

## Regent College London

### Fitness to Practise Policy & Procedure

#### 1. Introduction

- 1.1. In order to discharge its responsibilities Regent College London (the College) has adopted these procedures which apply to all students following programmes accredited by professional, statutory or regulatory bodies (PSRB's) which require the College to make a 'Fitness to Practise' or equivalent declaration; where a student subject to a professional code of conduct is undertaking a relevant programme of study, is involved with activities which would be adversely impacted upon in the event of conduct or competency concerns of the student being evident.
- 1.2. Students following programmes affected by the Fitness to Practise Policy & Procedure shall not engage in any conduct which renders them not fit to be admitted to and practise that relevant profession.
- 1.3. In accepting the offer of a place at the College, students are committed to strict compliance with all the regulations, policies and procedures of the College. Students are reminded that the regulations, policies and procedures apply equally offsite and especially in the various placement settings into which students may be placed as part of their programme of study.
- 1.4. Confidentiality shall be maintained in all proceedings unless the Principal directs otherwise or when a PSRB requires notification of Fitness to Practise issues.
- 1.5. An enhanced Disclosure and Barring Service (DBS) disclosure may be required for admission to some of the College's programmes.
- 1.6. Students who are Disclosure and Barring Service (DBS) barred will not be permitted to take up a place on a programme that includes a fitness to practise element.
- 1.7. Students who are on a programme that is affected by the Fitness to Practise Policy & Procedures and who have a change to their fitness to practise status (including a change to their health status or criminal record) during their studies may be subject to the College Student Disciplinary Procedure or/and the Fitness to Practise Policy & Procedure or/and the Fitness to Study Policy as appropriate.

- 1.8. The principles contained in this procedure will be taken into account in the development and design of any programmes seeking professional body accreditation involving a 'Fitness to Practise' requirement.
- 1.9. The Fitness to Practise Policy & Procedures is not intended to replace the Student Disciplinary Procedure, Fitness to Study Policy and/or Academic Misconduct Policy & Procedures. Where a student is alleged to have committed a disciplinary offence or breached the Academic Misconduct regulations, then these procedures would normally be completed before the Fitness to Practise procedures are commenced.
- 1.10. Upon receiving a potential fitness to practise matter, the Director of Studies for the programme of study (or nominee if the Director of Studies is not available) in consultation with the Head of Academic Standards & Quality Enhancement will determine if other relevant College policies or procedures are to be invoked.
- 1.11. The alleged concern may be dealt with under the Student Disciplinary Procedure; and/or under the Academic Misconduct Policy & Procedures prior to the Fitness to Practise Policy & Procedures being invoked.
- 1.12. Temporary suspension under section 10.1 of these procedures may be invoked if deemed necessary.
- 1.13. Where appropriate, College policies align closely with equivalent policies within our university partners. In this instance, the responsibility for the policy and any right to appeal decisions made under this policy lies with the College and students do not have the right to invoke any partners' fitness to practice policy or appeals procedure.

## **2. Provision Affected by the Fitness to Practise Procedures**

- 2.1. Fitness to Practise is relevant to the following Regent College London provision:

- All programmes allied to health and social care
- Accountancy programmes which lead to professional qualifications
- Any programmes which require PSRB accreditation

### **2.2. The programmes covered by these procedures are listed in Annex 1.**

- 2.3. Programmes which are subject to these procedures should be identified at the time of initial validation, and publicised to students by inclusion in all publicly available information, including:

- Prospectuses (online and printed)

- Programme Specifications
- Programme Handbooks

### **3. Purpose of the College Fitness to Practise Policy & Procedures**

- 3.1. The curriculum in programmes with Fitness to Practise considerations addresses key practise skills to ensure students are exposed to the professional requirements of the relevant profession. In addition the College has procedures to enable appropriate investigation of fitness to practise issues if and when they emerge. Such procedures are necessary, amongst other matters, to:
- Comply with the requirements of the professional bodies;
  - Protect individuals the student has contact with during professional training;
  - Ensure students are appropriately prepared for entry to the profession, have developed professional attitudes and clearly understand and demonstrate professional and competent behaviour;
- 3.2. It should be noted that academic staff and work-based supervisors or mentors have a responsibility (and may have a professional duty) to report causes for concern about a student's fitness to practise.
- 3.3. Under the provisions of the Safeguarding Vulnerable Groups Act 2006, the College is required to:
- Ensure that students engaged in a regulated activity have obtained an enhanced Disclosure and Barring Services (DBS) certificate which covers both children and adults; and
  - Check their DBS status before commencing a work-based placement.
- 3.4. The College must not knowingly allow a barred individual to engage in a regulated activity and must refer certain information to the DBS where permission is withdrawn for the individual to engage in regulated activity or would or might have done so had the individual not ceased the activity. Regulated activities include activities that involve contact with children or vulnerable adults as defined in the College Safeguarding Policy and Procedures.<sup>1</sup>

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<sup>1</sup> Safeguarding Policy and Procedures

#### **4. Principles relating to Student Conduct and Behaviour**

- 4.1. Students on a programme leading to a professional qualification should refer to the professional standards of that profession. The following is intended as an indicative guide.
- 4.2. Students are required to act at all times in the best interests of their patients, clients, service users, students, work placement supervisors, mentors and colleagues, or any other individual or group they can reasonably be expected to come into contact with through the requirements and expectations of their programme and in accordance with its nature and the profession it relates to.
- 4.3. Students are required to conduct themselves in a professional manner consistent with reasonable expectations of conduct and behaviour within the profession associated with their programme at the College.
- 4.4. The following is a non-exhaustive list of alleged behaviours which are likely to lead to the Fitness to Practise Procedures being invoked:
- Exploiting the vulnerability of others;
  - Physical, sexual or emotional abuse;
  - Inappropriate relationships with patients, clients, students or service users;
  - Exploiting the vulnerability of a patient or professional client to establish a sexual relationship;
  - Acting in a violent or threatening manner on or away from College premises; Misuse of social media;
  - Chronic drug or alcohol abuse;
  - Conviction of a criminal offense;
  - Being DBS barred;
  - Falsifying records;
  - Any action of omission that may create a safety risk to others;
  - Breach of the duty of confidentiality, except where permitted or required under statutory provisions or professional body codes of conduct;
  - Lack of honesty or trustworthiness, e.g. failure to disclose previous criminal convictions, proven use of unfair means in assessment;
  - Refusal to carry out a lawful and reasonable instruction that could result in immediate harm to others;
  - Failure to respect the rights and dignity of patients, clients, service users, students, work placement supervisors, mentors and colleagues, irrespective of age, gender, race, ethnic origins, disability, sexual orientation, religion and belief, socioeconomic background.
  - A chronic health or medical condition which cannot be alleviated sufficiently by appropriate treatment or reasonable adjustment;
  - Failure to rectify behaviour that has been subject to any disciplinary actions under the College's regulations;

- Repeated inappropriate behaviour towards others;
- Any other circumstance which may call into question a student's fitness to be admitted to and to practise their profession.

- 4.5. Students shall report to the appropriate authority (e.g. a PSRB) and to the College, actions by others that may put patients, clients, service users, students, work placement supervisors, mentors, staff and colleagues at risk. Failure to report could lead to disciplinary action being taken against the student. Students making a report in these circumstances must identify themselves. Students making a report (whistleblowing) will be protected by law.
- 4.6. Students on programmes subject to these procedures are required to disclose any criminal convictions (including spent convictions under the provisions of the Rehabilitation of Offenders Act 1974) and inclusion on the DBS's barred lists at application stage to the College and whilst the student remains registered on the programme. If a student fails to disclose the required information and it subsequently becomes known, the student will be referred to the relevant Fitness to Practise panel.
- 4.7. Only the Principal (or in the Principal's absence the Principal's nominee providing the nominee is a member of the College Senior Leadership Team and they inform the Principal of the suspension so that they may affirm the action) shall have the right to suspend a student for misconduct or any good and urgent cause including those associated with Fitness to Practise Policies & Procedures (see section 11).
- 4.8. Only the Principal shall have the right to expel a student for misconduct or any other good and urgent cause including those associated with Fitness to Practise Policies & Procedures (see section 12.13.g).

## **5. Principles relating to Student Health**

- 5.1. Students should understand that their physical or mental health may be a reason for them to be deemed unfit to practise, notwithstanding the requirements of the Equality Act 2010. As a consequence they may not be able to successfully complete the programme for which they are enrolled. (Students are also referred to the Fitness to Study Policy, Students at Risk Policy and Student Pastoral Care Policy, which may be relevant.)
- 5.2. **Students may be required, as a condition of admission to a programme, to demonstrate that they meet the health requirements of the professional body for which successful completion of the programme could lead to registration. The College may require applicants to complete a health questionnaire and reserves the right to refer the applicant for specialist medical advice and for the resulting report to be made available to the College.**

- 5.3. Students are required to inform the College prior to admission about any conditions for which reasonable adjustments within the meaning of the Equality Act 2010 may need to be made to programme arrangements.
- 5.4. A student whose physical or mental health conditions change while registered on the programme should seek advice in the first instance from their programme leader about the implications for their continuation on the programme or their entry to the profession. Students are required to inform the College either directly, or through Student Welfare, of any changes in their physical or mental health which could affect their fitness to practise.
- 5.5. A student whose physical or mental health deteriorates while registered on the programme, should seek advice from their programme leader, the relevant professional body and, where appropriate, their employer about the implications for their continuation on the programme or their entry to the profession. Students are required to inform the College either directly, or through Student Welfare, of any deterioration in their physical or mental health which could affect their fitness to practise.
- 5.6. The following is a non-exhaustive list of circumstances with the potential to impact on a student's professional performance which are likely to lead to the Fitness to Practise Policy & Procedures being invoked on health grounds:
- Chronic alcohol or drug abuse;
  - Severe or relapsing mental ill health;
  - Failure to comply with a treatment programme or to maintain medication;
  - Failure to disclose medical conditions as required by the professional body and/or placement provider; and/ or
  - Failure to practise safely including preventing transmitting infection to others.
- 5.7. **As a condition of returning to study, a student who has been absent due to Fitness to Practise issues will need to obtain confirmation of their fitness to return to study from external advisors if the College considers this to be necessary to execute its duty of care to staff, students and/or third parties who may be affected.**
6. **Principles relating to academic failure**
- 6.1. **Students should understand that if they are found to be in breach of these Fitness to Practise Policy & Procedures then an Assessment Board may decide to act to remove some or all of their academic credit achieved on the programme thus far, including but not confined to any credits that might otherwise lead to them being able to claim an interim award recognised in any way by the profession.** The awarding body will be made aware of the circumstances and will be asked to support and affirm the decision of the Assessment Board.

- 6.2. Students should understand that academic failure during their programme including in relation to work-based experience may result in the termination of their enrolment on the programme on fitness to practise grounds.

## **7. Variations to the Procedure**

- 7.1. The College reserves the right to vary any stage of this procedure as it deems appropriate, after consultation with Student Representatives, in order to comply with any current legal obligations and best practice;
- 7.2. Where mention is made in this procedure of action by a specific post holder or role holders this action may be delegated to an appropriate nominee where warranted by the circumstances, for example, where there is or may be any potential conflict of roles or interests, or the specific post holder or role holder is absent, so long as the nominee has appropriate experience to be able to act on behalf of the specific post or role holder.

## **8. Invoking the Fitness to Practise Procedures**

- 8.1. Any concerns that a student enrolled on a programme to which these procedures apply may have acted in such a way, or may suffer from a health problem, which would render that student not fit to practise must be reported in writing to the relevant Director of Studies.
- 8.2. Concerns may be raised by staff, students, work based supervisors, mentors, clients, patients, service users or members of the public. Anonymous reports will not normally be considered, however, in exceptional circumstances the Director of Studies may act on a report on the basis that the reporter's identity remains confidential.
- 8.3. Where appropriate, the advice of the relevant PSRB may be sought before commencing any action under these procedures.
- 8.4. In consultation with the Head of Standards & Quality Enhancement, the Director of Studies will make a decision to determine if the reported cause for concern:
- a. can be dealt with in an informal manner; or
  - b. is a matter of competence which:
    - i. requires investigation and/or
    - ii. which requires referral of the case to the Assessment Board Chair for a decision based on academic grounds (see 8.8); or
  - c. is a matter of conduct and/or behaviour which:
    - i. requires investigation; and/or
    - ii. requires the invoking of the College's Student Disciplinary Procedure, and/or other College procedures; and/or

- iii. requires immediate action by the Director of Studies due to the severity of the issue as presented this may require involvement of the Principal if temporary suspension of the student is necessary (see section 11.1)
- 8.5. Normally when a cause for concern is regarding a student's behaviour or attitude the issue will initially be considered under the College's Student Disciplinary Procedure.
- 8.6. Where findings of fact are made under the Student Disciplinary Procedure, those facts may be relied upon under this Fitness to Practise Policy & Procedure.
- 8.7. Where it is decided that the concern does not fall under the College's Student Disciplinary Procedure and is one of competence, the issue will be dealt with in terms of the student's ability to meet the competency standards of the professional body.
- 8.8. Fitness to Practise issues that are based on competency issues may be considered by the Chair of the relevant Assessment Board in order that a decision can be taken regarding continued progression on the programme of study.
- 8.9. Following the case being considered under the Student Disciplinary Procedure, the Director of Studies in consultation with the Head of Academic Standards & Quality Enhancement will determine if there continues to be fitness to practise issues to be considered and therefore progress the concern under the Fitness to Practise Procedure.
- 8.10. On rare occasions the behaviour and/or conduct of a student does not invoke the Student Disciplinary Procedure but it is deemed that their fitness to practise may be impaired or compromised and is a cause for concern. On these occasions, the Fitness to Practise Policy & Procedure may be invoked without prior consideration under the Student Disciplinary Procedure.
- 8.11. Where it is decided that the concern is to be dealt with under the Fitness to Practise Policy & Procedure the matter will be referred to the Fitness to Practise Panel and a Fitness to Practise Hearing will be arranged.
- 9. Further Investigation Stage**
  - 9.1. The Fitness to Practise Hearing may be preceded by further investigation if the Director of Studies and/or the Head of Academic Standards & Quality Enhancement consider that more information pertaining to Fitness to Practise issues are required.
  - 9.2. In the event of further investigations being required an Investigating Officer will be allocated to conduct an investigation and/or make enquiries in order to gather facts and information. An Investigating Officer may be any appropriate member of College staff and, as far as is reasonably practicable, will be unconnected to the case. The enquiries may include a fact-



gathering investigatory meeting with the student in question. This is for the purpose of fact-finding, and no decision on disciplinary action will be taken until after a Fitness to Practice hearing has been held. The student will be informed of the allegations and that an investigation is taking place.

- 9.3. A student involved in the investigatory stage is expected to cooperate fully and promptly and provide such assistance to the Investigating Officer as is required. This will include informing the Investigating Officer of the names of any relevant witnesses, disclosing any relevant documents to them and attending any investigative interviews. The student and any witnesses will be advised as to the sensitive nature of the investigation and the need for confidentiality.
- 9.4. The extent of any investigation and/or enquiry will depend on the nature of the concerns and will vary from case to case.
- 9.5. In cases whereby the Fitness to Study Policy is to be invoked this will form part of the investigation and will inform the actions to be taken and the student will be informed of this decision.

## **10. Temporary Suspension from Work-Placement**

- 10.1. Whilst investigations of the allegations are being undertaken it may be necessary for work placement arrangements to be temporarily suspended if it is considered by the Director of Studies (or nominee) that there are good and urgent causes for concern and/or risk to the student or others in a work placement setting. The temporary suspension of the work placement arrangements will be notified to the student in writing.
- 10.2. Temporary suspension from a work placement setting whilst investigation is being undertaken is not in itself a sanction and does not imply that any decision has already been taken about the student's case.

## **11. Temporary Suspension from the College**

- 11.1. The College may determine during the investigation process that there is a good and urgent cause why the student's continuing attendance at the College cannot be justified or, where it is felt the student's continuing attendance may hamper an investigation, then the student may be suspended from studies by the Principal (or in the Principal's absence the Principal's nominee providing the nominee is a member of the College Senior Leadership Team and they inform the Principal of the suspension so that they may affirm the action). The suspension will be confirmed to the student in writing.
- 11.2. Suspension is not in itself a disciplinary sanction and does not imply that any decision has already been made about the student's case.

## **12. Purpose and Authority of the Fitness to Practise Panel**

- 12.1. When a decision has been taken to initiate the formal Fitness to Practise Procedure, the student should be informed in writing of the decision to hold a Fitness to Practise Hearing. The Chair of the Hearing shall be a member of the College's Senior Leadership Team. Such notice will also detail the Fitness to Practise concerns that will be considered by the Fitness to Practise Panel, clearly state the date, time and place of the hearing, and state the student's right to be accompanied by a companion (this may be a student but not a legal representative). The notice will also invite the student to inform the Head of Academic Standards & Quality Enhancement of any reasonable adjustments that are required which will be accommodated where reasonably practicable.
- 12.2. At least 5 working days before the date of the Fitness to Practise Hearing, the student should be provided with information and copies of any relevant documents and/or witness statements gathered as part of other procedures or the investigatory stage of the Fitness to Practise Procedure that will be used at the hearing.
- 12.3. Where evidence has been gathered for other College or work placement-based procedures such as the Student Disciplinary Procedures that evidence will be used for Fitness to Practise Hearing purposes and where findings of fact are made under the Student Disciplinary Procedure, those facts may be relied upon under this Fitness to Practise Policy & Procedure.
- 12.4. In all cases where a witness' identity is to be kept confidential, the student will be provided with as much information as possible in relation to the evidence provided by the witness in question, whilst maintaining confidentiality.
- 12.5. Reasonable time should be permitted for the student to arrange for the Student Representative to attend and for the student to prepare for the Hearing.
- 12.6. The student should attend the Fitness to Practise Hearing. Where the student is unable to attend the Hearing for reasons beyond the student's control, they should inform the Head of Academic Standards & Quality Enhancement and the Hearing will be adjourned to another day. The College will give notice of the rearranged hearing. Unless there are special circumstances mitigating against it, if the student is unable to attend the rearranged Hearing, the Hearing may take place in the student's absence.
- 12.7. If the student does not attend the Hearing without giving notice and/or without good reason the Fitness to Practise Hearing will be held and a decision made on the information and evidence available to the Hearing Panel.
- 12.8. The Purpose of the Fitness to Practise Panel investigation and Hearing is to determine whether the student's Fitness to Practise is impaired and any action to be taken.

- 12.9. The membership of the Fitness to Practise Panel shall normally be:
- A member of the College Senior Leadership Team (The Chair);
  - The Director of Studies (or nominee) ;
  - The Head of Academic Standards & Quality Enhancement (or nominee);
  - A senior academic from another programme; and
  - (where appropriate) a representative of the profession concerned, who may be from the awarding university or the relevant professional body;
- In cases involving the student's health, a member of the College's Student Welfare team may be present to provide advice to the Panel if deemed appropriate by the Chair but this person shall not be party to the final decision on the course of action to be adopted.
- A secretary for the Panel will be organised by the Director of Studies.
- 12.10 If the student is accompanied by a fellow student or Student Representative, that person may make representation and ask questions but should not answer questions on the student's behalf. The student may request to confer privately with their companion at any time during the Hearing.
- 12.11 At the Hearing the Chair will explain the process that will be followed and will confirm the concerns relating to the student's fitness to practise. The case against the student will be presented, together with any supporting evidence, including the findings of other College or work placement-based procedures. The student (or their companion) shall set out their response, referring where appropriate to evidence. The Fitness to Practise Hearing may be adjourned if the Chair deems that further investigations are necessary. The student will be given reasonable opportunity to consider any new information obtained before a Fitness to Practise Hearing is reconvened.
- 12.12 After the Fitness to Practise Hearing the Panel will determine whether the student's Fitness to Practise is impaired and if so what the appropriate action should be.
- 12.13 Following its deliberations, the Panel shall determine whether:
- a. To dismiss the case or concern that has been raised;
  - b. Where appropriate, issue a formal warning, to be placed on the student's record, that the student's future conduct will be monitored, and that the treatment of any future misconduct within 12 months will take such warning into account;
  - c. Where appropriate, and following advice from Student Welfare, permit the student to continue on the programme with appropriate treatment and support in place and as informed by the Fitness to Study Policy, Students at Risk Policy and/or Student Pastoral Care Policy (as appropriate). A reasonable period of monitoring may also be stipulated;
  - d. Require the student to re-sit a specified part or parts of the programme where permitted by College, awarding institution or PSRB regulations (as appropriate);
  - e. Require any other action considered appropriate by the Panel to enable the student's successful completion of the remainder of the programme;

- f. Resolve that the student's studies on the programme leading to a professional qualification be terminated but that the student be permitted to apply to transfer their registration to an alternative academic qualification; and/ or
  - g. Where the recommendation from the Fitness to Practise Panel is that the student should be excluded for a specific time; or that the student's registration for the programme be terminated and that the student be expelled from the College, the recommendation will be considered by the Principal for affirmation.
- 12.14 The Chair of the Fitness to Practise Panel will confirm to the student in writing, usually within five working days of the hearing, the outcome of the Fitness to Practise hearing including, where appropriate the Principal's affirmation of the recommendation of exclusion or expulsion.
- 13. Right of Appeal**
  - 13.1. In the letter confirming the outcome of the Fitness to Practise Hearing, the student will be notified of their right to appeal.
  - 13.2. An Appeal is heard by a nominated "Appeal Officer".
  - 13.3. When an appeal is against any sanction other than expulsion, the Appeal Officer will be a member of the Senior Leadership Team who has not had any previous involvement with the case, as far as is reasonably possible.
  - 13.4. When an appeal is against expulsion, the Appeal Officer will be the Principal (or their nominee).
  - 13.5. A request for an appeal should be lodged in writing with the Head of Academic Standards & Quality Enhancement within ten working days of written notification being sent to the student of the outcome of the disciplinary hearing. The request for an appeal should state the full grounds for the appeal. The grounds for an appeal may be:
    - a. There was a procedural irregularity in the conduct of the Fitness to Practise Panel or the investigation that may render the original decision unsafe;
    - b. New material evidence is available which the student was unable, for valid reasons, to provide earlier in the process and which may have resulted in a different outcome;
    - c. The outcome (whether the decision or sanction) was unreasonable.
  - 13.6. The student will be notified in writing of the arrangements for the appeal and their right to be accompanied by a companion who will normally be a Student Representative. The notice will also invite the student to inform the Head of Academic Standards & Quality Enhancement of any reasonable adjustments that are required which will be accommodated where reasonably practicable. An appeal hearing will be held, where possible, normally within ten working days following receipt of the request.
  - 13.7. The student should attend the appeal hearing. Where the student is unable to attend the Hearing for reasons beyond the student's control, they should inform the Head of Academic

Standards & Quality Enhancement and the Hearing will be adjourned to another day. The College will give notice of the rearranged hearing. Unless there are special circumstances mitigating against it, if the student is unable to attend the rearranged Hearing, the Hearing may take place in the student's absence.

- 13.8. If the student does not attend the appeal hearing without giving notice and/or without good reason the hearing will go ahead and a decision will be made by the Appeal Officer based on the information and evidence available to them.
- 13.9. At the appeal hearing, records and notes from the Fitness to Practise hearing and any new evidence will be made available to the Appeal Officer who will review the evidence. Any new supporting evidence that will be considered at the appeal hearing should be provided by all parties no later than five working days before the appeal hearing.
- 13.10 After the appeal hearing the Appeal Officer will make a decision as to whether the original disciplinary sanction(s) should be upheld, amended or revoked.
- 13.11 The student will be informed of the outcome of the appeal in writing within five working days of the appeal hearing.
- 13.12 There is no further right to appeal and the procedure is exhausted at this stage.
- 13.13 In circumstances where the Appeal Officer determines to uphold an appeal by a student the following action will be taken:  
In the case of a formal warning being given the warning will be removed from the student's record;
  - a In the case of the student being permitted to continue on the programme with appropriate treatment and support in place and as informed by the Fitness to Study Policy (as appropriate) with or without a period of monitoring – the arrangements will be revoked
  - b In the case of the student being required to re-sit a specified part or parts of the programme where permitted – this requirement will be rescinded;
  - c In the case where other actions have been required by the Panel enable the student's successful completion of the remainder of the programme – these requirements will be rescinded;
  - d In the case where the student's studies on the programme leading to a professional qualification are to be terminated but that the student be permitted to apply to transfer their registration to an alternative academic qualification – the decision will be revoked
  - e In the case of exclusion for a specific time or expulsion, the student's status will be reinstated from the date the exclusion or expulsion took effect and the student will not be deemed to have had any break in their studies.

## **14            Completion of Procedures and the Office of the Independent Adjudicator**

- 14.1 In the letter confirming the outcome of the appeals hearing, the student will be notified by way of the accompanying Completion of Procedures letter of their right to request an independent review by the [Office of the Independent Adjudicator Higher Education\(OIAHE\)](#). The OIAHE is an independent body set up to review student complaints. It is a free service for students and deals with individual complaints against higher education institutions in England and Wales. For the OIAHE to consider a complaint the complainant must present Regent College London's Letter of Completion together with a fully completed OIAHE [Complaint Form](#) to the Office of the Independent Adjudicator. Guidance on eligibility and the rules of the IOAHE are given at <http://oiahe.org.uk/media/42281/guidance-note-scheme-eligibility-march-2013.pdf>. The Complainant has one calendar year from the date of Regent College London issuing the Letter of Completion to refer a complaint to the Office of the Independent Adjudicator.

## **15            Keeping of Records**

- 15.1 Where the case against the student is upheld, the Panel will refer the decision to the Head of Academic Standards & Quality Enhancement who will notify the relevant internal and external bodies.
- 15.2 Records of the Fitness to Practise case will be kept for the period of the active sanction and in line with the College's data retention schedule and will be destroyed thereafter. These records will include the issues raised against the student, the student's defence, findings made and action taken, the reason for action taken, whether an appeal is lodged and the outcome. Notes of any formal meetings will also be kept.

## **16            Other Related Policies**

- 16.1 Other related policies can be found on the College VLE (HELP).

## **17            Monitoring and Review**

- 17.1 This procedure will be monitored and reviewed by the Regent College London Senior Leadership Team and Academic Board. The outcome of such monitoring and review will be published on an annual basis to this body.

**18. Equality Impact Assessment**

- 18.1 Regent College London is committed to the promotion of equality, diversity and a supportive environment for all members of our community. Our commitment to equality and diversity means that this policy has been screened in relation to the use of plain English, and the College's commitment to eliminating discrimination and advancing equality on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief (including lack of belief), sex and sexual orientation.

**19 Dissemination of and access to the Policy**

- 19.1 This policy is published on the College VLE (HELP).

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