in order to gain an unfair advantage in terms of their assessments. The meeting is required to occur as soon as is practicable after the alleged offence and usually before the meeting of the relevant Board of Examiners.
 - 2.11.4 If the allegation(s) is substantiated, the Academic Registrar and Secretary or their Deputy will recommend the appropriate course of action to the appropriate

Convenor of the Board of Examiners. Depending on the seriousness of the infringement this could entail failure of the component concerned (with or without the opportunity for resit or retake), or failure of all assessments taken in that term or academic year (with a recommendation that these be either resat or retaken), or withdrawal from the programme of study.

- 2.11.5 The decision about the Academic Registrar and Secretary or their Deputy's recommendations will be at the discretion of the Convenor of the relevant Board of Examiners.
- 2.12 Students in **third year or above** in an undergraduate programme (and/or not the first accusation of plagiarism) and **students on a postgraduate taught programme**:
- 2.12.1 Assistant Registrar (Secretariat) invites a student against whom a report has been made to attend a hearing with the Academic Registrar and Secretary or their Deputy. This hearing is to determine whether there has been any form of cheating or breach of regulations in order to gain an unfair advantage in terms of their assessments. The meeting is required to occur as soon as is practicable after the alleged offence and usually before the meeting of the relevant Board of Examiners.
- 2.12.2 If the student voluntarily admits to cheating or plagiarism (or the attempt to do so), the decision on the consequences for the assessment of the relevant component will be at the discretion of the Board of Examiners.
- 2.12.3 If the student does not voluntarily admit to the allegation, the Academic Registrar and Secretary or their Deputy will ask the Student Community Conduct Officer (SCCO) to undertake an investigation in order to review the report submitted.
- 2.12.4 If the allegation(s) is upheld by the SCCO's investigation, the Academic Registrar and Secretary or their Deputy will recommend the appropriate course of action to the appropriate Convenor of the Board of Examiners. Depending on the seriousness of the infringement this could entail failure of the component concerned (with or without the opportunity for resit or retake), or failure of all assessments taken in that term or academic year (with a recommendation that these be either resat or retaken), or withdrawal from the programme of study.
- 2.12.5 The decision about the Academic Registrar and Secretary or their Deputy's recommendations will be at the discretion of the Convenor of the relevant Board of Examiners.
- 2.13 Resits due to cheating or plagiarism shall also be subject to a fee of £125 per component per resit within a module.
- 2.14 Students undertaking a programme of study at SCQF 12 (Doctoral students) have a specific process for alleged breaches of Academic Integrity, which is overseen by the Director of Research and Knowledge Exchange and aligns with the St Andrews University's approach to Good Academic Practice.

3. Student Non-Academic Misconduct: Student Disciplinary Procedure

3 Introduction

3.1 The Student Code of Conduct is provided in section A to enable students to understand what is expected of them by way of behaviour and conduct at the RCS. It is essential that students comply with these standards and understand that, if they fail to do so, this will likely lead to action by the Conservatoire.

3.2 The actions outlined below will be taken when those standards are not met or have been alleged to not have been met by a student (normally referred to as the 'Respondent'). We refer to these actions as the Student Disciplinary Procedure and abbreviate this to 'section H3'.

3.3 This Procedure applies to **all** students of the Conservatoire and is administered by the **Student Community Conduct Officer**.

3.4 This Procedure is not intended to create rights beyond the Conservatoire's statutory and common law obligations.

Timescales related to disciplinary procedures

3.5 The Conservatoire will deal with all disciplinary issues without any unreasonable delay and as soon as is reasonably practicable, in accordance with the individual circumstances of each case.

3.6 Disciplinary issues will progress on a case-by-case basis. Measures will be taken when possible to ensure the case is progressing at a reasonable pace. In accordance with this, RCS may choose to impose deadlines relating to confirmation of receipt of documents and the review of notes from meetings.

When does RCS apply this procedure?

3.7 This procedure is applied by the RCS when there is an apparent and/or alleged breach of standards and behaviour. Such a breach normally means expectations established in the Student Code of Conduct have not been met. This might be where a student's apparent and/or alleged behaviour has the potential to impact the interests of and reputation of RCS, or the physical or psychological wellbeing of a student or member of staff, any of our visitors or contractors, or a member of the public.

3.8 The Student Code of Conduct cannot supply an exhaustive list of all standards of behaviour that may fall below the institution's expectation. Consequently, the RCS reserves the right to apply this procedure for alleged breaches of appropriate standards of behaviour not currently explicitly named in the Student Code of Conduct.

What are the practices related to the disciplinary procedure?

3.9 Where a breach of the Conservatoire's expected standards of behaviour and conduct has been identified, the basic structure for **all** disciplinary procedures is:

- an investigation stage,
- a disciplinary hearing, and
- an outcome with penalties.

What principles govern the RCS' approach to disciplinary procedures?

3.10 RCS' approach to disciplinary procedures related to student misconduct are underpinned by the following principles:

3.10.1 Procedural fairness: Every effort will be made to ensure that all parties are treated with fairness and dignity.

3.10.2 Risk-assessment: the assessment of risks to the student against whom allegations have been made, the individual/s making the allegations, and the RCS is part of the disciplinary process. The risk assessment will consider the attempt to mitigate potential risk to both the reporting and reported parties and the RCS community. Risk assessments will be conducted by the Student Community Conduct Officer and/or the Deputy Registrar, except in cases where the alleged misconduct is of the magnitude of gross misconduct that might also constitute a criminal offence. In this case, the risk assessment will be undertaken by the Academic Registrar and Secretary. This principle can mean that a student may be suspended by the Conservatoire as a **precautionary measure**, pending an investigation and/or the conclusion of the disciplinary procedure.

It might also mean that the RCS opts not to pursue a disciplinary procedure when the following applies:

- (a) a party who would be involved in the procedures reasonably believes that following them would result in a significant threat to a person or to property or their further harassment; or
- (b) it would be contrary to national interests.

In these cases students must raise the issue with the Student Community Conduct Officer.

3.10.3 Confidentiality: So far as is reasonable, **confidentiality** will be maintained throughout all processes carried out in terms of this procedure. However, students should be aware that it may be necessary to disclose certain information so that the Conservatoire can fully investigate the circumstances of a disciplinary issue.

3.10.4 External agency involvement where necessary: Depending on the nature of the concern, external agencies and legal proceedings may be involved. This principle also refers to safeguarding at the RCS.

3.10.5 Standard of Proof: in the case of student misconduct the standard of proof is based on the balance of probability.

How are disciplinary actions defined?

3.11 The RCS takes disciplinary action for three groupings of misconduct based on level of severity of the breach: minor, serious, and gross. Differences in how this procedure is undertaken are determined by the severity of the breach of discipline. The severity of the breach of discipline is part of the outcome of the disciplinary hearing.

3.12 Thus, procedures for disciplinary action within the Conservatoire divide into three groupings summarised below:

3.12.1 **Minor misconduct** is characterised by minor infringements that can normally be resolved by the **Programme Leader** or **Head of Dept** as relevant through the minor misconduct procedure: I Minor Misconduct (1-5), p102.

3.12.2 **Serious misconduct** is characterised by serious infringements that can normally be resolved by the **Director of the relevant school** through the serious misconduct procedure: II Serious Misconduct (1-8), p102.

3.12.3 Gross misconduct can be defined as any act or omission on the part of a student, which represents a breach of the contract with the Conservatoire and is so grave that the mutual trust necessary between students and the Conservatoire is destroyed.

3.12.4 Gross misconduct is represented by activities, conduct and behaviours which fundamentally breach the student's contract with the Conservatoire. It is characterised by forms of misconduct considered so serious as to warrant significant penalties and normally requires the involvement of the **Director of the relevant school plus additional disciplinary panel members** to enable resolution.

3.12.5 At the Conservatoire, gross misconduct is divided into two categories, although they sometimes overlap:

1. Gross misconduct (breach of professional standards)
2. Gross misconduct which might also constitute a criminal offence (detailed more fully in [SARD](#))

What constitutes a breach of our expected standards and behaviours?

3.13 A key tool in assessing whether behaviour falls below the expected standards for the RCS is the Student Code of Conduct and thus when a disciplinary procedure needs to be applied. However, further non-exhaustive examples are given in Diagram 2 (examples of types of misconduct by severity) below to help clarify what characterises each level of misconduct in terms of the procedure likely to be followed. When in doubt, a student or member of staff concerned about student behaviour and conduct should refer to the Student Community Conduct Officer.

Non-exhaustive list of types of misconduct by severity	
<p>I Minor misconduct (paragraphs 3.15-3.23)</p>	<ol style="list-style-type: none"> 1. Minor damage to, or unauthorised use of, the Conservatoire's property 2. Minor poor attendance/poor time-keeping/ unauthorised absence 3. Single incident of disrupting an ensemble process through careless behaviour 4. <u>Discretionary application</u>: Apparently unconscious behaviour which might otherwise constitute serious misconduct can be dealt with by the Programme Leader. This discretionary application cannot be used in relation to any actions which constitute gross misconduct. 5. Repeated violations relating to minor misconduct will lead to the application of either the serious or gross misconduct procedures depending on the type of misconduct.
<p>II Serious misconduct (paragraphs 3.24-3.42)</p>	<ol style="list-style-type: none"> 1. Persistent absenteeism/poor time-keeping/ unauthorised absences; 2. Persistent disruption of ensemble and/or rehearsal processes through careless behaviour 3. Failure to respond adequately to previous disciplinary warnings; 4. Smoking at the Conservatoire 5. Careless disregard of the Conservatoire's rules or a breach of its policies and procedures

	<ol style="list-style-type: none"> 6. Careless, single, incidents of student-to-student interpersonal conflicts and incivility within a culture committed to equalities as outlined in the Dignity at Work and Study Statement and also specified in the Student Code of Conduct (A2.3.4). Where similar incidents continue after initial use of this level of misconduct has been investigated, such misconduct will be adjusted from serious to gross misconduct and the processes for gross misconduct followed. 7. Being indebted to the Conservatoire, which includes (without limitation) the following debts: outstanding fees and any outstanding arrears of rent for accommodation; 8. Breach of the Conservatoire's IT Acceptable Use Policy.
<p>III Gross Misconduct (professional standards)</p>	<p>The following is a non-exhaustive list of examples of gross misconduct which normally falls under a gross breach of professional standards (unless the investigation identifies that these incidents are so problematic that they have moved into potentiality representing actions which might be construed as criminal):</p> <ol style="list-style-type: none"> 1. Breach of the Conservatoire's Cheating and Plagiarism 2. Serious breach of the Conservatoire's IT Acceptable Use Policy, Information Security Policy, or Social Media Policy, including but not restricted to: <ol style="list-style-type: none"> a. Sharing personal information about another individual without their express permission/formal consent. b. The posting of details of complaints/disciplinary and/or legal proceedings/potential legal proceedings involving the Conservatoire on social media in a way that individuals could be identified and the confidentiality assumption in the procedure breach 3. Breach of the Conservatoire's Dignity at Work and Study Statement; 4. The bringing of a complaint which is frivolous, vexatious, untrue or made in bad faith; 5. Unauthorised possession, copying, alteration, destruction or retention of the Conservatoire's records; 6. Serious breaches of safety rules which endanger the life and safety of others; (can be moved into SARD if investigation demonstrates that this is relevant); 7. Verbally aggressive behaviour towards a member or members of Conservatoire staff, including excessive or inappropriate use of foul or abusive language or threats made to Conservatoire employees, workers or contractors; (can be moved into SARD if investigation demonstrates that this is relevant); 8. Verbally aggressive behaviour towards a student or students of the Conservatoire, including excessive or inappropriate use of foul or abusive language or threats; (can be moved into SARD if investigation demonstrates that this is relevant); 9. Conduct likely to bring the Conservatoire into disrepute, including abusive language, violent behaviour, fighting, threatening violence, immoral or obscene conduct, whether within or outside the Conservatoire (can be moved into SARD if investigation demonstrates that this is relevant); 10. Negligence causing or likely to cause unacceptable loss, damage or injury; (can be moved into SARD if investigation

	<p>demonstrates that this is relevant);</p> <ol style="list-style-type: none"> 11. Disorderly conduct, including being under the influence of substances such as alcohol or drugs, being in possession of unauthorised substances or misusing substances during the course of studies at the Conservatoire; (can be moved into SARD if investigation demonstrates that this is relevant); 12. Conviction of a criminal offence considered potentially damaging to the Conservatoire, or preventing the student from performing their studies; (can be moved into SARD if investigation demonstrates that this is relevant); 13. Deliberate interference with the Conservatoire's operations, work or service; 14. Unauthorised use of the Conservatoire's telephone; 15. Unauthorised use of the Conservatoire's Internet and e-mail connections.
<p>IV Gross Misconduct (which might also constitute a criminal offence)</p>	<p>The following is a non-exhaustive list of conduct that falls within this category of gross misconduct:</p> <ol style="list-style-type: none"> 1. Any act of unlawful discrimination including race, sex, gender, marital status, sexual orientation, religion, belief, disability or age against any person during the course of the student's studies at the Conservatoire. (See: SARD 3) 2. Any act or behaviour constituting any form of unlawful harassment or victimisation, including harassment or victimisation on the grounds of race, sex, gender, marital status, disability, sexual orientation, religion or belief or age; (See: SARD 3) 3. Social media posting that constitutes a criminal offence; 4. Physical assault on persons carried out on the Conservatoire's premises or whilst engaged in Conservatoire studies; 5. Theft, fraud, damage or unauthorised possession of property belonging to the Conservatoire; 6. Any act or behaviour attempting to draw people into terrorism and/or extremism, see the Conservatoire's Prevent Policy; 7. Knowingly breaching any legislation governing the operations of the Conservatoire's business; 8. Misrepresentation or falsification of any sort, including the Conservatoire's expense claims;

Diagram 2: Types of misconduct

- 3.14 There are occasions where what at first looks like misconduct is evidence of a student struggling with their studies for undisclosed health and wellbeing related reasons. Where this is the case, based on the nature and severity of the allegation, the RCS reserves the right to apply its **Enhanced Support to Study Procedure** [G4].

MINOR MISCONDUCT PROCEDURE

- 3.15 Where the misconduct falls under **minor** misconduct, disciplinary action against students will in the first instance normally be dealt with by the Programme Leader/ Head of Dept of which the student is a member. Programme Leaders / Heads of Dept have delegated authority to undertake this procedure from their relevant school

Director. Directors should ensure that they get a monthly update on where minor misconduct procedures have occurred from the SCCO.

- 3.16 Before a minor misconduct procedure can be recorded as completed, the Programme Leader will normally inform the Student Community Conduct Officer and then investigate:
 - a. that the infringement is not recorded as having happened before
 - b. why the minor infringement is happening
 - c. whether there is evidence that it has happened, when relevant (ie when alleged by another student or staff member rather than seen by the programme leader).
- 3.17 If the conditions in 3.15 have been met, the Programme Leader should formally raise the issue with the student. 3.15 and 3.16 constitute the investigation/ hearing/ outcome process in minor cases only.
- 3.18 Where the Programme Leader decides not to impose a sanction but, nonetheless, considers misbehaviour to have occurred, an oral warning should be recorded by an email to the student and the Student Community Conduct Officer.
- 3.19 Where the Programme Leader decides to impose a minor sanction or measure, one or more of the following sanctions or measures are available:
 - a. A written warning, which will be placed on the Respondent's record and will make any subsequent misconduct a more serious matter.
 - b. To require the Respondent to provide a written apology;
 - c. To require the Respondent to engage with an educative or reflective session.
- 3.20 In considering whether to impose a minor sanction or measure, or refer the case up to a serious/ gross misconduct procedure the programme leader should consider the following:
 - a. The seriousness of the breach;
 - b. The harm or damage caused;
 - c. The advantage gained or the advantage that could have been gained by the Respondent as a result of the breach;
 - d. The intent and planning involved in the breach;
 - e. The impact on the ensemble pedagogy/community at RCS;
 - f. Whether the Respondent has admitted to the breach and when such an admission took place;
 - g. Whether the Respondent has expressed remorse and/or shown insight into the impact of the breach;
 - h. The evidenced personal circumstances of the Respondent.
- 3.21 There may be occasions where minor misconduct is believed to be justified by the student, normally but not exclusively, in the cases related to non-authorized absences to pursue professional auditions and/ or jobs. In these cases, the Programme Leader will assess on a case-by-case basis the relative merits of the student's position and the effect on the student's ensemble/ community of learning before escalating from an oral warning via minor misconduct to sanctions and/or serious misconduct.
- 3.22 Where a Programme Leader is unsure of the level of severity of the alleged misconduct, they will contact the Student Community Conduct Officer to clarify.
- 3.23 If the misconduct is repeated, the Programme Leader must escalate the issue to either the serious or gross misconduct procedure via a report to the Student Community Conduct Officer.

SERIOUS MISCONDUCT PROCEDURE

- 3.24 Where the misconduct falls within **serious** misconduct, disciplinary action against students will in the first instance normally be dealt with by the Student Community Conduct Officer and Director of the School/Directorate of which the student is a member. However, the Principal may nominate another suitable person to take the place of the Director (references to the Director of School should be read as including the possibility of an alternate being nominated).

Investigation

- 3.25 Before any disciplinary action occurs the **Student Community Conduct Officer**, or an appropriate person nominated by them in agreement with the Deputy Registrar, will normally undertake an appropriate investigation. This investigation will include a meeting with the student against whom a claim is being made, if the Conservatoire considers that is appropriate.
- 3.26 A student attending a serious misconduct investigation meeting can be accompanied by a friend or family member, a member of academic staff, a Student Union representative, or a legal advisor. A student may not be accompanied by someone who is a witness or is otherwise involved in the case.
- 3.27 A person accompanying a student to an investigation meeting will be expected to maintain confidentiality. They may ask questions and may ask to speak privately with the responding student, however, they may not answer questions or speak on behalf of a responding student. A responding student will be expected to answer questions on their own behalf and in their own words.
- 3.28 Legal advice is not a requirement of the process. Should a student, or anyone else on their behalf, choose to take legal advice, RCS will not be responsible for any legal fees.
- 3.29 A student may ask the investigating officer to consider any relevant witnesses. The Student Community Conduct Officer (or appointed investigation officer) will determine whether the witness is relevant to the investigation. If it is decided that the witness is relevant, the investigating officer may interview them or ask for a witness statement.
- 3.30 If at any point during the investigation, the evidence that has been gathered suggests that serious misconduct has not occurred, but that minor misconduct might have occurred, the Student Community Conduct Officer (or appointed investigating officer) may decide to reduce the level of misconduct and progress the case to be considered under the appropriate minor misconduct disciplinary hearing procedures.
- 3.31 If at any point during the investigation, new information comes to light to suggest that the alleged misconduct is more serious than it appeared to be on first sight, the Student Community Conduct Officer (or appointed investigating officer) may decide to increase the level of misconduct being investigated from serious to gross misconduct. A respondent will be made aware of this as soon as practicable after the information is received.
- 3.32 Following the conclusion of the investigation, the investigating officer will submit a report of their findings to a disciplinary hearing and may be required to attend the hearing to present their findings.

Disciplinary hearing

- 3.33 A 'disciplinary hearing' is convened by the Director of the student's School to allow the student to be heard as part of the process towards determining an outcome and identifying whether and what penalties/sanctions should be imposed (See 3.40-3.42).
- 3.34 However, the Principal may nominate another suitable person to take the place of the Director (references to the Director of School should be read as including the possibility of an alternate being nominated).
- 3.35 A student attending a disciplinary hearing may be accompanied by a friend or family member, a member of academic staff, a Student Union representative, or a legal advisor. A request for this needs to be submitted by email to the Director 48 hours in advance of the disciplinary hearing.
- 3.36 A student attending a disciplinary hearing may ask for witnesses to be called. They must submit this request in writing to the Director within 48 hours of receiving the hearing invitation. This is to allow for suitable notice to be given to witnesses. If the Director determines that it is relevant and appropriate, they may request that the witness attends the hearing.
- 3.37 Witnesses will be given the option to attend the hearing remotely. RCS cannot compel a witness, and their attendance cannot be guaranteed.
- 3.38 A responding student, or anyone acting on their behalf, will not be permitted to directly question or speak with a witness. Questions should be put to the Panel for consideration. If the Panel deem the question relevant and appropriate, they will put it to the witness.
- 3.39 At the conclusion of the disciplinary hearing with the Director, the student, their friend or representative, and all witnesses and/or parties to the allegation shall withdraw and the disciplinary panel (the Director) shall reach a decision.

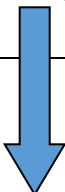


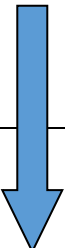
Disciplinary Panel Hearing outcome

- 3.40 The panel shall determine whether or not the student has committed the alleged offence. To reach the decision, the panel will
- a. determine whether or not the student has committed the alleged offence;
 - b. consider mitigating circumstances;
 - c. address evidence of prior misconduct in those cases where persistent violation of the Code of Conduct should lead to an escalation to a gross misconduct procedure.
- 3.41 If the Director upholds or partially upholds the allegations against the student, it shall then decide on the appropriate penalty. The decision of the Director shall normally be notified to the student orally in the first instance (if appropriate), and subsequently in writing. The written notification shall include a summary of the reasons for the decision and the reasons for the penalties, this shall be sent within 10 working days of the hearing.
- 3.42 There may be times where the nature of the evidence makes it difficult for the Director to make a decision one way or the other. This may be where different pieces of evidence are particularly contradictory or inconclusive. In this case, the Director may choose to issue an undetermined outcome without applying a sanction. Where possible, a conclusive decision will be reached.

The Conservatoire will endeavour to provide the reporting person with as much information about the outcome of an investigation as is reasonably possible. In determining what information to provide to the reporting person, the Conservatoire will take account of the need to balance the interests of the respondent, the reporting person, any other witnesses, and the Conservatoire's obligations under relevant data protection legislation.

Appeals and complaints

- 3.43 Where a reporting student does not agree with the outcome of the disciplinary panel they may appeal using the disciplinary procedure appeals process (outlined in H5).
- 3.44 In cases where the student is dissatisfied with the way the disciplinary procedure was undertaken (investigation/ panel functioning), may take the complaint to the Scottish Ombudsman, which is an independent, impartial and free service established by the Scottish Government to investigate complaints against organizations providing public services (including higher education) in Scotland. Full details are available at <http://www.spsso.org.uk/contact-us>
- 3.45 Visualised summary of disciplinary process for serious and gross misconduct:

Process	Description	Adjacent processes (can occur at any point in the process)
Investigation: done by Student Community Conduct Officer 	This is to establish what happened in a way that engages with all the relevant parties.	 Assessment of the need for precautionary measures . (As a precautionary measure, the student against whom an allegation of misconduct is made may be suspended, <u>pending</u> an investigation and/or the disciplinary procedure) On basis of the nature and severity of an allegation/identification of misconduct, RCS reserves the right to apply an alternative policy such as Enhanced Support for Study 
Disciplinary hearing: 	Serious: Director of School Gross: Disciplinary panel This is to hear a response to the investigation from the student who has been accused of a breach of discipline and determine what to do (i.e. identify appropriate sanctions, impose sanctions).	
Outcome and penalties (as relevant)	Panel concludes with judgement of level of misconduct and whether the outcome is upheld, partially upheld, not upheld. Panel clarifies, as relevant, any sanctions to be imposed.	

GROSS MISCONDUCT PROCEDURE

- 3.46 Where the misconduct falls **gross** misconduct, disciplinary action against students will in the first instance normally be dealt with by the Student Community Conduct Officer and the Director of a School/Directorate of which the student is a member.
- 3.47 However, the Principal may nominate another suitable person to take the place of the Director (references to the Director of School should be read as including the possibility of an alternate being nominated).

Investigation

- 3.48 Before any disciplinary action occurs the **Student Community Conduct Officer**, or an appropriate person nominated by them in agreement with the Deputy Registrar, will normally undertake an appropriate investigation. This investigation will include a meeting with the student against whom a claim is being made, if the Conservatoire considers that is appropriate.
- 3.49 This investigator, where relevant, will meet with the student against whom the claim is made, interview relevant parties, look into the claims, gather evidence for misconduct, and conclude whether a disciplinary hearing is necessary (i.e. whether evidence suggests that one of RCS' policies has been breached).
- 3.50 A student attending a gross misconduct investigation meeting can be accompanied by a friend or family member, a member of academic staff, a Student Union representative, or a legal advisor. A student may not be accompanied by someone who is a witness or is otherwise involved in the case. A person accompanying a student to an investigation meeting will be expected to maintain confidentiality. The accompanying person may ask questions and may ask to speak privately with the responding student, however, they may not answer questions or speak on behalf of a responding student. A responding student will be expected to answer questions on their own behalf and in their own words.
- 3.51 Legal advice is not a requirement of the process. Should a student, or anyone else on their behalf, choose to take legal advice, RCS will not be responsible for any legal fees.
- 3.52 A student may ask the investigating officer to consider any relevant witnesses. The Student Community Conduct Officer (or appointed investigating officer) will determine whether the witness is relevant to the investigation. If it is decided that the witness is relevant, the investigating officer may interview them or ask for a witness statement.
- 3.53 If, during the investigation, the evidence that has been gathered suggests that gross misconduct has not occurred, but that serious or minor misconduct might have occurred, the Student Community Conduct Officer (or appointed investigating officer) may decide to reduce the level of misconduct and progress the case to be considered under the appropriate minor or serious misconduct disciplinary hearing procedures.
- 3.54 If at any point during the investigation, new information comes to light to suggest that the alleged misconduct is more serious than it appeared to be on first sight, the Student Community Conduct Officer (or appointed investigating officer) may decide to initiate SARD procedures. The responding student will be made aware of this as soon as practicable after the information is received. SARD procedures are outlined below in 3.55-3.59.

- 3.55 Where gross misconduct that also might constitute a crime is alleged, relevant precautionary measures are detailed in **Student Alternative Resolution Disciplinary (SARD)** policy: Gross Misconduct that might constitute a crime, section II, p9.
- 3.56 The investigator will assess whether or not the gross misconduct might also constitute a criminal offence and implement the [Student Alternative Resolution Disciplinary \(SARD\) policy](#) process as relevant. The Conservatoire's [Safeguarding Policy and Associated Procedures](#) document (Understanding Gravity, p6) is of particular relevance to this assessment.
- 3.57 Where gross misconduct includes an allegation of activities which **might also constitute a criminal offence**, the Student Community Conduct Officer will ensure that the Academic Registrar and Secretary, if deemed necessary/relevant, undertakes a risk assessment prior to introducing a precautionary suspension and/or implementing a [Student Alternative Resolution Disciplinary \(SARD\) policy](#) process.
- 3.58 As part of this investigatory process the RCS reserves the right to assess, where relevant, whether the RCS needs to refer the matter to the police.
- 3.59 Following the conclusion of the investigation, the investigating officer will submit a report of their findings for a disciplinary hearing panel and may be required to attend the hearing to present their findings.

Disciplinary Hearing Panel

- 3.60 A 'disciplinary hearing panel' is convened by the Director of the student's School including: the Director, to allow the student to be heard as part of the process towards determining an outcome and identifying whether and what sanctions should be imposed.
- 3.61 A student attending a disciplinary panel hearing may be accompanied by a friend or family member a member of academic staff, a Student Union representative, or a legal advisor. A request for this needs to be submitted by email to the Panel 48 hours in advance of the disciplinary panel hearing.
- 3.62 Where a case is proceeding to a Disciplinary Hearing by Panel, the complainant(s) will be given the opportunity to submit an impact statement to the Panel for consideration.
- 3.63 A student attending a disciplinary panel hearing may ask for witnesses to be called. They must submit this request in writing to the Panel within 48 hours of receiving the hearing invitation. This is to allow for suitable notice to be given to witnesses. If the Panel determines that it is relevant and appropriate, they may require that the witness attends the hearing.
- 3.64 Witnesses will be given the option to attend the hearing remotely. RCS cannot compel a witness, and their attendance cannot be guaranteed.
- 3.65 A responding student, or anyone acting on their behalf, will not be permitted to directly question or speak with a witness. Questions should be put to the Panel for consideration. If the Panel deem the question relevant and appropriate, they will put it to the witness.

Disciplinary Panel Outcome

- 3.66 At the conclusion of the disciplinary hearing panel, the student, their friend or representative, and all witnesses and/or parties to the allegation shall withdraw and the disciplinary panel shall reach a decision.
- 3.67 The disciplinary panel shall determine whether or not the student has committed the alleged offence. To reach the decision, the disciplinary panel will:
- a. determine whether or not the student has committed the alleged offence;
 - b. consider mitigating circumstances;
 - c. address evidence of prior misconduct in those cases where persistent violation of the Code of Conduct should be taken into consideration.
- 3.68 If the disciplinary hearing upholds or partially upholds the allegations against the student, it shall then decide on the appropriate penalty. The decision of the disciplinary panel shall normally be notified to the student orally in the first instance (if appropriate), and subsequently in writing. The written notification shall include a summary of the reasons for the decision and the reasons for the penalties, this shall be sent within 10 working days of the hearing.
- 3.69 There may be times where the nature of the evidence makes it difficult for the Panel to make a decision one way or the other. This may be where different pieces of evidence are particularly contradictory or inconclusive. In this case, the Panel may choose to issue an undetermined outcome without applying a sanction. Where possible, a conclusive decision will be reached.

The Conservatoire will endeavour to provide the reporting person with as much information about the outcome of an investigation as is reasonable possible. In determining what information to provide to the reporting person, the Conservatoire will take account of the need to balance the interests of the respondent, the reporting person, any other witnesses and the Conservatoire's obligations under relevant data protection legislation.

Appeals and complaints

- 3.70 Where a reported student does not agree with the outcome of the disciplinary panel they may appeal using the disciplinary procedure appeals process (outlined in H4).
- 3.71 In cases where the student is dissatisfied with the way the disciplinary procedure was undertaken (investigation/ panel functioning), may take the complaint to the Scottish Ombudsman, which is an independent, impartial and free service established by the Scottish Government to investigate complaints against organizations providing public services (including higher education) in Scotland. Full details are available at <http://www.spsso.org.uk/contact-us>

Student Non-compliance with the investigation and hearing procedures

- 3.72 Where the student does not attend the required meeting/s with the investigating officer (either the Programme Leader /Dept Head of the relevant school if minor or the appointed investigator if serious/gross misconduct) without 48 hours prior notice, the process will be escalated directly to a Disciplinary Hearing of the relevant type.
- 3.73 Where a student deliberately does not attend a disciplinary hearing of any type, the hearing will continue in the student's absence and it will determine whether there is sufficient evidence to prove, on the balance of probabilities, that the alleged misconduct took place.

DISCIPLINARY HEARINGS AND OUTCOMES

Disciplinary Hearings for serious and gross misconduct

- 3.74 Minor misconduct will normally be overseen by the Programme leader. For serious and gross misconduct, however, once an investigation into misconduct has concluded, a disciplinary hearing will be convened. At RCS there are two types of disciplinary hearing – a normal disciplinary hearing over which a single Director presides and an alternative disciplinary hearing by panel as follows:

3.74.4 **Normal disciplinary hearings (serious misconduct):** This is taken by the Director of the investigated student's School. At the disciplinary hearing, evidence will be heard from the student, any relevant witnesses identified by the student and any other person or body whom the Director of School/Directorate considers relevant. The student may identify witnesses for the Director to consider. The Director will decide if the identified witnesses are relevant to the hearing, and if so, they will consider their evidence. At or after the disciplinary hearing, a decision will be issued to the student informing them as to whether the disciplinary allegation(s) are upheld and, if so, of the sanction to be imposed.

3.74.5 **A Disciplinary Hearing by Panel (gross misconduct):** This is taken by the Director of the relevant School and in (a), plus another Director (who hasn't been involved previously), and a Head of programme/department from another school. These hearings are by panel to reflect the seriousness of the sanctions likely to be imposed. At the disciplinary panel hearing, evidence will be heard from the student and any other person or body whom the Panel considers relevant. The student may identify witnesses for the Panel to consider. The Panel will decide if the identified witnesses are relevant to the hearing, and if so, they will consider their evidence.

Disciplinary outcome: sanctions

- 3.75 If, following a disciplinary procedure, it is found that a student has committed serious or gross misconduct, the RCS has a range of sanctions (penalties) at its disposal.
- 3.76 The penalty to be imposed will be that which is fair and reasonable in all the circumstances.
- 3.77 The disciplinary panel will consider the following in assessing the type and level of sanction:
- 3.77.4 The seriousness and nature of the breach;
 - 3.77.5 Whether or not there is a pattern of misconduct evidenced by previous misconduct procedures;
 - 3.77.6 The harm or damage caused;
 - 3.77.7 The advantage gained or the advantage that could have been gained by the Respondent as a result of the breach;
 - 3.77.8 The intent and planning involved in the breach;
 - 3.77.9 The impact on the ensemble pedagogy/community at RCS;

- 3.77.10 The reputational impact on RCS
- 3.77.11 Whether the Respondent has admitted to the breach and when such an admission took place;
- 3.77.12 Whether the Respondent has expressed remorse and/or shown insight into the impact of the breach;
- 3.77.13 The evidenced personal circumstances of the Respondent.
- 3.78 The Conservatoire reserves the right to omit any stage if it considers that is appropriate to the individual circumstances.
- 3.79 The following is a non-exhaustive list of these sanctions:
- A reprimand as an oral or written warning advising the student of the likely consequence of a further breach of conduct;
 - Disqualification: from undertaking exams;
 - Repetition of a course;
 - Making good any damage caused by the student or making payment to the Conservatoire in order to meet the cost of repairing any such damage;
 - Conditions of continuity of study – e.g. attendance at a required programme of activity or community service on campus;
 - No contact orders or other restrictions on access to the RCS estates
 - Withholding the student's parchment;
 - Suspension with conditions;
 - Suspension without conditions
 - Expulsion.

3.80 Summary of the different types of procedure is visualised below:

Level of disciplinary activity	Investigation	Composition of disciplinary panel	Indicative (non-exhaustive list) sanctions
<p>Minor misconduct</p>	<p>Investigation (if necessary) by Programme Leader/ Head of Dept student is in.</p>	<p>Programme Leader/ Head of Dept student is in</p>	<ul style="list-style-type: none"> - Oral warning - Written warning - Written apology - Engagement in personal/professional development
<p>Serious misconduct</p> <p>(When serious misconduct accumulates because of subsequent incidents, it is likely to move into gross misconduct)</p>	<p>Investigation by Student Community Conduct Officer.</p>	<p>Director of School student is in and note taker</p> <p>Director can nominate Head of Department or Programme Leader to act for them.</p>	<ul style="list-style-type: none"> - Oral warning - Written warning - Written apology - Engagement in personal/professional development - Disqualification from exams - Paying for material damage; - Relevant additional conditions of remaining in study - Limitations to access to RCS property - Suspension - Expulsion
<p>Gross misconduct (professional standards)</p> <p>Gross misconduct (which might also constitute a criminal offence): Normally applied in conjunction with SARD</p>	<p>Investigation by Student Community Conduct Officer.</p>	<p>Alternative Disciplinary Panel</p> <ul style="list-style-type: none"> • Director of School the student is in • Director from another area with no previous involvement in the relevant School • Head of Dept/Programme from the School student is not in • Note taker 	<ul style="list-style-type: none"> - Relevant additional conditions of remaining in study - Limitations to access to RCS property - Suspension - Expulsion

4. Non-Academic Misconduct (Disciplinary) Code of Appeals

4.1 Any student dissatisfied with disciplinary action may appeal in the first instance to either:

- (a) in the case of a finding of gross misconduct, the **Academic Board Appeals Committee** (Discipline),
- (b) in the case of a finding of minor or serious misconduct, the Director of another School or Academic Unit in which the student does not attend;

(hereinafter each referred to as the "Appeals Committee").

Appeals must be intimated by the student giving written notice, to the Academic Registrar, who, as quickly as practical shall arrange for a hearing before the relevant Appeals Committee.

4.2 In the event that an appeal is being heard by the Appeals Committee (Discipline), as opposed to by a single Director, the composition of the Appeals Committee shall be as follows:

- (a) the Director of a School/Academic Unit in which the Appellant is not a student (in appeals related to gross misconduct which might constitute a crime, the Deputy Principal may replace the Director of a school/academic unit in which the appellant is not a student);
- (b) a Head of Programme/Head of Department from that other School who has no prior involvement in the case;
- (c) an external representative of the Academic Board.

4.3 In the event of one of the foregoing being unavailable or inappropriate due to absence, illness or other good cause, the Principal may nominate another suitable person to take the place of the person who is unavailable.

4.4 Lodging of an Appeal

4.4.1 A student who wishes to appeal must do so by sending a written statement of appeal to the Academic Registrar at the latest within 10 working days following the date of the decision being appealed, provided that the student is still a student of the Conservatoire as at the date on which the Appeals Committee writes to the student with its decision. The period may be extended if the student satisfies the Appeals Committee that it was not reasonably practicable to lodge an appeal in time.

4.4.2 In the case of **expulsion**, the appeal may be made on any grounds considered relevant by the Appellant.

4.4.3 In any other case, the only competent grounds for appeal are that:

- (i) New evidence has emerged that could not reasonably have been produced to the Director of the School/Directorate of which the student is a member;

- (ii) There has been a defective procedure before the Director of the School/Directorate of which the student is a member;
- (iii) The disposal by the Director of School/Directorate of which the student was a member was perverse.

4.4.4 The statement of appeal must include:

- (a) all the grounds on which the student wishes to rely;
- (b) the remedy which the student seeks;
- (c) a request, if the student wishes, to make oral representations at any hearing which may be held;
- (d) a list of witnesses whom the student considers have evidence relevant to the appeal.

4.4.5 On receipt, appeals will be referred to the Convenor of the Conservatoire Appeals Committee (Discipline) or the Director of the School/Directorate, as appropriate, who may dismiss the appeal because no competent grounds have been stated or because the appeal is out of time.

4.4.6 Provided that the appeal is not dismissed in terms of 4.4.5, an appeal hearing shall be fixed without unreasonable delay.

4.5 **Appeal Hearing**

4.5.1 The Appeals Committee will hear evidence from the Appellant and any relevant witness(es) identified by the Appellant.

4.5.2 The Appeals Committee shall inform the Appellant in writing of the date, time and place of the appeal hearing;

4.5.3 Appellants may be represented at the appeal hearing by a person of their choice, including a solicitor or counsel, provided the identity of such a representative is intimated in writing to the Academic Registrar at least three days prior to any hearing.

4.5.4 The Appeals Committee shall inform the person or body whose decision is being appealed of the grounds of appeal and offer that person or body the opportunity of presenting oral or written evidence. Such person or body shall be required to identify any person from whom the Appeals Committee should take oral and/or written evidence. Such person or body shall be required to identify any person from whom the Appeals Committee should take oral evidence in sufficient time to enable the Appeals Committee to advise the Appellant in writing of the identity of said person(s) in advance of the hearing. Normally the Appellant will be provided with a copy of any witness statements in advance of the appeal hearing.

4.5.5 The Appeals Committee may dispose of the case, notwithstanding the failure of the Appellant or any other person concerned to attend at an appeal hearing.

4.5.6 The person or body who made the disciplinary decision may be asked by the Appeals Committee for a statement of the grounds on which the decision appealed against was reached, and also for such evidence and material which was available to justify the decision.

4.5.7 The Appeals Committee shall have all evidence and material obtained which is relevant to the appeal.

4.6 **Appeal decision**

4.6.1 The appeal hearing will be conducted in such a manner as to allow the Appellant to put forward their grounds of appeal. The Appeals Committee will decide the matter at the conclusion of the hearing or without unreasonable delay thereafter.

4.6.2 Decisions may be by a majority where the appeal is being determined by the Conservatoire Appeals Committee (Discipline), as opposed to by a Director of a School/Directorate.

4.6.3 The Appeals Committee shall intimate the decision in writing to the Appellant and to the Principal.

4.7 **Second Appeal to the Board of Governors Appeal Panel**

4.7.1 A second appeal may be made to the Board of Governors Appeal Panel ("the Panel") against a decision of the Appeals Committee, provided that the student is still a student of the Conservatoire as at the date on which the Appeal Committee writes to the student with its decision. The request for such a second appeal should be made in writing to the Academic Registrar within 10 working days of the date of the Appeals Committee's decision and must provide details of the grounds of appeal against the Appeals Committee's decision.

4.7.2 The only competent grounds of appeal by a student against the decision of the Appeals Committee are that:

(a) new evidence has emerged which could not reasonably have been produced to the Appeals Committee;

(b) there has been defective procedure before the Appeals Committee;

(c) the disposal by the Appeals Committee was perverse.

4.7.3 The details of the grounds of appeal listed in 4.7.2 must specify what new evidence and why it was not produced to the Appeals Committee, or in what respects the procedure was defective or in what way the disposal was perverse, as the case may be.

4.7.4 The Panel shall consist of a minimum of two lay Governors and the Principal, unless inappropriate or prevented by illness, absence or other good cause, in which case there shall be three lay Governors.

4.7.5 The Panel shall appoint one of its members to be Convenor who, in cases of an equality of votes, shall have a second or casting vote.

4.7.6 The Panel shall be bound, as far as appropriate, by the same rules of procedure as apply to the Appeals Committee as are more fully set out in paragraphs 4.5.4, 4.5.5, 4.6 and 4.7, substituting the word “Panel” for the words “Appeals Committee”.

4.8 Records

The Conservatoire will keep a record of disciplinary proceedings, including the written statement setting out the relevant allegations or circumstances surrounding the potential disciplinary action, all letters sent to or by it in relation to that, written statements and minutes of meetings and appeal hearings. These records will be maintained in accordance with the Conservatoire's obligations in terms of data protection legislation.

I Regulations relating to general complaints

1 Complaints Procedure

- 1.1 Complaints are normally about 'service' processes: how RCS or a representative member of RCS is managing or implementing something (a procedure, a law, a regulation, forms of provision).
- 1.2 Anyone who receives, requests or is directly affected by our services can make a complaint. Should someone raise a complaint on behalf of someone who is dissatisfied with our service, they would normally need the written consent of that person.
- 1.3 The complaints procedure is for those concerns which do not fall under student conduct disciplinary procedures or the staff equivalent. If the complaint is about an unreasonable action of another student or misconduct on the part of another student, it should be referred to the student disciplinary process outlined in **Section H3**. If a complaint regarding student conduct is registered as a complaint, either through the complaints inbox or directly by a member of staff, it will be referred into the Student Disciplinary process as quickly as possible and within 5 working days.

What is covered by complaints?

- 1.4 The complaints procedure covers the following:
- the Conservatoire's failure or refusal to provide a service;
 - an inadequate quality or standard of service, or an unreasonable delay in providing a service;
 - the quality of facilities or learning resources;
 - the quality of programme delivery, teaching or resources
 - dissatisfaction with one of our policies or its impact on the individual (although it is recognised that policy is set at the discretion of the institution);
 - failure to properly apply law, procedure or guidance when delivering services;
 - failure to follow the appropriate administrative process;
 - failure to meet pastoral support needs or special needs requirements;
 - staff attitude or conduct
 - conduct, treatment by or attitude of a contractor (**except** where there are arrangements in place for the contractor to handle the complaint themselves); or
 - disagreement with a decision, (**except** where there is a statutory procedure for challenging that decision, or an established appeals process followed throughout the sector).

What is not covered by complaints?

- 1.5 The complaints procedure **does not** cover the following:
- a concern about student conduct (covered in Section H3);
 - a request for compensation only;
 - an insurance claim;
 - issues that are in court or have already been heard by a court or a tribunal (if a student decides to take legal action, the complaint cannot then be considered under this process);

- disagreement with a decision where there is a statutory procedure for challenging that decision (such as for freedom of information and subject access requests), or an established appeals process followed throughout the sector (such as institutional appeals about an academic decision on assessment or admission).
- 1.6 There are some areas where it may seem as if a student conduct issue is also a broader issue about a service or policy that the Conservatoire has. The complaints process cannot be used to deal with the student disciplinary issue. It can, however, be used to raise an issue regarding dissatisfaction with one of our policies or its impact on the individual.
- 1.7 The guiding principles of a fair and unbiased hearing, procedural fairness, and timeliness underpin the complaints process. The procedure remains confidential for all parties involved (including after the complaint has drawn to a conclusion); it is undertaken in good faith and without conflicts of interest; and the investigation makes a judgement on the balance of probabilities with a specified outcome (upheld, partly upheld, not upheld, resolved).

The procedures followed

- 1.8 The basic processes followed with the complaints policy are:
1. Student complains verbally to a member of teaching/administration staff or in writing to the complaints' inbox: complaint@rcs.ac.uk.
 2. Complaint is assessed by the **Student Community Conduct Officer** for its complexity and the outcome required by the complainant.
 3. If appropriate, the SCCO will initiate a frontline response.
 4. A **frontline response** (Stage 1) is attempted (where relevant) between the complainant and the staff responsible for the area of service being complained about. Normally for issues that are straightforward and simple, requiring little or no investigation. Can be resolved with 'on the spot' apology, explanation, or other quick action to put the matter right. A response is provided, normally within 5 working days. Where the complaint can be resolved at this stage, the resolution is recorded by the **Student Community Conduct Officer** (SCCO).
 5. A complaint is **resolved** at Stage 1 when both the Conservatoire and the complainant agree what action (if any) will be taken to provide full and final resolution for the complainant, without making a decision about whether the complaint is upheld or not upheld.
 6. Where a Complainant disagrees with the decision to handle their complaint at Stage 1, or where they are unhappy with the outcome of a frontline response, they may ask the Conservatoire to handle their complaint at Stage 2 and conduct at full investigation.
 7. Where a frontline response is not possible or relevant, or where a Complainant asks for their complaint to be handled at Stage 2, the complaint is formally **investigated by the Student Community Conduct Officer** (Stage 2). This normally means the gathering of information, mitigating circumstances, and other evidence regarding the complaint. In these cases, the complaint is acknowledged within 3 working days of

receipt by the SCCO. The SCCO will endeavour to ensure a resolution or response following investigation is normally provided in 20 working days.

8. When the process is concluded, the Complainant(s) will be provided with information on how to escalate the complaint to either Stage 2 (for frontline responses) or to the Scottish Public Services Ombudsman (for investigations) if they are dissatisfied with the outcome.
9. To ensure fairness, any student complaint investigation will normally be undertaken by the SCCO.

Timescales

1.9 The following timescales need to be complied with:

Stage	Timescale
Person raises a complaint	Complaint acknowledged by the SCCO within 3 working days
Stage 1 Frontline response	Resolved in 5 working days of complaint submission
Stage 2 Investigation	Normally completed within 20 working days (or where exceptional circumstances apply, within an extended timeframe agreed by both the Complainant(s) and the Conservatoire)
Actioning from outcomes	As quickly as practical
Person wishing to make a complaint	<ol style="list-style-type: none"> 1. Normal time limit to making a stage 2 complaint is within 6 months of the event being complained about; or 2. Within 2 months of receiving a stage 1 response. 3. Where exceptional circumstances have prevented the issue from being raised within the timescales above, as soon as possible.

1.10 A complaint is **resolved** when both the Conservatoire and the complainant agree what action (if any) will be taken to provide full and final resolution for the complainant, without making a decision about whether the complaint is upheld or not upheld.

1.11 An investigation should not prevent the possibility of a resolution. Where a resolution becomes possible before the conclusion of the investigation process, and where the Complainant(s) and the Conservatoire are in agreement, the investigation will cease and the resolution will be confirmed in writing. This does not prevent the Complainant(s) from raising the same issue again under this procedure.

- 1.12 Complaints are viewed by the Conservatoire as part of the evidence behind their commitment to enhancement of the student experience. Where relevant, outcomes are used to improve services.
- 1.13 The Conservatoire's Complaints Handling Procedure (CHP) is intended to provide a quick, simple and streamlined process with a strong focus on early resolution by empowered and well-trained staff. Further details regarding the CHP are available here:
- [CHP Part 1 Introduction and Overview](#)
 - [CHP Part 2 When to use the procedure](#)
 - [CHP Part 3 Process](#)
 - [CHP Part 4 Governance](#)
 - [CHP Guidance](#)
- 1.14 Individuals wishing to make a complaint are advised to read the CHP and consult the guidance document before completing the complaint form available on the RCS website at <https://www.rcs.ac.uk/complaints>.
- 1.15 Complaints made anonymously can only be investigated if there is sufficient particular information to enable a reasonable investigation to proceed. The Conservatoire cannot investigate a complaint made without the prospect of obtaining reliable evidence to support an investigation outcome.
- 1.16 The Conservatoire may ask the Complainant(s) to attend investigation meetings and/or provide relevant information and evidence relating to their complaint. Where a Complainant (anonymous or non-anonymous) does not engage with the Complaints Handling Procedure and/or an investigation under that procedure, this may limit the scope of the investigation and any subsequent action that can be taken to resolve or address the complaint.
- 1.17 Complaints raised through the Complaint Handling Procedure (CHP) by students or staff regarding student conduct will be diverted to the **Student Disciplinary Procedure (Section H3)** and any subsequent meetings, investigations, hearings and/or sanctions will follow the protocols set out in this procedure.
- 1.18 Staff who are the subject of a complaint will be supported by Human Resources and they will be advised if the process to be followed will be the Staff Disciplinary and Dismissal Policy and Procedure. Information and guidance for staff who are the subject of a complaint can be found in Complaint Handling Procedure (Part 3) Process.
- 1.19 Complaints from students who are dissatisfied in their dealings with the Royal Conservatoire of Scotland Students' Union or claim to be unfairly disadvantaged by reason of having exercised their right not to be members of the Union will normally be dealt with under the Union's own Complaints Procedure.
- 1.20 Although the Conservatoire will make every reasonable effort to provide appropriate facilities, amenities and services, students should note that such provision may be affected by conditions which prevail from time to time. In such circumstances, the Conservatoire cannot accept responsibility for a level of service which may be less comprehensive than that provided normally.

- 1.21 In accordance with the Conservatoire's [Dignity at Work and Study Statement](#), all complainants will be treated fairly and a student will not be treated adversely as a result of their making a complaint. However, there could be serious consequences if a complaint is subsequently deemed to have been frivolous, vexatious, untrue or made in bad faith.
- 1.22 The Conservatoire may share complaint details with relevant Departments or members of staff as part of the Complaint Handling process. Where this is the case, the Conservatoire will actively seek the consent of the Complainant(s) before doing so.
- 1.23 The Conservatoire takes student and staff privacy very seriously and confidentiality is important in complaints handling (see Maintaining confidentiality and data protection in the [Complaint Handling Procedure \(Part 1\) Introduction and Overview](#)). The information that is normally recorded includes the name and contact details of the Complainant(s), the area or person the complaint relates to, the date of complaint and the deadline for completion, the complaint Stage (frontline response or investigation), and a brief summary of action taken by the Conservatoire. Only a very limited number of staff will have access to the secure file which contains complaints information, and this will not include any academic members of staff, or HR staff.

1.21 Visual quick guide to process

