

Higher Education Student Disciplinary Policy & Procedure

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1. Introduction

- 1.1. The College's *Higher Education Strategy 2017-20* recognises that Higher Education (HE) has "undergone a cultural shift, with students now at the centre of that shift and expecting a distinctive HE identity that defines their time at the College." As a consequence, there is a reciprocal expectation of HE students and the College, which is reflected in part in the *Higher Education Student Charter*. See *Appendix below*, which outlines some of the respective responsibilities of the College and of HE students in relation to, among other things, 'learning, teaching and assessment', 'accommodation and resources', 'community and student voice'.
- 1.2. At a College-wide level across all of its student communities, the College, through its mission and core values and Strategic Plan 2017-20, intends to create "An inclusive environment built on mutual respect, positive experiences and the celebration of talented and diverse communities". The College is also responsible to external regulators, such as the Office for Students, and to its validating partners, who award the undergraduate, graduate and sub-degree programmes offered by the College for maintaining academic standards and ensuring continuous improvement of the student academic experience. Consequently, a detraction from these requirements and expectations is likely to warrant disciplinary action, which is the focus of this document.
- 1.3. This Disciplinary Policy & Procedure observes the Common Law rules of Natural Justice, in accordance with the [Articles of the Human Rights Act 1998](#), which among other things ensures a fair, unbiased hearing, allowing those subject to proceedings (such as disciplinary proceedings) to be given a fair opportunity to both state their case and to know and answer the other side's case.
- 1.4. In accordance with the Equality Act 2010, reasonable adjustments to the process may be made to accommodate students defined as having disabilities.
- 1.5. A copy of the Higher Education Student Disciplinary Policy & Procedure will be published on the higher education section of the College's website and internally on the College's VLE.
- 1.6. The following terms in this document have the meanings indicated below:

"A friend" includes a fellow student at the College, a representative from the College's Students' Union or a relative. This does not include a person attending in a legal capacity.

"Commissioned work" includes but is not limited to live briefs which form part of an HE programme and which are overseen by the College, whether arranged by the College or the student.

"Conduct" refers to the day-to-day activities of fellow students and/or College staff in teaching, learning, assessment, non-academic (e.g. support functions), social or residential environments managed by, or on behalf of the College, and to alleged gross misconduct off-site.

“Higher Education / HE” refers to HE undergraduate, graduate and sub-degree programmes overseen by or associated with the Faculty of Higher Education.

“Student” refers to all those enrolled on a HE undergraduate, graduate and sub-degree programme overseen or associated with the Faculty of Higher Education.

“Work placement” is any work-related setting overseen by the College as part of the HE programme, whether arranged by the College or the student.

2. Conduct

2.1 Students will be subject to disciplinary proceedings under this policy and procedure if they:

(a) Engage in any conduct that prevents, obstructs or disrupts:

- Teaching, learning, assessment, research, professional activity within the College
- The administration of the College
- Any member of staff from discharging their duties
- Any other student or learner from pursuing their studies
- The occurrence or conduct of any lawful meeting within the College
- An official programme related trip in the UK or abroad
- An investigation by College staff into a student complaint
- An investigation by College staff into the conduct of members of staff, including relating to a grievance and disciplinary proceedings

(b) Obstruct or attempt to obstruct access of staff, students or members of the public entering as normally permitted any building or premises within the College’s control.

(c) Commit any breach of policies and procedures relating to Health and Safety, Equality and Diversity, Safeguarding, Freedom of Speech and the use of e-mails, software and datasets and all other services, facilities and resources.

(d) To seek to apply this policy and procedure or another College policy and procedure in a manner that is vexatious, for instance to require unreasonable turnaround times to an official investigation into a complaint or accusation, to threaten to publicise events being investigated before the investigation is concluded (and thereby having the potential to be defamatory or bringing the Faculty and/or College into disrepute), unauthorised sharing of confidential or sensitive information with others (whether they are party to the investigation or

not) with a view to facilitating further complaints or to cause distress to others and to act in a way that circumvents or is otherwise deleterious to rules of Natural Justice.

Offences against the person

- (e) Assault, sexually harass or otherwise intimidate any fellow student or learner, member of the College's staff or person visiting the College, or engage in discriminatory behaviour in contravention of the College's policies on [Equality and Diversity](#) and [Safeguarding](#). As a student you are expected to use all forms of social media responsibly both inside and outside the College.
- (f) For further information please see link below provided by the crown prosecution service
http://www.cps.gov.uk/legal/a_to_c/communications_sent_via_social_media/index.html

Offences against property

- (g) Misappropriate, deliberately misuse, maliciously damage, retain (without authorisation) any equipment, learning materials, student work, furniture or fittings belonging to, or under the control of the College or being the personal property of any student or learner or member of staff or visitor to the College.
- (h) Misappropriate any funds or assets of the College.

Trespass

- (i) Enter or remain in an area from which they have been excluded or take part in any trespass or unauthorised occupation of any building or premises owned or used by the College.

Occupation will be deemed to be unauthorised if it is carried on after reasonable notice to desist has been given by College staff or if students have occupied a building or premises or part thereof where access by students is normally prohibited, or scheduled to take place.

Anti-social behaviour

- (j) Behave in a disruptive or violent manner in learning, teaching, assessment, social or work placement environments or during consultations/meetings with stakeholders for commissioned work as part of the student's programme and/or accommodation managed by the College or its validating partners.
- (k) Engage in substance misuse and/or illegal supply of Class A, Class B or Class C drugs within the learning, teaching, assessment, social or work

placement environments, Halls of residence or during consultations/meetings with stakeholders for commissioned work as part of the student's programme or on programme related trips and/or accommodation managed by the College or its validating partners.

- (l) Engage in communication with staff or other students which is offensive or defamatory.
- (m) Engage in inappropriate conduct while on a programme related trip in the UK or abroad. 'Inappropriate conduct' includes but is not limited to drinking alcohol with members of College staff on the trip beyond a small quantity with lunch or dinner, not conforming to local laws, conduct that could bring or has brought the College into disrepute, behaving in a disruptive or violent manner, malicious communication with other students and/or staff on the trip (whether employed/engaged with or studying at the College or another institution), placing others at (increased) risk of personal injury.

Academic offences

- (n) Commit or are implicated in cheating, plagiarism, collusion; or attempt to achieve any form of unfair advantage using others' work, including but not limited to written work, work-related projects (including live briefs) and creative artefacts, whether completed or in progress.

Such offences shall be investigated and any sanction determined according to relevant regulations, policies and procedures relating to validating partners' requirements for programmes validated by them. These documents can be found on the higher education section of the College's website under the relevant validating partner (e.g. University of the Arts London, University of East Anglia, University of Essex, Open University).

The use of files and documents

- (o) Invade, abuse or attempt to abuse the security, integrity or privacy of any files or confidential material, whether or not subject to protection under the Data Protection Act 2018, including computerised systems of the College and in contravention of the College's *Acceptable Telecommunications, Network and Internet Use Statement*.

Criminal offence

- (p) Commit any criminal offence (including the infringement of copyright) or conduct themselves on the premises of the College in a manner that would amount to a criminal offence were it committed in a public place. This would include all criminal offences committed inside and outside of the College that would impact on their studies and/or bring the College into disrepute. A risk

assessment will be undertaken for all criminal offences which would run in parallel with the College's existing Safeguarding Policy.

Miscellaneous

- (q) Otherwise commit a breach of any regulation, policy, procedure, code of practice or code of conduct, charter implemented by the College.
- (r) Where a current student is also a member of staff (e.g. lecturing on programmes at the College), either, both or all three of the *Higher Education Student Disciplinary Policy and Procedure*, the *Disciplinary Policy and Procedure* (for College staff) and the *Probationary Review Policy* could apply, depending on the allegations or complaints made or issues identified, at the discretion of the Dean of Higher Education and Human Resources department. The investigations could be inter-related or completely separate depending on the allegations or complaints made or issues identified.
- (s) Where allegations or complaints have been made or issues identified that relate to the conduct of staff or students from another institution, as well as the College's staff or students, the Dean of Higher Education will, after seeking advice from the human resources department, treat the part relating to the conduct of staff or students from another institution as a disclosure and pass on such associated statements to the human resources department of the institution concerned as appropriate. The remaining matters pertaining to the conduct of the College's staff or students will be investigated under the *Higher Education Student Disciplinary Policy and Procedure* and/or the *Disciplinary Policy and Procedure* (for College staff) and the *Probationary Review Policy* as appropriate.

Where in effect there is a 'reciprocal disclosure' (i.e. the institution receiving the disclosure about the conduct of their staff or students from the College responds to that disclosure by a disclosure of its own relating to the conduct of staff or students at the College, and this relates to the same or associated matter or provides evidence that the allegations are malicious in nature or unfounded), the College may then investigate this disclosure under the *Higher Education Student Disciplinary Policy and Procedure* and/or the *Disciplinary Policy and Procedure* (for College staff) and/or the *Probationary Review Policy*, as appropriate.

- 2.2 The offences specified in 2.1 above are not intended as a definitive list. Where there is doubt, the Dean of Higher Education shall decide the procedure to be followed in a particular situation, having regard to the standards of conduct implied in 2.1 generally.

3. Gross misconduct

- 3.1 Any offence whether onsite or external (including allegations of criminal behaviour as further detailed in section 4.5 below) in which the offender commits physical violence, malicious abuse, theft, fraud or other fundamental breach of trust or negligently endangers staff or students or visitors must be regarded as gross misconduct and could therefore lead to immediate suspension pending a disciplinary hearing and possible withdrawal from the programme and expulsion from the College. Nothing in this policy and procedure shall prevent a student from being suspended immediately on grounds of gross misconduct.

4. Action on misconduct

Immediate Action - incidents on premises under College control

- 4.1 Any member of staff may with good cause require a student to leave a specific room or area should a situation develop that cannot after reasonable endeavours, be otherwise resolved. This includes students who are also members of College staff where they are attending as a student when the issue arises. However, members of staff do not have the authority to bar students from the College facilities and resources beyond immediate resolution of a difficult situation. **Such a decision can only be taken by the Dean of HE or a member of the SLT Team.**
- 4.2 Following a requirement to leave, the matter can only be extended into a formal suspension of the student through the procedure detailed within the *Higher Education Student Disciplinary Policy and Procedure*.
- 4.3 Any refusal to leave or similar escalation of the situation should be referred immediately to management level or above within the Faculty of Higher Education (i.e. to a Programme Partnership Manager or Dean of Higher Education respectively). Support from College's Estates/Security team will be requested if necessary. The police will be called if the manager or above deem it appropriate.
- 4.4 The request to leave with outline details of the incident leading to it, together with any refusal to leave shall be reported by e-mail to the Dean of Higher Education, who will revert to the relevant sections of this policy and procedure.

Immediate Action – alleged criminal behaviour and police involvement

- 4.5 Allegations of criminal behaviour (on or off-site, including trips abroad) may come to staff's attention in three ways:
- (a) Allegations by another member of the Faculty/College/wider community (e.g. student, learner, staff or visitor)

(b) Allegation by an external party (e.g. neighbour, member of public)

(c) Report/enquiry from the police.

- 4.6 In all instances, the Dean of Higher Education should be informed, who will seek advice from relevant members of the College (including but not limited to the Head of Student Services & The Student Services Manager (safeguarding & pastoral)) on questions of liaison with police and informal progress.
- 4.7 In cases 4.5 (a) and (b) above, if the allegation is potentially gross misconduct, the matter should be directed to the police after relevant internal advice has been sought and the Vice Principal of Student Support informed. That is, the person making the allegation should be advised to contact the police. College staff should refer to the Safeguarding Team for any support with reporting the incident to the police. Staff will be called in as witnesses if required.
- 4.8 Once the police are involved with the alleged incident, their advice should be sought as to what further action the Faculty/College/wider community might take. The relevant members of SLT should continue to be informed and consulted. Apart from a suspension, it is likely that the police will require that no further investigation is undertaken, as this might damage the proper proceedings for a charge.
- 4.9 If the matter is not referred to the police or the police refer the matter back to Faculty/College/wider community internal action only, it should be dealt with promptly utilising the procedures indicated in this section or Section 5 below, but with an awareness of the particular problems around cases of an interpersonal nature (e.g. student allegations about fellow students). In such instances, a counter allegation is often offered/made as a defence. Hence, suspension (if the police are not involved) should be used based on the civil law test of 'balance of probabilities' i.e more likely than not/ 51% or more percent likelihood) as suspension of only one party leaves the School/College/University in a very vulnerable position. **The student will be suspended without prejudice while an investigation takes place.**

Vexatious claims and/or unreasonable demands

- 4.10 Where one party (e.g. the first party to make the allegation) demands that other students subject of the allegation(s)) be disciplined or suspended and seeks to accelerate the process of investigation unduly by threatening to make complaints or unduly seek changes to the parties investigating, such demands could be viewed as vexatious and (potentially) interfering with the proper conduct of the investigation and natural justice, unless evidence to the contrary is available. The party making the above demands should be reminded of section 2 of this policy and procedure. Any threats to publicise/disclose allegations that are being investigated and yet to be proven should be met with a caution that such

publication/disclosure could amount to defamation for which they could be personally liable and if the publication/disclosure has the potential of bringing the Faculty or College into disrepute, this could lead to disciplinary action against them under this policy and procedure. Again, the party making the above demands should be reminded of section 2 of this policy and procedure.

Whistleblowing / public interest disclosure

- 4.11 There may be instances where a disclosure is made internally by a student (who might also be an employee or worker at the College or on a placement as part of the programme) and/or who could also seek to make the disclosure outside the College. Where this appears to be the case, the Dean of Higher Education should consult with the relevant Programme Partnership Managers and Human Resources Department to identify whether or not it is a protected disclosure within existing legislation, government guidance and the College's Whistleblowing Policy and Procedure. Where it is classed as a protected disclosure or subject to such legislation, guidance or policy and procedure, the Dean of Higher Education should proceed accordingly, continuing to liaise with the Human Resources Department when considering the application of Higher Education Student Disciplinary Policy and Procedure.

5. Initial and extended suspension

- 5.1 The Dean of Higher Education has the authority to suspend students of the Faculty of Higher Education. Where higher education students are managed outside of the Faculty (such as PGCE students and HNs in Construction and Engineering), the Dean of Higher Education can recommend suspension to the relevant managers of such programmes. Where the recommendation is not followed, the matter can be referred to the Principal for final decision.
- 5.2 Within three working days of their suspension, students must be sent to their registered address written confirmation (by post or e-mail), explaining why they have been suspended and for how long. Extensions to suspension should also be communicated clearly and promptly, once the decision to extend suspension has been made. In cases in which suspensions are extended the member of the College leadership & management team undertaking the investigation should meet the suspended student to discuss the situation with them.
- 5.3 Where the College has been notified that the police are involved, proceedings may be deferred until police guidance concerning further legal action is received. In such cases, an explanatory meeting will be held within 72 hours to keep relevant parties informed. If the student is already suspended by the College, this may be extended, and the student will be notified accordingly.

- 5.4 After the initial suspension, a further period may be imposed if more time is needed to complete an investigation or if exclusion is necessary until a disciplinary hearing is held. At the beginning of the extended period of suspension the student should receive in writing a statement of the allegation(s) being investigated and confirmation of the reason(s) for suspension. Unless the Principal determines otherwise, suspension shall debar the student from all College sites, premises and activities (except with express consent). The only exception is continued access to the College's VLE and student e-mail address. However, reasonable opportunity to respond to an allegation would normally be permitted, and it is also recognised that special consideration could arise in a relation to a student's access to their place of residence (if arranged by the College).
- 5.5 A student who has been under continuous suspension for two weeks or more may appeal to the Principal by e-mail for the matter to be expedited unless a disciplinary hearing has been held or the date for a hearing set. If a disciplinary hearing is to take place the date should normally be notified to the student within three weeks of the initial suspension.

6. Informal and formal proceedings in relation to breaches of student discipline

- 6.1 Any student against whom an allegation has been made has the right to be accompanied by a "friend" at an investigative interview or disciplinary hearing. At this stage the process is led by the member of College staff leading the investigation (usually the person who has requested the suspension, e.g. a Programme Partnership Manager).
- 6.2 Prompt and informal resolutions should always be sought for minor disciplinary matters. The Programme Partnership Managers will seek early resolution without further reference to this policy and procedure. In other circumstances, following investigation, the procedure should move to a formal disciplinary hearing, if necessary.
- 6.3 The Dean of Higher Education, at this stage, will act in an advisory and consultative manner to assist in informal resolution.
- 6.4 An informal resolution will seek to rectify a problem that has arisen, but will not be designed to punish the student. Suitable informal resolution led by a Programme Partnership Manager may include:
- i. Successful mediation between students, or students and staff
 - ii. Righting a wrong by paying for damage (but no fine)
 - iii. Apologising to those affected by inappropriate behaviour (whether or not the extent of that inappropriate behaviour is fully admitted or evidenced)
 - iv. Agreement to certain standards of behaviour in the future
 - v. Agreement to seek a medical assessment if appropriate.

7. Mental illness

- 7.1 If it appears to those considering an allegation of misconduct (as described in section 2 and 3 above) that the student in question is suffering from mental illness or mental instability, the proceedings may be adjourned for the preparation of a medical report following advice from one of the following (the Head of Student Services, Head of Additional Learning Support, Student Services Manager (Safeguarding & Pastoral) and Senior Learning Mentor)
- 7.2 If there is medical evidence that the student is suffering from mental illness or mental instability, those dealing with the case may suspend or terminate the proceedings (subject to the severity of the incident/allegation (Criminal)) if it is felt appropriate to do so or, if it is relevant to do so, consider the student under the Higher Education Fitness to Study Policy and Procedure. It may be made a condition of the deferment or termination of the proceedings, or the lifting of the suspension itself, that the student seek medical treatment.

8. Formal resolution

- 8.1 A student shall be informed in writing of the allegations against them ten working days in advance of any disciplinary hearing. Documentation relating to the hearing will be provided to the student no later than two working days before the meeting. Disciplinary hearings will usually occur no more than 15 working days after the investigation by the Programme Partnership Manager(s) and/or Dean of Higher Education has been concluded. In cases involving health assessments this period may be necessarily longer.

9. Disciplinary Hearing Panel

- 9.1 The Disciplinary Hearing Panel will be convened by the College and should normally consist of the Dean of Higher Education (as Chair), Investigating Manager, a Programme Partnership Manager with a member of the ALS or Safeguarding Team attending as appropriate. A member of the College's Leadership & Management Team should be unconnected with any aspect of the disciplinary investigation to date).
- 9.2 The panel will receive reports of the investigation from the members of the Faculty of Higher Education leading on the investigation.

- 9.3 The evidence presented to the panel should be made available to the student at the earliest opportunity and no later than two working days ahead of the meeting.
- 9.4 Disciplinary hearings will normally be chaired by the Dean of Higher Education. However, when gross misconduct has been alleged and the investigation to date supports this (e.g. supporting photographic evidence, recordings, witness statements, as opposed to hearsay evidence), or previous warnings have not produced a satisfactory response, or there is persistent misconduct (as outlined in sections 2 and 3 of this policy and procedure), a Vice Principal or Deputy Principal shall chair the hearing, with the Dean of Higher Education advising on technical matters associated to higher education, as appropriate. The remaining membership should be as per 9.1 above.

10. Conducting disciplinary hearings

- 10.1 A record shall be kept of a disciplinary hearing, including the report of the investigation and of the action taken in consequence of the hearing. If misconduct is established, the hearing record and the detail of action taken shall be held for the duration of the student's registration (including any periods of intermission) up to a maximum of 5 years.
- 10.2 In all cases:
- i. The student must know the case against them and the likely sanctions should the misconduct be proven.
 - ii. Relevant evidence and documents must be disclosed two working days in advance of the hearing.
 - iii. Students will be permitted to make representations and question the evidence in a manner determined by the Chair of the Panel who shall be the final arbiter of the procedure to be followed at the hearing.
 - iv. There is no absolute right for a student to require a witness to attend a hearing. The Chair has the discretion to allow a witness's written statement as evidence, or to arrange for the panel to interview them separately (in camera) if they believe it to be in the interest of natural justice to do so. However, the more serious the allegation and the more contentious the statement the greater the presumption should be towards witness attendance.
 - v. A student or staff member or their representatives will be allowed to challenge evidence through questions for witnesses, which should formally be directed through the Chair of the Panel. Confrontational or

aggressive cross-examination will not be permitted and any restrictions shall be at the sole discretion of the Chair.

11. Disciplinary hearing (and appeal) panel decisions

- 11.1 In reaching a conclusion in disciplinary matters, the Chair should be satisfied that the student has done what was alleged.
- 11.2 The 'test of proof' should be considered by the panel to be 'on the balance of probabilities' (i.e. 51% or above), with a sliding scale upwards of 51% depending on the seriousness of the allegation, with a heightened probability required, the more serious the allegation based on the evidence.
- 11.3 The Panel Chair will have a casting vote.
- 11.4 Where, during the course of the hearing, evidence emerges of other misconduct not part of the original hearing and there is sufficient evidence of it, the panel can find the relevant student(s) blameworthy of it as part of its decision and apply a sanction accordingly (see 11.5 below). Where there is insufficient evidence of the 'other misconduct', the panel can recommend an investigation into that misconduct.
- 11.5 If as a result of a disciplinary hearing the student is found to be blameworthy and further action necessary, one or more of the sanctions below may be applied:
- i. An apology may be required from the student to the member of staff or other student(s) involved in the original incident
 - ii. An oral warning to be recorded on the student's file for a specified period
 - iii. A reprimand to be written on the student's file
 - iv. A written warning and/or requirement to give a written undertaking as to future conduct
 - v. Payment to be made for any loss or damage caused either fully or in part
 - vi. Withdrawal of registration for a period up to 12 months (recorded as intermission)
 - vii. Recommend expulsion
- 11.6 Except in the case of withdrawal of registration or ongoing suspension, exclusion from facilities for any significant period is not an acceptable sanction.

- 11.7 In all cases it should be made clear at the end of a hearing when the student can and should return to the College, either to collect belongings or to return to study, which should be at the earliest reasonable time.
- 11.8 If the Chair of the disciplinary hearing recommends the student's expulsion to the Principal or, if the Principal is Chair, to SLT, the student will be suspended until the Principal or SLT has come to a decision. The Principal or SLT shall receive the recommendation within three working days of the hearing, and promptly consider all relevant factors so that a decision is made and notified in writing to the student within no more than 15 working days. The student shall be made aware of the outcome via email & a letter advising the outcome will be posted to the student.

12. Appeals

- 12.1 Any student dissatisfied with a decision relating to an allegation of misconduct may give written notice of intention to appeal.
- 12.2 The notice of appeal must be made by notifying a Programme Partnership Manager in writing no later than the tenth working day after the notice of the decision was issued.
- 12.3 The notice must specify the grounds on which the student wishes to appeal. The grounds on which the student may appeal are:
- Evidence that the hearing was factually incorrect; and/or
 - Fresh evidence, which was not available at the original hearing and which may have affected the outcome of the hearing, is available; and/or
 - The hearing was flawed on procedural grounds; and/or
 - The findings of the hearing were inconsistent with the evidence provided at the hearing; and/or
 - The sanctions imposed were not reasonable / proportionate in the circumstances.
- 12.4 The Programme Partnership Manager, after consulting the Dean of Higher Education, may reject an application to appeal if the notice of appeal does not include one or more of the grounds stated above and/or if the explanation given in support of the grounds stated discloses no reasonable basis for an appeal.
- 12.5 The appeal will be heard by a person or person who are independent from the first hearing.

12.6 On hearing the appeal the College may:

- Confirm and/or uphold the disciplinary action taken; or
- Uphold the appeal and set aside the original disciplinary action entirely; or
- Substitute an alternative form or level of disciplinary action or penalty if they think it is appropriate to do so. This means that the penalty could be less or more severe than the penalty originally imposed.

12.7 The College will inform the student of the final decision in writing within a reasonable time after the appeal hearing. The decision made at the appeal will be final and there is no right of further appeal within the College.

12.8 A student whose appeal has been dismissed has the right to refer the matter to the Office of the Independent Adjudicator (OIA).

Right to postpone

12.9 Any student who is the subject of a disciplinary or appeal hearing may request a postponement of that hearing providing there are reasonable grounds to do so and the length of the requested postponement is reasonable.

12.10 The College may at its absolute discretion grant a student's request for a hearing to be postponed.

12.11 The College may postpone a disciplinary or appeal hearing providing there are reasonable grounds to do so and the length of the requested postponement is reasonable.

12.12 The final decision on whether to postpone a disciplinary or appeal hearing lies with the College.

Failure to attend

12.13 Any student who is the subject of this procedure must make all reasonable efforts to attend any hearings or meetings they have been requested to attend. If the student fails to attend without good reason, the College may proceed with the hearing or meeting in the student's absence and draw such inferences as are appropriate from the material in its possession and from the student's absence.

Appendix - <https://www.southessex.ac.uk/about-us/student-charter>