



Guidance for Assessment Boards

Scope

All taught programmes leading to an award of City University London.

To be read in conjunction with

[Senate Regulation 19 Assessment](#)

[Senate Regulations 20, 20b, 21 and 21b](#) covering Student Appeals

Section 6 of the Quality Manual including:

- Assessment and Feedback Policy
- Process for appointing Chairs of Assessment Boards
- Glossary of terms for Programmes and Assessment
- Guidance on Assessment and Feedback Policy
- Appeals Policy
- Extenuating Circumstances Policy

Revised: June 2015

Updates to the Guidance for Assessment Boards for 2014/15

1. For clarification, Senate Regulation 19 (Assessment Regulations) was updated to provide guidance for Assessment Boards on dealing with cases of late diagnosis of disability.
2. Recommendations of Extenuating Circumstances Panels should be clearly communicated to the Assessment Board to enable a decision to be made by the Board where claims have been upheld.
3. Student marks should be considered anonymously wherever possible.
4. Following the Office of Fair Trading Report for Higher Education¹, the Assessment Regulations were amended to confirm that the University will not prevent students from progressing or graduating due to outstanding non-tuition fee debts, and fees will not be charged for resits. The Guidance for Assessment Boards and the standard Assessment Board Agenda (**Appendix A**) have been updated accordingly. Separate detailed Student Debtor Guidance Notes for Assessment Boards are available (**Appendix B**).
5. Chair's Action should only be used as an exceptional response to ensure that decisions are made by the full Assessment Board wherever possible.
6. The minutes must clearly record key discussion points. All sections of the Agenda must be minuted even if it is to record 'not applicable' for a particular item.
7. The Guidance for Assessment Boards has been updated to include the role and duty of Internal Examiners.
8. Only one resit attempt may be offered (unless there is provision in the programme specification or an approved exception to the Assessment Regulations (Sections 6e and 7e).
9. A summary of the University's obligations in relation to Tier 4 International Students has been included in the Assessment Board Guidance Notes
10. The standard Agenda for Assessment Boards has been amended as indicated on Appendix A
11. The Chair has a duty to report any significant risks or issues to Senate as soon as possible.

¹. Office of Fair Trading (2014) Higher Education in England: An OFT Call for Information (http://webarchive.nationalarchives.gov.uk/20140402142426/http://www.oft.gov.uk/shared_of/markets-work/OFT1529.pdf)

Assessment Board Guidance

Contents

[Overview](#)

[Assessment Board Preparation and Arrangements](#)

- Scheduling of Assessment Boards
- Scheduling and Recommendations of Extenuating Circumstances Panels
- Documentation
- Agendas
- Student Debtors
- Late Diagnosis of Disability
- Prizes

[Roles and Attendance](#)

- Assessment Board Chairs
- Assessment Board Secretaries
- External Examiners
- Internal Examiners

[Consideration of Results](#)

- Statistical Analysis of Module Results

[Outcomes from Assessment Boards](#)

- Minutes

[Freedom of Information](#)

[Assessment Board Sub-Committees](#)

[Resit Arrangements and Consideration of Resit Results](#)

[Compliance with Tier 4 Requirements](#)

[Appendix A: Standard Agenda](#)

[Appendix B: Student Debtors – Guidance Notes for Assessment Boards 2014-15](#)

Overview

An Assessment Board is held for each programme or group of programmes. Assessment Boards oversee the progression and award of students studying towards an award of the University and consider students' progression and award, award of credit or withdrawal as a result of academic failure.

The Senate Assessment Regulations provide the rules through which Assessment Boards operate and apply their decision-making responsibilities. This guidance provides additional information for colleagues operating Assessment Boards.

On behalf of Senate, Student and Academic Services provides colleagues with further guidance and advice on the operation of Assessment Boards and use of the Regulations.

Assessment Board preparation and arrangements

1. *Scheduling of Assessment Boards*

Assessment Boards should be scheduled by the start of the academic year and noted by the Board of Studies and Programme Committee before being sent to Student and Academic Services. The exact timing of an Assessment Board will depend on the programme structure. All members of the Assessment Board should be advised of the date(s) of the meetings at the start of the academic year. Dates should be agreed subject to consultation with the External Examiner(s) who will be expected to participate in the meeting(s).

The scheduling of an Assessment Board should take into consideration:

- The date of the final assessment of the student cohort.
- The time required for internal marking and external moderation of work.
- The need to include all of the marks where programmes have module results from more than one School.
- The schedule for the Extenuating Circumstances and the Academic Misconduct Panels.
- The Preliminary Board meeting to ensure all issues are in order prior to the full meeting.
- The dates of resit examinations and coursework submission deadlines
- The date of graduation.

2. *Scheduling and recommendations of Extenuating Circumstances Panels*

Panels should be scheduled sufficiently in advance of the Assessment Board to allow processing of the recommendations and their addition to the student results.

The Extenuating Circumstances Panel will report the outcome of its consideration as a recommendation to the Assessment Board. The Assessment Board is responsible for considering the student's results and for determining the most appropriate course of action in cases where Extenuating Circumstances claims are upheld.

Students can be notified of the outcome of the Panel i.e. the recommendation before the meeting of the Assessment Board with the proviso that the outcome is provisional until the Assessment Board meets. Where Panels are held throughout the year outcomes should always be communicated to students as soon as it is practical to do so. Outcomes should not be withheld unless the meeting of the Assessment Board is imminent when there may not be enough time to notify the student.

3. **Documentation**

The following should be available at an Assessment Board:

- Agenda (see below)
- Minutes from previous meeting(s)
- Extenuating Circumstances Panel recommendations
- Academic Misconduct Panel recommendations
- Report from Preliminary Assessment Board (if relevant)
- Report from any meeting held to consider the results for modules shared across programmes (if relevant)
- Reports of marks to be considered together with extenuating circumstances panel recommendations where the circumstances have been approved. Reports of marks should be anonymised wherever possible and complete (checks for data accuracy should be carried out)
- Assessment Regulations for the programme(s) under consideration including:
 - which modules can be compensated and which cannot;
 - any approved exceptions that the programme may have to the Assessment Regulations and/or Credit Framework;
 - information on whether components have to be passed individually or whether modules are passed on aggregate;
 - hierarchy of exit points
- Information on debtors (see below)
- Information on Chair's Actions taken
- Information on any prizes

4. **Agendas**

The template in **Appendix A** should be used for all Assessment Board meetings. The agenda should be finalised by the Secretary in liaison with the Chair and considered at the Preliminary Board Meeting.

The Agenda templates for Assessment Boards and Interim Assessment Panels are available in Word format in the Quality Manual: <http://www.city.ac.uk/about/education/quality-manual/6-assessment#tab=2>

5. *Student Debtors* (change effective from November 2013)

Well in advance of the meeting, the Assessment Board Secretary should request a list of students with outstanding tuition fee debts from Finance. A separate Student Debtors Guidance Note for Assessment Boards is available in **Appendix 2**.

Following the release of the Office of Fair Trading's (OFT) report on Higher Education and guidance from the Competition & Markets Authority (CMA)¹, it is unfair practice for Universities to prevent students from progressing in their studies or graduating as a result of the non-payment of non-tuition fee student debt. However, the University retains the right to pursue this debt through legal agents as appropriate.

6. *Late Diagnosis of Disability*

Students may declare a disability prior to admission or at any time whilst they are registered at the University. On receipt of formal diagnosis of specific learning difficulties or other disability the University will implement whatever adjustments are reasonable to support the student. For the avoidance of doubt, Assessment Boards cannot alter a student's marks or re-consider assessment decisions that were made prior to receiving formal notification of a potential disability via an Extenuating Circumstances claim, or on the basis of subsequent diagnosis. Students awaiting formal diagnosis of disability should submit an application to the Extenuating Circumstances Panel for consideration with supporting evidence to follow (see the Assessment Regulations for details).

7. *Prizes*

Details of prizes should be available to Assessment Boards so that consideration of candidates can be given. The names of individual prize winners can be published on notice-boards.

Roles and Attendance

The composition of an Assessment Board is detailed in the Assessment Regulations.

All Assessment Boards must be attended by an appropriately senior member of staff with significant knowledge and experience of the Senate Assessment Regulations. In addition, a senior member of the School Quality team will attend Assessment Boards to support any meetings where difficult issues may arise. A representative of Student and Academic Services will attend meetings involving collaborative provision and may also attend a sample of Assessment Boards for any programme to inform an annual report to Education and Student Committee and Senate on their operation.

¹ The OFT closed on 1 April 2014 with its responsibilities passing to the CMA and other organisations such as the Financial Conduct Authority.

1. *Assessment Board Chairs*

The Board of Studies makes annual recommendations to Senate on Assessment Board Chairs in accordance with approved Senate criteria.

The Chair of the Assessment Board will:

- Ensure the smooth running of the meeting of the Assessment Board.
- Be fully conversant with the University Assessment Regulations and other relevant regulations and policies.
- Ensure that the business of the Assessment Board is carried out in line with the Regulations.
- Ensure equity of treatment of students.
- Approve the results spreadsheet.
- Take Chair's Action on decisions outstanding following a meeting of the Assessment Board, on the permission of the Assessment Board agreed at the meeting, including the External Examiner. Chair's Action should only be used as an exceptional response to ensure that decisions are made by the full Assessment Board wherever possible.
- Ensure that any issue or matter of significant risk is reported to Senate (via a report being made to the Chair of the Board of Studies, Deputy Vice Chancellor or Director of Student and Academic Services).

2. *Assessment Board Secretary*

The Secretary of the Assessment Board will:

- Be fully conversant with the University Assessment Regulations and other relevant regulations and policies.
- Ensure that members are aware of dates and times of meetings.
- Prepare papers as far in advance of the meeting as possible to ensure its smooth running.
- Support the Board in equitable treatment of students.
- Notify the Board of any students with outstanding fees.
- Record the final decisions of the Assessment Board for each student.
- Ensure that any changes to marks presented are entered accurately into the student records system.
- Obtain the necessary signatures on the Board Reports (Chair, External Examiner(s) present and the Secretary to the Board. Internal examiners present at the meeting may sign but this is not a formal requirement) in confirmation of the decisions taken.
- Prepare and check the pass list.
- Prepare and circulate minutes of the meeting. The minutes must clearly record key discussion points. All sections of the Agenda must be minuted even if it is to record 'not applicable' for a particular item.
- Ensure that transcripts are prepared for each student.
- Retain the official record of the outcome from the Assessment Board.

3. External Examiners

The role of an External Examiner is detailed in the Assessment Regulations. In relation to his/her role during Assessment Boards, the following may also be useful:

- As a full member of the relevant Assessment Board, an External Examiner has the right to be present at all examiners' meetings at which significant decisions are to be taken in the subject areas in which the Examiner is involved (including the setting of assessments). External Examiners may empower the Assessment Boards for resit assessments to make decisions without their presence at the meeting but they should be informed of the outcomes and consulted on particular cases if necessary.
- External Examiners are asked to be present at all final Assessment Boards unless the Board is only considering resit results (see above). If an External Examiner cannot attend a meeting they should
 - advise the school as soon as possible,
 - provide written feedback prior to the meeting and
 - be available for consultation by telephone or email. (This might apply for resit Boards in particular).
- The views of the External Examiner are particularly influential in the case of disagreement on the mark to be awarded for a particular unit of assessment, or on the final classification to be derived from the array of marks of a particular candidate
 - The External Examiner assists the Board in:
 - calibrating academic standards through the review and evaluation of the outcomes of the assessment process,
 - moderation at pass/fail and classification/grade boundaries.
- The External Examiner is asked to ensure fairness and consistency in the decision-making process.
- The signature of an External Examiner is appended to the Board Report annotated with the decisions of the Assessment Board as evidence that they accept the classification. The External Examiner should only sign the Board Report if they are in attendance at the Assessment Board meeting, it is not necessary to obtain their signature after the meeting if they are unable to attend.
- External Examiners' opinions are sought by Assessment Boards. If on reflection the Assessment Board decides not to accept the advice/opinion offered, it is not required to; however the reasons for this must be made clear and recorded in the minutes.

4. Internal Examiners

Internal Examiners are:

- The Module Leaders
- Any other person who has taught on the programme

Their role includes attendance at the Assessment Board as members with voting rights. The attendance of Internal Examiners is required to ensure quoracy.

Consideration of results

Results will be considered in accordance with the requirements set out in the Assessment Regulations and the Assessment and Feedback Policy. This includes consideration of requirements for resits and compensation.

The recommendations of the Extenuating Circumstances Panel should be noted against each student clearly stating whether the circumstances have been accepted or rejected. It is not necessary to reveal details of the circumstances to the Board.

The recommendations of Academic Misconduct Panels should be treated in the same manner as those of Extenuating Circumstances Panels.

Where results are amended by an Assessment Board, the amendments should be changed on the Board Report at the meeting and the Chair, Secretary and External Examiner should sign the Board Report as confirmation of the decisions taken. Any amendments must also be updated on the student records system.

An Assessment Board will be required to make decisions about resit opportunities in accordance with the Regulations.

Statistical Analysis of Module Results

The report of marks should include statistics for each assessment item for each module. As a minimum these should include:

- Mean
- Mode
- Standard deviation.

Other statistical information can be included to meet the specific requirements of the programme. The statistical information should be used to assure the standards and consistency of the module and programme and, as the University uses criterion-referenced assessment, should not be used to grade students by their position on a bell curve.

Outcomes from Assessment Boards

The processes for the approval, release and publication of results, and for updating the student records system, are detailed in the Assessment Regulations (19.14).

Students should receive a SITS² generated letter containing details of the decision of the Assessment Board, which will be collected from the University, sent in the post or emailed to students at their University email address. In addition, students who have been granted an award will receive a transcript of their marks and a diploma supplement. Students should also receive the outcome from the Extenuating Circumstances or Academic Misconduct Panels where applicable with their letter (but see above). All results agreed by the Assessment Board will be released.

Students have a right to appeal against a decision of the Assessment Board in accordance with the grounds set out in the University Appeal Regulations. More information is provided in the Appeals Regulations and Appeals Policy.

² For Validated Institutions the letters may be generated from an Institutional database

A template for pass lists for validated institutions is provided.

Minutes

A template for Assessment Board minutes is provided in Appendix A. A template for Interim Assessment Panel minutes can be found in the Quality Manual.

The purpose of Assessment Board minutes is to:

- record relevant discussion and decisions;
- record Chair's Actions between meetings;
- record detailed reasons for special outcomes, the full rationale for such decisions must be included;
- ensure consistency in the conduct of the Board's business year on year;
- record the preliminary comments of External Examiners prior to receipt of their Annual Report.

The Minutes may be referred to in the event of:

- Student appeals;
- Applications for verification of marks;
- Future Assessment Boards;
- Annual Programme Evaluation;
- Periodic Review;
- QAA/PSRB reviews.

Freedom of Information

Agendas and minutes of Assessment Board meetings are "**closed**", but the data is not exempt from the Freedom of Information Act should someone ask for information. If a request is received clarification of procedures should be sought from the Head of Information Compliance and Policy

Assessment Board Sub-Committees

The following are sub-committees of Assessment Boards:

1. Extenuating Circumstances Panel (see Regulation 19.12 and the Assessment and Feedback Policy)
2. Academic Misconduct Panel (see Regulation 19.13 and the Assessment and Feedback Policy)
3. Preliminary Assessment Board (see Regulation 19.2e)
4. Interim Assessment Panel (see Regulation 19.2m)

In addition, meetings to discuss results for modules shared across programmes may also be held (see Regulation 19.2f). Following such meetings, Assessment Boards considering results from modules taken outside the Home Programme should take the following into account:

- Progression and award of students are considered and agreed by the Home Assessment Board. As part of this, all module marks, including those outside the Home Programme, will be considered.
- It is important that students' results are made available to the appropriate Assessment Board considering progression or award; the timing of Boards needs to be considered in this respect.
- Any Extenuating Circumstances and Academic Misconduct Panels are established and managed by the Assessment Board for the Home Programme. This ensures that students following a programme of study are all dealt with in the same way, even if some modules are studied outside the Home Programme. The Panel may seek advice and evidence from those delivering the module in question. Recommendations from these Panels are acted upon by the Home Assessment Board.
- Resit arrangements should ensure consistency for students.

Resit arrangements and consideration of resit results

The timing of resits are specified by the Assessment Board³. In all cases, resit arrangements take place after the meeting of the Assessment Board. This is to provide equity of treatment for students and ensure that practice operates within the requirements of the University Assessment Regulations. From 2013-14 students are no longer to pay for resits.

Resit arrangements should take place in a timely manner. Particular care is needed for those programmes with provision to take modules outside the Assessment Board's domain.

Only one resit attempt may be offered (unless there is provision in the programme specification or an approved exception to the Assessment Regulations).

Where resits are approved by an Assessment Board, any subsequent meeting to consider the outcome of those resits should also be scheduled. Where there are only a small number of resits and the outcomes are straightforward, it may be possible for these to be considered by Chair's action. The External Examiner must be consulted on any outcomes from this process in light of the progression and award decisions being made. Advice on these circumstances is available from Student and Academic Services.

³ Early resit arrangements can be approved by Interim Assessment Panels, with the proviso that these are based on provisional rather than confirmed results.

Compliance with Tier 4 Requirements

Change in Student Circumstances - Tier 4 Students⁴

Whilst compliance with Home Office requirements is not the direct responsibility of the Assessment Board, the School should ensure that Tier 4 students are referred to the International Student Advice Team for information relating to their immigration status following the outcome of the Assessment Board.

City University London is required by the Home Office to report any changes in Tier 4 student's status; this includes withdrawals, suspensions and early completions. The University is required to report all changes within 10 days of being notified of them and once these changes have been reported the Home Office will curtail the visa to 60 days. It is therefore essential that students are aware of the possible impact on their visa and seek further advice from our International Student Advice team.

Revisions will be made to the Assessment Regulations to formalise the University's existing obligations, i.e. to state that the University must vary or limit an opportunity to suspend (interrupt) or repeat any study where there it has a legal or statutory duty to do so, which includes Tier 4 responsibilities.

For Tier 4 purposes, this will apply in cases where:

- i. the School has approved the student's request to interrupt their studies⁵
- ii. a student is required to repeat without attendance⁶
- iii. a student is required to repeat with attendance in the UK⁷
- iv. a student is returning to their studies after a period of absence due to a period of suspension (interruption), returning following appeal or repeating⁸
- v. a student has extended their period of study⁹

⁴ Source: <http://www.city.ac.uk/international/international-students/international-student-visa-and-immigration-advice/tier-4-general-student-visas/important-information-for-current-tier-4-students>

Current Tier 4 requirements - notes for information (April 2015)

⁵ A student's leave will be shortened to 60 days after the date of the University's report to the Home Office. The student must either leave the UK or have made an application for leave to remain in the UK under another sponsor or immigration category within 60 days.

⁶ Requirements are as for Note (1) and students who are required to complete an exam in the UK before they are progressed to the next academic year will be required to obtain a [Student Visitor Visa](#) before they enter the UK and should not try to re-enter the UK with their Tier 4 visa.

⁷ In this instance students will not be reported to the Home Office and their visas will remain valid. However, the School must be able to satisfy Tier 4 attendance monitoring requirements during this period.

⁸ In most circumstances the student will require a new Tier 4 visa.

⁹ Tier 4 students are bound by a 5-year cap on their period of registration at degree level except for those studying law and other specified subjects

4.	<p>Minutes</p> <p>To approve the minutes of the meeting held on <date>. <i>(This will include minutes from any Resit Assessment Boards or Interim Assessment Panels been held since the last Assessment Board.)</i></p>	A	Chair
5.	<p>Matters Arising</p> <p>To note any matters arising not appearing elsewhere on the agenda.</p>		Chair
6.	<p>Chair's Action</p> <p>To note report of Chair's Action taken since the previous meeting.</p>	B	Chair
7.	<p>Equal Opportunities</p> <p>To note that the University operates Equal Opportunities and Race Equality policies and that details of individual students should not be discussed at the meeting (Clause 30 of University's Charter):</p> <p><i>"City University is committed to equal opportunities in all its activities. It is intended that all students should receive equal treatment irrespective of political belief, gender, sexual orientation, age, disability, marital status, race, nationality, ethnic origin, religion or social background"</i></p>		Chair
8.	<p>Assessment Regulations for the Programme(s)</p> <p>To note the Regulations for the programme(s) to be considered as contained in the attached summary.</p>	D	Chair
9.	<p>Student Debtors</p> <p>To note which students have outstanding tuition fees as their marks will not be released to students but will be considered.</p> <p><i>The University will not prevent students from progressing in their studies or graduating as a result of non-payment of fees that do not relate to tuition fee charges or graduating but reserves the right to pursue any student debt through legal agents as appropriate.</i></p>	E	Chair
Part Two – Items for discussion		Paper	Speaker
10.	<p><delete item if not appropriate> Reports</p> <p>(i) To receive and consider preliminary comments from the External Examiner(s)</p> <p>(ii) To receive and consider Moderators' comments/reports for the Programme(s)</p> <p>(iii) To receive and consider Irregularity comments/reports for the Programme</p>	F	Chair

11.	<p>Students' Results</p> <p>(i) To agree the marks obtained by each student at component and module level.</p> <p>(ii) To agree the application of compensation.</p> <p>(iii) To receive and consider the recommendations reported from the Extenuating Circumstance Panel.</p> <p>(iv) To receive and consider the recommendations reported from the Academic Misconduct Panel.</p> <p>(v) To make recommendations to Senate on students' academic performance and progress, in accordance with University Assessment Regulations.</p> <p>(vi) To make recommendations to Senate on students' academic performance, award and classification of undergraduate and postgraduate Degrees, Diplomas and Certificates in accordance with University Assessment Regulations.</p> <p>(vii) To consider statistical analysis of the distributions of marks both within and between modules, including their centre and their spread.</p>	G H I J K L M	Chair
12.	<p>Resits</p> <p>To agree the dates for the submission of resits by students and to confirm arrangements for resit examinations.</p>		Chair
13.	<p>Appeals Panels</p> <p>To confirm arrangements for Appeals panels.</p>		Chair
14.	<p>Student Prizes (if applicable)</p> <p>(i) To agree the recipients of departmental prizes/awards</p> <p>(ii) To make recommendations on candidates for University awards</p> <p>(iii) To make recommendations on candidates for national awards</p>		Chair
Part Three – Comments from External Examiners		Paper	Speaker
15.	<p>External Examiner(s) Comments</p> <p>To invite the comments of the External Examiner(s) for the programme(s) and to remind the External Examiner(s) that they should submit their annual report within two weeks of the Progression/Award Board.</p>		External Examiner
Part Four – Risk Management		Paper	Speaker
16.	<p>Risk Management</p> <p>To note any significant risks or issues to be reported by the Chair to the Chair of the relevant Board of Studies, Deputy Vice-Chancellor or Director of Student & Academic Services.</p> <p><i>This section is to record any significant risks or issues to be reported to Senate</i></p>		Chair

Part Five – For Information		Paper	Speaker
	<p>Release of Marks</p> <p>To note that results must not be released to students until the Pass List has been approved.</p>		Chair
17.	<p>Authorisation of Spreadsheets</p> <p><i>Each Board Report should be dated and signed by the Chair, External Examiner(s) present and the Secretary to the Board (as a minimum requirement).</i></p>		Chair
18.	<p>Any Other Business</p> <p>To consider any other business</p>		Chair
19.	<p>Date of Next Meeting</p> <p>To note that the next meeting will be held on <date> at <time> in <location> and will be a <progression/ award/resit> meeting.</p>		Chair

Secretary: <name>
 Email: <email address>
 Telephone: <telephone number>
 Date: <date prepared>

Student Debtors –Guidance Note for Assessment Boards 2014-15

1. Non-Tuition Fee Debt

Following the release of the Office of Fair Trading's (OFT) report on Higher Education and guidance from the Competition & Markets Authority (CMA)¹⁰, it is unfair practice for Universities to prevent students from progressing in their studies, or graduating, as a result of the non-payment of non-tuition fee student debt. The University should not withhold assessment results from a student with non-tuition fee debt.

The University is also prevented from using academic sanctions (such as withdrawing access to the Library and Information Systems, and preventing graduation) for non-academic debts (e.g. Library debts). Debts such as Library or equipment fines are monitored and collected by Library Services or the relevant School or department.

The City University's Senate Regulations have been updated to confirm that the University will not prevent students from progressing or graduating due to outstanding non-tuition fee debts. However, the University retains the right to pursue this debt through legal agents as appropriate. The Assessment Board Guidance Notes and standard Agenda for Assessment Boards have been updated accordingly.

If a student graduated with a non-tuition fee debt, the University could pursue them for payment via a debt collection agency - this decision would be made by the School or Professional Services area to which the debt relates.

The above applies to non-tuition fee debts, but not tuition fee debts.

2. Tuition Fee Debt

Following the OFT Report the University can continue to prevent students from progressing and graduating if they owe tuition fees.

Finance are reviewing the tuition fee policy to ensure there is transparency with regard to the services provided. This will cover the tuition fee collection process.

During the online registration process, self-paying students are asked to pay 50% of their fees and to indicate how they intend to pay the remaining 50% which is due in January. Provided they complete both of these actions, they are fully registered and their enrolment status on SCE changes to 'CV'. 'CV' is pending proof of ID (Passport/Visa clearance). The student then

¹⁰ The OFT closed on 1 April 2014 - its responsibilities passed to the CMA and other organisations, such as the Financial Conduct Authority.

attends in-person registration provides their ID and the enrolment status on SCE is then changed to 'C' = current.

All students who do not have a 'C' current enrolment status within 4 four weeks (28 days) of the start of their course will be withdrawn, their enrolment status on SCE will be changed to 'W' = withdrawn and they will not be given access to key University services.

Any request to extend the time a student has to register and pay their fees should be exceptional and within a predetermined set of criteria, and referred to Student & Academic Services and the Income Team in Finance for consideration.

Process

The following process is the current approved Finance method of dealing with students who have a debt as a result of the non-payment of tuition fees. Tuition fee debts will result in academic sanctions and the withholding of assessment results, progression and ultimately graduation.

i. Academic Sanctions

If a student has a tuition fee debt, Finance makes all reasonable attempts to contact and get the student to pay the tuition fee debt. If no contact has been made by the student, academic sanctions are imposed and Finance creates a report for Information Services that withdraws library and computing access to the students with a tuition fee debt. Sometimes this is permanent but it can be temporary until the debt is made good.

ii. Examinations and Assessment Boards

Only students registered with City University (with a 'C' enrolment status on SCE) should be allowed to sit exams and be assessed:

- Assessment Board Secretaries should send the Income Manager (Greg Wray) a list of their current students with a 'C' enrolment status on SITS to check for tuition fee debtors before the exams and Assessment Boards. Tuition fee debtors should have their assessment results withheld, and/or progression or graduation prevented.
- At the Boards, only students with a 'C' current enrolment status on SCE can be considered, this is critical. There may be some students with a 'C' enrolment status who are debtors. That is, they have not paid their second instalment in January. But provided a student has a 'C' enrolment status, Finance advise that they can be considered by the Board, and if they are a debtor who owes fees for the second instalment, the results should be withheld.
- It is imperative that students who do not have a 'C' enrolment status are not sitting exams and are not considered at the Board, because they will not be a registered student. If the processes for withdrawing non-registered students after 28 days is strictly adhered to, then there should not be any students without a 'C' enrolment status attending, appearing on Exam lists or coming up for consideration at a Board.

- If a student debtor (one with a 'C' enrolment status) pays their fees after Schools have submitted the above lists to Finance, Finance will notify the School. If Finance de-register a student for non-payment of fees, it is always the last resort. The Finance procedure is to contact the student several times, and offer financial help and guidance if required. Students who fail to contact Finance about their debt, or simply cannot pay in accordance with the University's limitations are eventually de-registered. When they are de-registered their enrolment status on SITS changes to 'W' = withdrawn. Hence, if only let students with a 'C' enrolment status attend, sit exams and be considered by the Board, debtors will be excluded.

iii. **Graduation**

No student with a tuition fee debt is allowed to Graduate, as the Student Records Team blocks them from purchasing graduation tickets online.

iv. **Tuition Fee Debt Collection**

Tuition fee debts e.g. student loan/sponsorship are always pursued by Finance and will on every occasion (with no discretion at all by Assessment Boards) stop assessment marks being confirmed and therefore prevent a student progressing or graduating.

- As noted previously, Assessment Boards could consider the marks of tuition fee debtors, but the marks must not be released to the student due to the tuition fee debt them (although a Data Protection Act request would mean that they have to be released to the student). In this instance, City University London would still prevent progression and graduation and the results should be released on plain paper that cannot identify the results as coming from City University London to indicate that this is not an official transcript.
- The University offers a standard two payment instalment scheme to pay tuition fees. 50% of all tuition fees must be paid when a student registers/re-registers. If a student experiences unexpected financial difficulties paying the second instalment they should contact the Income Team or visit the Student Centre who may be able to grant up to 14 days payment extension, or offer further help.
- If a student requires more than a 14 day payment extension, they will need to agree a Payment Plan with the Finance Office (Income Team). Once a payment plan has been agreed, the student will be required to supply a form of post-dated payment to fully cover any unpaid fees. They will be asked to provide Finance with their debit/credit card details, and Finance will charge the student's card automatically on the agreed due dates.
- If a tuition fee debt has been referred to our external collection agents, STA International, then Payment Plan agreements cannot be arranged with City University London. In these cases the student must contact the external collection agents on +44 (0)16 2260 0900 to arrange a payment plan directly with them.
- If a member of staff has reason to believe that the tuition fees have not been paid they should raise a query with the Income Team in Finance. Schools staff can check whether the student has a 'C' current enrolment status – if the student does not, the student has not registered or paid fees. Students should be advised that the non-payment of tuition fees will result in University services being withheld and the debt remains liable for payment.

References

Tuition Fee Policy (for staff use) <https://intranet.city.ac.uk/staff/finance/finance/financial-information/income/ar/tuitionfees.html>

Resit Fees

With the exception of two Professional Law courses (the LPC and BPTC), there is no longer a charge for resit examinations¹¹.

Whilst tuition fees are invoiced through SITS and pursued by the Income Team, resit fees are not invoiced and are controlled entirely by the School. It is the School's responsibility to ensure that resit fees are paid.

Resit fees are payable online via the Online Store. When a student pays for a resit fee on the Online Store they are issued an emailed receipt.

LPC and BPTC students will be provided with details of how to pay resit fees with their results. If students have any queries about resit fees they should contact the Gray's Inn Place School Office.

Clerical Checks

Further to the ExCo decision, the University no longer charges for clerical checks.

Validated Partners

Validated Partners follow our practice of not allowing students to graduate with outstanding debts and some, not all, charge for resits.

3. Future developments

Finance will work with Schools and other Professional Services on how students are flagged as debtors on SITS. Ideally, the SITS flag will remove itself when a student pays their tuition fees in full. Finance are also in discussions with Student and Academic Services on how non-registered students will be prevented from sitting exams.

Income Team
City University London
Northampton Square
London, EC1V 0HB
United Kingdom
T: +44 (0)20 7040 3026
E: registration-finance@city.ac.uk

April 2015

¹¹ <http://www.city.ac.uk/student-administration/exams/exam-resits>.