



## Student Disciplinary Procedure

### 1. Introduction

Norland College (Norland) is committed to supporting its students to succeed by entering into a partnership with them whereby staff and students work together for academic and professional success. The Student Cause for Action and Disciplinary Procedure (Procedure) sets out a framework to address non-academic issues which may prevent a student from meeting the requirements of the Norland Degree and Diploma and/or regarding alleged misconduct.

#### 1.1 Purpose

It has been written to comply with the UK Quality Code, the Universities UK Guidance for HEIs 'How to handle alleged student misconduct', the Good Practice Guidance published by the Office for the Independent Adjudicator (OIA) and the Norland Code of Professional Responsibilities.

#### 1.2 Scope

Usually, all concerns raised about a student are first considered under the [Cause for Action procedure](#), which aims to take swift and appropriate action to resolve minor concerns, and triage concerns so that they are dealt with under the most appropriate policy or procedure. Referrals from the Cause for Action procedure will trigger this procedure, although we reserve the right to move straight to this procedure if deemed appropriate.

This procedure will be triggered after notification of an allegation of misconduct regarding a student as defined below and, usually, on referral from the Cause for Action policy. The notification may come from a member of staff, a student, a placement setting or family or a member of the public. The notification may be in the form of a complaint or a concern. The purpose of this procedure is to conduct a fair investigation into whether there has been a breach of the Norland Code of Professional Responsibilities (**the Norland Code / Code**) by the student or whether the student has behaved in such a way as to impact upon their progress or achievement, and, if so, to determine the appropriate reparation and/or sanction (if any) that should be applied. Allegations of bullying, harassment or sexual misconduct are likely to bypass the Cause for Action procedure and are likely to be investigated under this policy. Any matter related to safeguarding of children will automatically trigger [the Safeguarding policy](#) and, if upheld, is likely to proceed to a Formal Investigation and Disciplinary Panel.

Norland is a member of the Bath Student Community Partnership (SCP) which publicises its protocols for members of the public to make complaints about any students living in Bath (Annex G). Any complaint received through this process will automatically trigger the Cause for Action procedure which may then signpost the complaint to this procedure.

## 2. POLICY



## **The Norland Code**

All students sign a and receive lectures on the Norland Code to ensure that they fully understand what conduct is required of them both during their training and after leaving Norland whilst working as an early years professional.

By signing the Code and/or by studying at Norland, students are agreeing to comply with the Code and any alleged breaches may trigger this procedure. Norland will take any alleged misconduct or breach as a Cause for Action which may lead to action being taken or lead to full disciplinary proceedings. The Code is also available prior to application to Norland through the website.

## **Misconduct that may also be a criminal offence**

The OIA good practice framework states that behaviour that may amount to a criminal offence is usually best dealt with by the police, the Crown Prosecution Service and the criminal courts in the first instance. See [here](#) for further details. Criminal behaviour is likely to also breach the Norland Code and Norland therefore reserves the right to take action against a student whether or not they have been subject to any criminal proceedings and irrespective of the outcome of the criminal process. Should the misconduct result in an investigation by the Police or other external agency, Norland may have to stay this process until any such enquiries and/or legal proceedings have been completed.

Norland will follow the Universities UK Guidance for HEIs 'How to handle alleged student misconduct', in particular section 7 - <https://www.universitiesuk.ac.uk/policy-and-analysis/reports/Documents/2016/guidance-for-higher-education-institutions.pdf>. We will ensure that students who wish to report an offence understand their options when they report behaviour that may amount to a criminal offence and will support the student whatever action they choose to take.

The student's options may include reporting the matter to the police, asking Norland to report it on their behalf, asking Norland to investigate, or taking no further action. If the student decides to report the matter to the police, Norland will help and support them to do so. Should the student decide not to report the offence to the police but we deem it to be necessary, we reserve the right to refer the matter to the police. Any decision to refer will be made by the Vice Principal (**VP**) in consultation with the Principal and/or Executive and/or Norland Board on a case by case basis. Such decisions will depend on the nature and seriousness of the case and whether there is any risk to the health, safety and wellbeing to students, staff, the Norland community or other stakeholders.

## **Suspension**

Suspension from Norland and/or placement is a last resort but may occur for a single incident without recourse to the early stages of the Procedure.

Norland reserves the right to suspend students as a neutral act and makes no presumption of guilt; the purpose of a suspension is to allow time for an investigation to be carried out and/or to safeguard the wellbeing of all involved. Suspension will be triggered when the risk of harm to others (or the student themselves) outweighs the potential disadvantage to the student. The effects of



suspension includes non- attendance at Norland and/or placement, online or onsite, in any capacity. Where necessary, suitable support will be given to the student. We will explain to the student why they are being suspended, and for how long. The suspension will be reviewed periodically. In normal circumstances a suspension will be actioned by the Principal or VP. The length of time for which a student is suspended will be determined on a case-by-case basis, depending on the needs of the individuals affected by the disciplinary investigation. The length of a suspension will always be proportionate to the individual situation.

Where a request is made to extend a suspension beyond 10 working days, the Principal or VP will review the request and agree to extend the suspension or refuse to extend the suspension. Where the suspension period is extended, the length of time will be determined by the need for further investigation and reporting.

Students have the right to challenge a suspension or its length. They may do so by meeting with the Principal and explaining why they feel the suspension imposed on them is not justified. The Principal may choose to modify or overturn the suspension and, in these circumstances, the complainant/s will be informed in advance that the student is back onsite.

### **Fitness to Practise and Fitness to Study**

Where the Cause for Action and/or its associated behaviours relate to a condition that is affecting the student's ability to study or practice effectively, the matter may be referred at any stage of the proceedings to Norland's Occupational Health Advisors, which may lead to procedures under the [Fitness to Practise](#), [Fitness to Study](#) and/or [Safeguarding and Child Protection policy](#).

### **Information Sharing and Security**

All records relating to any procedures within this policy will be stored on password protected, cloud-based drives and will only be accessible to relevant personnel involved in the investigation or support of the student concerned. They will only be kept for the timeframes indicated in section 12 below.

It is not appropriate for parents/carers of students, or other interested parties, to communicate with Norland staff in relation to any disciplinary proceedings. Therefore, all communications will be between the student concerned and Norland. Our staff will only liaise with parents about wellbeing or mental health concerns.

### **Support**

Both the Complainant and any student/s under investigation will be supported by their personal tutor at all stages of the process. The Student Support team/counselling service is also available to all parties and the [Exceptional Assessment Circumstances](#) procedures may apply if any learning, teaching or assessments are impacted.

### **Outcome**

At the conclusion of the Cause for Action and/or Disciplinary process, the student or stakeholder



who made the complaint should be given some resolution to their complaint, within the boundaries of confidentiality. For example, they may be told that appropriate action has been taken, but not the details of what that action is. If they have experienced an adverse impact as a result of the behaviour of the student under investigation, an appropriate remedy may be offered, such as an apology, counselling or mediation, depending on the circumstances and outcome of any formal or informal investigation and/or panel. If no further action is taken (and the reason for this may or may not be given) and the complainant/notifier is unsatisfied, they may make a formal complaint to Norland following the [Student Complaints Procedure](#) or the [Complaints Procedure for External Stakeholders](#).

If the student/s under investigation make a counter-complaint against the complainant, this matter will be addressed separately and is likely to take place following the conclusion of the proceedings.

## DEFINITIONS

In the context of this procedure:

- the **'student'** is an enrolled student of Norland who has not yet commenced their NQN position and who has not yet completed their studies.
- **'Complainant' or 'Notifier'** means the person from whom the complaint or notification has been received. This may be a member of staff at Norland or placement, a fellow student, another NQN or Norlander or any other person, including members of the public or the Norlander stakeholder community.
- **Burden of Proof** determines whose responsibility it is to prove an issue. In a disciplinary case, the burden of proof is on Norland. That is, Norland must prove that the student has done what they are accused of doing. The student should not have to disprove the allegation.
- **Standard of Proof** is the level of proof required. Norland will use the standard applied to civil cases, normally 'the balance of probabilities', that is, something is more likely than not to have happened. Decisions must still be supported by evidence as the standard is higher than simply believing something is likely to have happened.
- **Misconduct**
  - **Behaviour** that is unwelcome, uninvited and causes a detrimental effect on the student or others, including bullying and harassment, sexual misconduct or disruption of or improper interference with the proper functioning of Norland whether on Norland's premises or elsewhere.
  - **Bullying** is defined as offensive, intimidating, malicious or insulting behaviour, and/or abuse or misuse of power that is meant to undermine, humiliate or injure the person on the receiving end, for example, verbal or physical aggression or sending abusive or threatening messages on social media.
  - **Harassment** is usually sexual or racial although it may also be related to disability, age, sexuality or religion. An essential characteristic of harassment is that it is unwanted by the recipient and/or any witness to it. It is up to each individual to decide what behaviour is acceptable to them. Behaviour which one person may accept may be regarded by another as harassment. It may include the use of discriminatory language or sexual or physical abuse or assault. Harassment makes a person feel offended,



humiliated, compromised or threatened. It is legally defined as conduct that:

- Has the purpose of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment for that person; or
- Is reasonably considered by that person to have the effect of violating their dignity or of creating an intimidating, hostile, degrading, humiliating or offensive environment for them, even if this effect was not intended by the person responsible for the conduct.

The following examples illustrate other conduct which may be deemed to be a disciplinary concern. This list is not exhaustive.

- **Breaches of the Norland Code**, including failure to treat people with kindness, respect and compassion and/or failure to uphold the human rights (dignity, fairness, equality, respect and independence) of all those with whom you live, work and study.
- **Breaches of Norland's Regulations** [including where this relates to attempts to deceive or gain unfair advantage], including breaches of the Social Media policy and any threats to the Norland Brand which may damage its reputation. For example, professional misconduct, failure to comply with Norland rules and procedures including the Norland dress code, breach of Norland's data protection or computer rules, incapability through alcohol or any illegal substance (including misuse of medication not prescribed to the student), negligence which causes unacceptable loss, damage or injury, act of insubordination, disclosure of confidential information, misconduct within the wider community, or any other acts that are deemed to be a threat to the Norland brand and damage its reputation.
- **Inappropriate behaviour**, including bullying, cyber-bullying, harassment and unprofessional conduct. This may include behaviour intended to be a prank but not perceived as such by the victim.
- **Anti-social behaviour**, including damage to property or abuse of facilities.
- **The following types of behaviour, particularly directed towards an individual repeatedly, may amount to bullying** (whether in person, online or other means): demeaning language; threats; verbal abuse; outbursts or anger or aggression; physical or verbal intimidation; excluding or isolating; and ganging up. This may be in person or online.
- **The following types of behaviour may amount to harassment**: Unwanted physical contact, ranging from touching to serious assault; offensive jokes, banter, language, gossip, slander, racist or sexist songs; offensive posters, pictures, written material, graffiti, obscene gestures, flags or emblems; pressure for sexual favours or pressure to participate in political, religious or social groups; isolating, excluding or not co-operating with individual/s; unjustified pestering; unjustified intimidation in meetings, in writing, over the telephone, via e-mail or other electronic means.
- **Unauthorised absence and poor time-keeping**
- **Inappropriate use of the computer** e.g. e-mail, internet, breach of data protection or computer security rule, visiting inappropriate sites, uploading/downloading inappropriate content, propagation of computer viruses.
- **Compromising the safety of and/or wellbeing of staff, students, children and families, placement staff or visitors.**
- **Sexual misconduct.**
- **Behaviour likely to bring Norland into disrepute**, such as disruptive behaviour in the



community.

- **Failure to declare a criminal conviction/ caution.**
- **Criminal activity and/or an on-going or pending criminal investigation.** For example, use of and/or being under the influence of illegal substances (including misuse of medication not prescribed to the student), theft, fraud, deliberate falsification of records, fighting, assault on another person, deliberate damage to Norland property.
- **Conduct contrary to professional regulatory body guidance.**
- **Conduct contrary to a work based placement code of conduct, policies and/or procedures.**

## **FAILURE TO MEET ACADEMIC REQUIREMENTS OF THE DEGREE OR DIPLOMA PROGRAMME**

This policy does not relate to failure to meet Academic Requirements of the Degree or Diploma Programmes, unless offences are deliberately repeated. Incidents of academic misconduct on the Degree or Diploma programme are subject to the academic regulations of Norland, details of which are recorded in the Programme Handbooks.

### **STAGE 1: CAUSE FOR ACTION**

Stage 1 of this procedure is outlined in the [Cause for Action procedure](#), which describes the steps that will be taken whenever a Cause for Action is reported and/or observed.

### **STAGE 2: FORMAL INVESTIGATION**

In certain circumstances, the student who is the subject of the Cause for Action may be offered the opportunity to forego the formal investigation and go straight to Stage 3. This is likely to happen in cases where the offence is admitted, it is unlikely that any further evidence could be uncovered by an investigation and/or where further delay may cause unreasonable distress for the student, impacting on their mental health.

In all other cases, an Investigating Officer (**IO**) will be appointed by the VP (or nominee) to establish the facts of the case for the Cause for Action. The VP will provide the IO with the Cause for Action Notification Report which will become an Appendix to the Investigation Report. The IO will be a manager or senior member of staff.

The IO will have no prior knowledge of or involvement in the circumstances leading to the complaint or concern – this may mean appointing an IO from outside the academic department. If the matter is related to early years practice, the IO will have the relevant occupational knowledge to be able to assess the allegations made.

The investigation will follow the Formal Investigation procedure and a report written using the Investigation Report template (Annex C). The Principal will not be involved at this stage as she leads the formal Disciplinary Procedure (Stage 3) and beyond.

The VP will notify the student/s that a Formal Investigation will be carried out clarifying the process, timeframes and details of the appointed IO.

The purpose of the investigation is to establish the facts of the case in an objective and non-



judgmental manner.

The IO will carry out the necessary investigations of the Cause for Action and potential disciplinary matter without unreasonable delay in order to establish the facts of the case. This will require the holding of an investigatory meeting (in person or online or by telephone) with the student/s, the complainant and any witnesses, where the facts of the case will be gathered. In most cases, the investigatory process will be the collation of evidence by the IO for use within the report.

The student is permitted to be accompanied at an investigatory meeting by a friend or relative should they wish to be. They will answer questions from the IO in order to provide the context needed for the Investigation Report. At this stage, the IO is gathering information without judgement and the student will be able to respond to the allegations made in this meeting. The student's comment will be part of the report.

Norland will endeavour to complete its investigation within **one month** of the receipt of the Cause for Action. Where it is not possible to operate to this timeline, a new date for completion of the investigation will be provided.

In all cases, a record will be made of the process. This may include notes made of the initial complaint/notification of the Cause for Action, notes of the initial meeting between the VP (or nominee) and the student regarding the Cause for Action, all of which are likely to be included in the Cause for Action Notification Report. These notes can be used as evidence at any stage of the proceedings. These notes will be in addition to any correspondence between the relevant parties such as emails, and any relevant documentation such as the Cause for Action Notification Report.

All relevant tutors will be informed of any complaint or concern regardless of the outcome and/or action taken, so that appropriate support can be offered to all parties. It may also be necessary to inform the Placement Manager.

Any complaints or concerns regarding the conduct of the investigation can only be made after the investigation has concluded. The student/s will be given the opportunity to provide their own evidence and view regarding the allegations against them during the course of the investigation. This may require the IO to have further meetings and gather further evidence. However, the IO reserves the right to draw a halt to enabling the student/s to provide further evidence. They will be given an opportunity to raise additional evidence during the course of the Disciplinary Panel should this be the outcome, ensuring their opportunity for 'right of reply'.

Once complete, the Investigation Report (see Annex C) will be forwarded to the VP (or nominee), along with any evidence gathered. The IO will ensure they make suitable recommendations based on the Standard of Proof and will provide a rationale for the decision made. The recommendations will be one of the following options:

- a) **No further action** - If the IO believes that there is no case to answer due to, for example, an inability to uncover sufficient evidence to meet the Standard of Proof, a recommendation of no further action will be made and a record will be made of the complaint/concern for internal records only and for a period of one year. An example of this would be where two students give different accounts of a minor incident and it remains impossible to corroborate either account through witnesses or other evidence.



The Investigation Report will outline the rationale for the recommendation based on the Standard of Proof.

- b) Informal Resolution with an Informal Warning and/or other action** – if the IO has sufficient evidence against the Standard of Proof to merit further action but the evidence reveals the Cause for Action does not merit moving to a Formal Warning or Disciplinary stage, the recommendation can be an informal resolution with an informal warning and/or action. For example, if the investigation process reveals the student concerned acted unintentionally or a misunderstanding occurred and/or the matter has since been resolved amicably, but was sufficiently serious in nature and a breach of the Code and thus merits some kind of informal outcome. Recommendations made regarding the sufficiency or nature of the evidence and misdemeanour will be conducted in an objective and non-judgemental manner. Recommendations regarding other actions might include an apology or reparation of some kind. The Investigation Report will outline the rationale for the recommendation based on the Standard of Proof.
- c) Formal Resolution with a Formal Warning and/or other action** – if the IO has sufficient evidence against the Standard of Proof to merit further action and the Cause for Action is deemed to be of sufficient merit to require further action and to merit a Formal Warning and/or other action, but does not merit proceeding to the Disciplinary stage, the IO may recommend a Formal Warning and/or other action. For example, if the misdemeanour was acknowledged, intentional and a breach of the Code, but the perpetrator has admitted their guilt and the matter has been resolved amicably and/or the misdemeanour was acknowledged and a breach of the Code has occurred but the perpetrator's conduct is otherwise exemplary and there is evidence that the misdemeanour has not been repeated, and/or the misdemeanour was historical. Recommendations made regarding the sufficiency or nature of the evidence and misdemeanour will be conducted in an objective and non-judgemental manner. Recommendations regarding other actions might include an apology, reparation of some kind and/or a time-bound action plan. The Investigation Report will outline the rationale for the recommendation based on the Standard of Proof.
- d) Proceed to Disciplinary Panel** - if the IO has sufficient evidence against the Standard of Proof to merit further action and/or the Cause for Action is deemed to be sufficiently serious to merit further action, and/or there are conflicting accounts given by the parties concerned and/or the perpetrator denies culpability despite the evidence to the contrary, and/or where the Cause for Concern has also resulted in a police investigation, the IO may recommend proceeding to the Disciplinary stage. Recommendations made regarding the sufficiency or nature of the evidence and misdemeanour will be conducted in an objective and non- judgemental manner. The Investigation Report will outline the rationale for the recommendation based on the Standard of Proof.

The VP (or nominee) will then decide what action will be taken and will usually take action based on the recommendations made by the IO. If necessary, the VP will consult with a relevant senior member of staff to decide on the next course of action. If the course of action goes against the recommendation by the IO, the VP will need to include their own rationale for the decision based on the available evidence against the Standard of Proof. The decision will be one of the following options:

**A) No further action** – If the VP agrees with the recommendation by the IO of 'No





further action', the VP will ensure the Investigation Report is kept on file as an internal record. No record will be made in the student's file. If appropriate, the VP will offer support to the students in order to resolve any outstanding difficulties. However, should a similar Cause for Action be investigated again, the VP may take into account the previous record when deciding which option for next steps to pursue.

**B) Informal Resolution with an Informal Warning and/or other action** – If the VP agrees with the recommendation by the IO of an 'Informal Resolution with an Informal Warning and/or other action', the VP will, in consultation with relevant Senior Staff member/s if necessary, implement an Informal Warning and/or other action such as generating a 'Notice for Improvement' (Annex B). A Notice for Improvement will require the student to show demonstrable improvement in the area of concern over a suitable period of time and will normally be outlined via an Action Plan. Normally this Action Plan will be overseen by the student's Tutor. When complete, it will be signed off by the VP. The Action Plan will be reviewed regularly and, if unsatisfactory progress has been made, the VP will decide whether to extend the time period and/or amend the Notice for Improvement or may escalate the matter to a 'Formal Resolution with a Formal Warning and/or other action'. The VP may also refer the matter directly to the Principal and recommend a Disciplinary Panel hearing commence. An internal record will be kept of the Informal Resolution process on the Investigation Report. The Informal Warning and Notice for Improvement will be put on the student's online record and removed once the VP (or nominee) is satisfied the student has met the conditions of the Notice for Improvement. Thereafter, the Informal Warning and any Notice for Improvement will be removed from the student's file.

**C) Formal Resolution with a Formal Warning and/or other action** – If the VP agrees with the recommendation by the IO of an 'Formal Resolution with a Formal Warning and/or other action', the VP will, in consultation with relevant Senior Staff member/s if necessary, implement an Formal Warning and/or other action such as generating a 'Notice for Improvement' (Annex B). A Notice for Improvement will require the student to show demonstrable improvement in the area of concern over a suitable period of time and will normally be outlined via an Action Plan. Normally this Action Plan will be overseen by the student's Tutor. When complete, it will be signed off by the VP. The Action Plan will be reviewed regularly and, if unsatisfactory progress has been made, the VP will decide whether to extend the time period and/or amend the Notice for Improvement or may escalate the matter to Disciplinary proceedings.

An internal record will be kept of the formal Resolution process on the Investigation Report. The Formal Warning and Notice for Improvement will be put on the student's online record and removed once the VP (or nominee) is satisfied the student has met the conditions of the Notice for Improvement. Thereafter, the formal Warning and any Notice for Improvement will be removed from the student's file.

**D) Proceed to Disciplinary Panel** - If the VP agrees with the recommendation by the IO of proceeding to the Disciplinary stage, the VP will refer the matter to the Principal to hold a panel hearing.

The VP will inform the student within 5 working days of receiving the report about what the next steps will be and who, if anyone, will be in touch with the student to make the necessary arrangements for the implementation of the decision. The student will be sent a copy of the final



disciplinary report and evidence but evidence may be redacted depending on the circumstances. For example, if a witness is a whistleblower and their identity needs to be withheld.

### **STAGE 3: DISCIPLINARY PANEL HEARING**

The Principal (or nominee) will convene a Disciplinary Panel to hear the details of the alleged misconduct and decide the outcome. Guidance notes on conducting a formal meeting are included in Annex D.

The Disciplinary Panel will be composed of at least two members of the Senior Leadership Team, one of whom must be the Principal as Chair, or her nominee, and include a Student Representative, usually the Head of Students or nominee. No-one who has previously been involved in the allegations or investigation will be included on the Panel, so the IO and VP (or nominee) will not be part of the Disciplinary Panel, although they may be required to provide any necessary clarification of the evidence.

The meeting should be held without unreasonable delay whilst allowing the student reasonable time to prepare their case. Usually this will mean giving the student 10 working days' notice.

The student is entitled to be accompanied at the hearing by a parent or friend of their choice. The student should inform the Principal of the name of their companion at the earliest opportunity and no later than 24 hours before the hearing is due to take place. It is not normally necessary for the student or Norland to have legal representation at the hearing.

The student is entitled to call witnesses to support their case. The student should inform the Principal of the name/s of their witness/es at the earliest opportunity and no later than 24 hours before the hearing is due to take place. Witnesses may attend in person or via video call.

The student (and their companion) should make every effort to attend the meeting. At the meeting the Chair should explain the Cause for Action accusation against the student and go through the evidence that has been gathered.

The Chair of the Panel may invite the IO to present the case against the student, giving the student the opportunity to ask questions of the IO as part of the hearing. The Chair will consider the evidence contained within the report, whether the allegations are contested and whether the student has requested the attendance of the IO, when deciding whether it is appropriate to ask the IO to attend.

If the student wishes to ask questions of the IO, they should inform the Chair prior to the panel hearing so that arrangements can be made to ensure attendance.

If the student decides during the panel hearing that they would like to ask questions of the IO, and the IO is not present, the Chair will adjourn the hearing until such time that the IO is available to attend.

The student should be allowed to set out their case and answer any allegations that have been made. The student should also be given a reasonable opportunity to ask questions, present evidence and, if appropriate, call relevant witnesses. They should also be given an opportunity to



raise points about any information provided by any witnesses. Where a student intends to call one or more witnesses they must give advance notice that they intend to do this.

The companion to the student may be allowed to address the hearing to put and sum up the student's case, respond on their behalf to any views expressed at the meeting and confer with them during the hearing. The companion will not, however, have the right to answer or ask questions on the student's behalf, address the hearing if the student does not wish it or prevent the student from explaining their case.

Where necessary, the Chair may decide to suspend the deliberations of the Panel and reconvene pending further information or in order to access legal advice.

#### **STAGE 4: DECIDE ON APPROPRIATE DISCIPLINARY ACTION**

Judgements and any sanctions will be made based on the Balance of Probability Standard of Proof; that is, whether the events in questions were more likely than not to have happened, based on the evidence presented in the form of the Investigation Report and any evidence presented at the hearing. The student's response and conduct during the investigation and hearing, and any admission or remorse shown will also be taken into consideration.

There may be an immediate, verbal notification of any judgements and any sanctions to be applied which will be followed up in writing, or a written notification normally within 10 working days of the Disciplinary hearing in the form of a Disciplinary Report (see Annex E).

Where the Disciplinary Panel finds that there is insufficient evidence to uphold the complaint, the Panel may dismiss the case or refer it back to one of the Informal Resolution options outlined above.

Where misconduct is confirmed, the Disciplinary Panel will decide whether level 1 or level 2 (see Annex E) sanctions will be applied.

If a student's first misconduct is sufficiently serious, **level 2** sanctions may be applied. This might occur where their actions have had, or are liable to have, a serious or harmful impact on Norland, other students, staff, placements or the children or families with whom they work. The Child Protection and Safeguarding Policy process or Fitness to Practise process may also need to be invoked.

The sanction(s) applied will be communicated to the student in writing via the Disciplinary Report which will set out the outcome of the formal stage and give a clear explanation of, and setting out the reasons for, each decision and any penalty in straightforward language. It will also outline the change in behaviour or improvement in performance required (with timescale), such as suggesting a Notice of Improvement.

The sanction imposed must be reasonable and proportionate to the misconduct which is found to have occurred. In addition to clarifying the rationale behind the level of sanction imposed, the report must also state why other levels of sanctions have not been applied.

In the report, the Disciplinary Panel must set out the timeline for the sanctions and the circumstances under which the record can be removed from the student's file.



The student will also be informed of the consequences of further misconduct within a set period, for instance that it may ultimately result in expulsion from Norland.

As well as making a judgment about the validity of the accusation, the Disciplinary Panel will also make the following decisions:

- If and how the outcome of the hearing is communicated to various stakeholders, including the complainant/s, the tutor, the student support team and any future placements. Stakeholders will be told that 'appropriate action has been taken'. Details of the outcome or any sanction applied will not be disclosed to the complainant.
- Whether any sanctions should be applied and, if so, what they should be.
- Where necessary, for example for safeguarding purposes, the Panel reserves the right to inform the student's placements or future NQN employers of any details that they may need in order to support the student further.

When the Disciplinary Panel sends the report to the student, the communication will give information about the student's right to appeal, the grounds on which they can do so, the time limit for submitting an appeal, the appropriate procedure and where and how to access support. See Stage 6.

Some acts, termed gross misconduct, are so serious in themselves or have such serious consequences that they may call for expulsion from Norland immediately.

Gross misconduct includes but is not limited to, actions which have, or are likely to have, caused harm or injury to a child or fellow student including sustained and serious bullying and/or harassment, serious breaches of confidentiality, serious insubordination, gross negligence, criminal offences which would prevent the student working with children, actions which bring Norland into disrepute, theft or fraud.

Norland takes a zero tolerance approach to illegal substances (including misuse of medication which is not prescribed to the student) and any instances of students buying, using or supplying illegal substances will be treated at gross misconduct.

Where the student's actions have had a detrimental effect on another party, the Disciplinary Panel will decide what reparation is required. This may include a detailed apology, participation in mediation where relationships have been damaged or any other action the panel deems necessary.

If a mediator is appointed in order to help resolve a particular matter between relevant parties, such as a matter related to housing or serious conflicts between students, the cost of this may need to be met by the student/s being disciplined and this will be decided by the Principal. Should a mediation process be deemed to be necessary in order to help resolve any discord, the student will be obliged to participate and this may be a condition of the judgement made by the Disciplinary Panel.

## **STAGE 5: SANCTIONS**



A student's previous disciplinary record will not normally be relevant to whether they have committed an offence. However, it is likely to be relevant to decisions about sanctions. The Disciplinary Panel may therefore ask for information from either the student or the VP related to previous offences after their decision about culpability has been made and prior to their decision about sanctions to be applied. If relevant to the case, where a first warning has been previously issued, it is likely that a final warning (**Level 2**) will be issued or where a final warning has been previously issued, it is likely that expulsion will occur. In some circumstances, it may be decided that the student is permitted to continue with their degree studies, but is expelled from the Norland Diploma. The Principal and Disciplinary panel will decide whether the expulsion from the Norland Diploma is appropriate, but it is likely to be in circumstances where the student has not been able to demonstrate full commitment to the Code of Professional Responsibilities.

**Level 1** sanctions should be applied where the complaint has been upheld but, in the judgement of the Disciplinary Panel, the outcome of the misdemeanour has not led to any long-term consequences for anyone involved and/or it is the student's first offence and/or the student has shown remorse and/or the offence is judged to be minor in nature and/or there are compelling personal circumstances that affected the student's judgement at the time of the offence and/or there has been no damage to the Norland brand.

Level 1 sanctions may include (but are not limited to): First Warning, appropriate reparation, apology, 1:1 support. It may also include a Notice for Improvement report (Annex B) which is likely to include a time-bound action plan to support improvement. The Level 1 sanction/s will be recorded on the online student's file for the duration of the Notice of Improvement.

**Level 2** sanctions should be applied where the complaint has been upheld and, in the judgement of the Disciplinary Panel, the outcome of the misdemeanour has led to long-term consequences for anyone involved and/or it is not the student's first offence and/or the student has not shown remorse and/or the offence is judged to be serious in nature and/or there has been damage to the Norland brand. Serious incidents of bullying and/or harassment, criminal activity and illegal drug taking or supplying are likely to attract level 2 sanctions.

Level 2 'serious' sanctions may include (but are not limited to): Final Warning, suspension from placement / delay to the commencement of a NQN post until further activities are undertaken to improve practice, a Notice for Improvement report (**Annex B**) which is likely to include a time-bound action plan to support improvement, suspension from studies, expulsion from the Norland Diploma, expulsion from Norland. In cases where the student remains at Norland and the Disciplinary Panel issues a final written warning, the Final Warning will be held on the online student's file. The Disciplinary Panel will decide the duration for which the Warning and/or other outcomes such as a Notice for Improvement will remain in place, depending on the severity of the misdemeanour, but it will be for at least one year and will be considered in any further Disciplinary action during that time.

If a Notice for Improvement and time-bound action plan is imposed at either level, the Chair of the Disciplinary Panel will nominate a member of staff to oversee and develop the action plan in conjunction with the student, taking into account any actions recommended by the Panel. The Chair will set a review date, at which point it is expected that appropriate improvement will have been demonstrated.

A decision to expel from the Norland Diploma or Norland can only be taken by the Principal or



nominee. The student should be informed as soon as possible of the reasons for the expulsion and their right of appeal. Any student expelled from Norland will be supported to find an alternative course more suited to them, as well as personalized support to help them address the areas of concern.

If the student does not appeal within the time limit for doing so, the matter will be closed and a Completion of Procedures Letter will be issued (see **Annex F**).

### **FAILURE TO ACKNOWLEDGE NOTICE OF COMPLAINT AND FAILURE TO ATTEND**

If the student fails to acknowledge notice of the complaint, subsequent invitation to help with the investigation, or notification of the disciplinary hearing, the Principal (or nominee) will write to the student at their address as registered with Norland and at any other address known to Norland.

If, after all reasonable steps have been taken by the Principal, the student fails to acknowledge the notice of the investigation or fails to attend any meeting arranged by Norland without proper and reasonable excuse, the Principal will write to the student notifying him/her that as the matter has not been properly discussed the following result will ensue:

- A note of the student's failure to attend the meeting or acknowledge the investigation or co-operate with the investigation will be made on the student's file.
- The student will be unable to attend classes or any placements until the matter has been fully investigated.
- The matter will be referred to the Disciplinary Panel who will decide what action to take in the student's absence. The Disciplinary Panel's decision will be final, subject to any Appeal lodged by the student in accordance with the Appeals Procedure set out in this policy. This Appeal may not be on the basis of non-attendance if this was due to the student's failure to acknowledge or failure to attend unless there are mitigating circumstances for this failure.

### **STAGE 6: OPPORTUNITY TO APPEAL**

Appeal against the sanction decision of the Disciplinary Panel, including suspension/expulsion:

- Where the recommendation of the Panel is that the student should be suspended or expelled from the Norland Diploma and/or Norland, the student has a right of appeal to the Board of Directors, once this recommendation has been confirmed by the Principal (or nominee).
- The request for such an appeal must be made in writing, providing full supporting evidence and grounds for appeal, to the Chair of the Board of Directors within 10 working days of receipt of the decision.

Appeal against other decisions of the Disciplinary Panel:

- The student has the right to appeal against non-sanction elements of the decision of the Disciplinary Panel if they believe and can demonstrate that:
  - The process has not been conducted correctly, in accordance with the procedures



- There has been a material administrative error
- The decision of the Panel is unreasonable based on the evidence available to the panel and the Standard of Proof
- There was evidence that was available at the time of the original hearing that was not considered by the Panel.
- New evidence has come to light that could not have been considered previously.

Appeals should be made in writing, with full supporting evidence, to the Chair of the Board of Directors within 10 working days of the receipt of the letter notifying the student of the Disciplinary Panel decision.

The student should be made aware that this is not a re-opening of the investigation and that they must provide reasonable evidence to substantiate their appeal. Disagreement with the decision of the Disciplinary Panel is not in itself sufficient reason to appeal.

The Appeals Panel will consist of three members of the Board of Directors and will convene to consider whether the documentation of the case suggests that the decision of the original Disciplinary Panel was reasonable and the procedure was followed correctly.

If the student, having been given the opportunity to attend the hearing, fails to do so without reasonable explanation, the Appeals Panel may proceed in their absence.

The Appeals Panel may:

- Amend the decision of the original Disciplinary Panel
- Uphold the decision of the original Disciplinary Panel
- Refer the case back for reconsideration by the original Disciplinary Panel
- Defer the decision pending further information and advice
- Reject the Appeal.

The decision and any recommendations of the Appeals Panel will be notified to the student and to the original Disciplinary Panel. There will be no further right of appeal within Norland.

If the appeal is rejected or is not permitted to proceed under the grounds of appeal, a Completion of Procedures Letter (COPL – Annex F) will be sent to the student within 28 days. This will be accompanied by an explanation of the decision reached and the reasons for it.

The COPL will also advise the student about their right to submit a complaint to the OIA for review. Any complaint to the OIA must be brought within 12 months and further information about this can be found at <https://www.oiahe.org.uk/students/>.

Where an appeal is upheld, a written statement will be provided to the student that explains what action will be taken.

## **STAGE 7: MONITORING AND SIGN OFF**



In all cases where a Notice for Improvement/action plan has been imposed, the issuing authority (Chair of the Disciplinary Panel, Vice Principal or nominee) will appoint a member of staff, usually the personal tutor or Head of Learning, Teaching and Research or the Deputy Head of Learning and Teaching, to work with the student/s to meet the requirements of the Notice of Improvement.

Once the Notice for Improvement requirements have been met or at the review date set (whichever happens first), the person appointed to oversee the process will report progress to the issuing authority (Chair of the Disciplinary Panel, VP or nominee).

If all requirements have been met, the Notice for Improvement and/or warning will be removed from the student's file

If all requirements have not been met by the review date, or there is evidence to suggest that sufficient progress towards meeting the requirements is not being made, or further breaches of the Code are reported through the Cause for Action process or other means, the issuing authority will extend the time or refer the matter for further disciplinary action. This may mean the student being referred back to the Disciplinary Panel.

## RECORD KEEPING

All records associated with Norland disciplinary proceedings will be stored within a restricted access folder on Norland's internal SharePoint hub. This is a password-protected, cloud-based document storage facility. Access permissions to specific folders are only given to the investigating officer and the members of the disciplinary panel (if required).

Reports will be kept on the student and/or the internal record as follows:

Report and/or record	Location	Timeframe
Cause of Concern Notification report (stage 1)	Internal (anonymised)	6 years
Cause for Concern Notification report (stage 1) - Informal Resolution	Internal (anonymised)	6 years
Informal Warning and Notice for Improvement (stage 1)	Student file	Once conditions have been met. No more than 12 months.
	Internal (anonymised)	6 years
Investigation Report (stage 2) – No further Action	Student file	12 months
	Internal (anonymised)	6 years
Investigation Report (stage 2) – Informal Resolution and Informal Warning	Student file	12 months
	Internal (anonymised)	6 years
Investigation Report (stage 2) – Formal Resolution and Formal Warning	Student file	12 months
	Internal (anonymised)	6 years
<b>Investigation Report (stage 2) – Disciplinary Panel</b> <ul style="list-style-type: none"> <li>• No further action</li> <li>• Informal resolution and informal warning</li> <li>• Formal resolution and formal warning and notice for improvement</li> </ul>	All – internal (anonymised)	6 years
	Student file	12 months
	Student file	Once conditions have been met. No more than 12 months.





	Student file	Once conditions have been met. No more than 12 months.
Disciplinary Panel Hearing (stage 3 – 4)	Internal (anonymised)	6 years
	Student file	12 – 48 months

Disciplinary Panel Outcomes – Sanctions (stage 5)	All – internal (anonymised)	6 years
• Level 1 and 2 sanctions	Student file	12 months
• Level 2 serious sanctions	Student file	12 – 36 months

Records will be kept according to Norland’s [Data Protection policy](#), the [Student Privacy Notice](#) and the [Data Retention Schedule](#).

In order to ensure consistency of approach and procedural fairness, Norland records all disciplinary matters in an anonymised log which includes basic details such as:

- Date.
- The reason for disciplinary action.
- Stage 1 cause for concern outcome i.e. no further action; informal resolution; formal investigation, including the reason as to why a specific outcome was reached.
- Stage 2 formal investigation outcome i.e. no further action; informal resolution; formal resolution; Disciplinary Panel, including the reason as to why a specific outcome was reached.
- Stage 3 Disciplinary Panel hearing outcome i.e. sanctions applied, including the reason as to why a specific outcome was reached.
- Appeal outcome.
- Completion of Procedure letter issued.

### 3. ROLES AND RESPONSIBILITIES

As detailed in main policy

### 4. RELATED POLICIES, PROCEDURES AND GUIDANCE

Cause for Action Procedure.  
 Norland Code of Professional Responsibilities.  
 Fitness to Practice.  
 Child Protection & Safeguarding Policy.  
 Mitigating Circumstances Procedure.  
 Student Complaints Procedure.  
 Complaints Procedure for External Stakeholders.



Protection policy.  
Student Privacy Notice.  
Data Retention Schedule.

As this is an anonymised internal record, it will be kept for a minimum of 6 years. It will be stored within the restricted access folder for disciplinarys

**5. ANNEXES**

**Annex A – Cause for Action Notification Form.**

Date cause for action raised		
Name, status and contact details of Notifier		
Name, Set/Year If relevant and contact details of student/s concerned		
Brief outline of cause for action		
Checklist	Record created in secure folder	Date:
	Date student/s notified	Date:
<b>Clarification meetings</b>		
Date of meeting with Notifier		
Date of meeting/s with student/s		
Details of previous Cause for Actions – date, brief outline of CfA and outcome <i>To be completed by Quality Manager</i>		
Details of Cause for Actions established		
Does the Notifier wish to remain anonymous?	Yes/No	
If yes, is there the potential of sufficient evidence to justify further action?	Yes/No	
Does the concern involve bullying, harassment, criminal activity or behaviour likely to bring the College into disrepute?	Yes/No If yes, proceed to Formal Disciplinary stage	



Date of initial decision by VP		
<b>Initial decision</b>	No further action	<input type="checkbox"/>
	Informal resolution with an informal warning and/or other action	<input type="checkbox"/>
	Formal Resolution with a Formal Warning and/or other action	<input type="checkbox"/>
	Formal Investigation	<input type="checkbox"/>
Rationale for decision	<i>Include whether a misdemeanour has been admitted, the impact of the cause for action on others, the likelihood of sufficient evidence to meet the Standard of Proof, etc.</i>	
<b>Informal resolution</b>	Informal Warning	Yes/No
Details of actions to be taken	Notice of Improvement	Yes/No
	Date of review	
	Other (give details)	
Name of person overseeing Notice for Improvement		
<b>Formal resolution</b>	Formal warning	Yes/No
Details of actions to be taken	Notice for Improvement	Yes/No
	Date of review	
	Other (give details)	
<b>Formal Investigation</b>		
Name of Investigating Officer appointed		
Date investigation implemented		



<b>Proceed directly to Panel Rationale</b>	
Date of referral	

**Annex B – Notice for Improvement Form**

Student Name	
Set	
Date	
Name of member of staff overseeing Notice for Improvement	
Completion Date	

The purpose of this Notice for Improvement is to set out a framework in which the above-named student can address areas of concern. These areas of concern are:

The following action plan has been agreed by the student and will be monitored by the above-named member of staff, who will support the student to meet the objectives *(please add or remove rows as required. The objectives and actions should fully address the areas of concern listed above)*.

Objective	Actions to be taken	By when?	Progress

This Notice for Improvement should be reviewed and signed off by the Vice Principal on or before the Completion Date. Failure to demonstrate the required improvements by this date may result in further disciplinary action.

Signed Student	
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Signed Staff	
Notice signed off by Vice Principal Date	

**Annex C – Template for Investigation Report**

**Investigation report** [This is a template investigation report that an investigator may adapt to suit the particular circumstances of their investigation]

<b>Name and Set of student under investigation</b>	
<b>Introduction</b>	<b>Investigation authorised by:</b> [Name and role]
	<b>Investigating Officer:</b> [Name and role]
	<b>Date investigation began:</b>
	<b>Outline of Cause for Concern</b> ( <i>note – Cause for Concern Notification Form should be attached to this form as an appendix</i> )
<b>Process of investigation</b>	<b>The investigation process:</b> [Explain how the investigation was authorised]
	<b>Evidence collected:</b> [List all evidence collected]



		<p><b>Evidence not collected: [List all evidence that could not be collected and why]</b></p>
		<p><b>Persons interviewed: [List all people interviewed]</b></p> <hr/> <p><b>Persons not interviewed: [List any witnesses that could not be interviewed and why]</b></p> <hr/> <p><b>Anonymised statements: [If any, explain why and provide details of how this evidence has been assessed]</b></p>
<p><b>The investigation findings</b></p>		<p><b>Summary of written and physical evidence: [name and summarise each document contained, set out how the evidence supported or did not support your findings and why]</b></p> <hr/> <p><b>Summary of witness evidence: [name and summarise each witness statement, quote from statement where relevant, set out how the witness statement supported or did not support your findings and why]</b></p> <hr/> <p><b>Facts established: [detail what the investigation has established. Note that the facts need to meet the Standard of Proof]</b></p>



	<p><b>Facts that could not be established: [detail any part of the investigation that was inconclusive and how this evidence has been assessed] AND SAY WHY</b></p>
	<p><b>Outline any areas of the Code of Professional Responsibilities which may have been breached, aligning this to the facts established</b></p>
	<p><b>Mitigating factors: [detail if there were any mitigating factors uncovered that are relevant to the investigation]</b></p>
	<p><b>Other relevant information: [detail any other information that is relevant to the matter]</b></p>
<p><b>Conclusion</b> [if required]</p>	<p><b>Recommendation:</b></p> <p><b>No further action/ Informal Resolution with an Informal Warning and/or other action/ Formal Resolution with a Formal Warning and/or other action/Proceed to Disciplinary Panel</b></p> <p><b>Rationale for recommendation: [please outline the reasons for your recommendation, the evidence that supports it and how the Standard of Proof has been met]]</b></p> <p><b>Investigating Officer's signature:</b></p> <p><b>Date:</b></p>
<p><b>Vice Principal decision</b></p>	<p><b>No further action/ Informal Resolution with an Informal Warning and/or other action/ Formal Resolution with a Formal Warning and/or other action/Proceed to Disciplinary Panel</b></p>



<b>Rationale if decision is different to the IO's recommendation</b>	
--	--

**Annex D – Guidance notes on Chairing Formal Disciplinary Proceedings**

The below checklist is for guidance purposes only, as it is recognised that the Chair will need to determine how best to manage any hearing given the individual circumstances of the case.

Please ensure that all discussions during this process are fair, appropriate and above reproach.



**Introductions**

- Welcome attendees.
- Request that all attendees turn off any electronic devices to avoid unnecessary interruptions during the meeting.
- Introduce those present and their roles, (see guidance re: roles/responsibilities); this may include: Panel members, Investigating Officer, note-taker, student and their representative etc.
- Discuss whether the meeting is to be recorded and, if this is necessary, gain recorded consent from all participants.
- Representation of student– If accompanied confirm the role of the companion, i.e. that they will be able to address the hearing in order to: put the Student's case forward; sum up the case; respond to any view expressed at the hearing; and confer with the student. However, the representative will not usually answer questions on behalf of the student, but may do so with the agreement of the Panel.
- If not accompanied note that the student has been advised of their right to be accompanied but has chosen to attend unaccompanied.
- Ask the student to introduce themselves and any companion they may have with them. Check whether the participants are happy with use of first names.
- Confirm with the student that they have received the letter notifying them of the hearing and the associated documentation providing advanced disclosure of the case.
- Confirm with the student that they understand that it is a formal disciplinary hearing which will be conducted in line with the College's Cause for Concern and Student Disciplinary procedure.
- Ask that all communications go through you as the Chair during the hearing.

## Outline procedures

- Advise of the procedure.
- Confirm Documentation provided – Identifying, if appropriate, any other documentation the panel has at their disposal for reference purposes. Also confirm if the Panel received any additional information/evidence from the student.
- Adjournments - Advise that should any party consider an adjournment necessary requests should be made via the Chair. Identify the location of the rooms available.
- Taking of Notes – Advise that the note-taker will take summary notes to support the Panel’s consideration. Should the student want a summary of these notes these can be provided on request. Advise that both the student and their representative would be welcome to make their own notes.

## Running order

- Respond to any procedural concerns/queries that may arise.
- The Investigating Officer may be invited in to present the case against the student and the evidence upon which this is based, which may include calling witnesses.
- If the Investigating Officer is in attendance, the student, their representative if applicable and the panel will be given the opportunity to ask questions of the Investigating Officer and any witnesses, and to query the evidence provided.
- If the Investigating Officer is not present, the Chair will outline the case against the student, based on the Investigation Report.
- The student and their representative are then invited to present their case, which again may rely on witnesses.
- The panel will correspondingly be allowed to ask questions of the student and any witnesses, including to ask for clarification about any discrepancies in the evidence.
- Both the student and the Chair of the Panel will be invited to provide a brief concluding statement.
- The Panel will adjourn to consider the case.

## Present case

- Hear case based on the above running order.

## Adjournment and decision

- Panel either adjourns or closes the hearing to consider the case.
- If the Panel is unable to make a decision as further information/time is required, inform the student as to when they can expect written notification of the decision (or if further action was deemed necessary what this would entail).

- When closing the hearing, ensure that everyone understands what is going to happen.
- Panel makes a decision
- Advise that the outcome of the hearing should be confirmed to the student in writing, usually within 7 days of the hearing. Include notification of their right to appeal and to whom any such appeal should be addressed. The student may be informed, verbally, immediately following the Panel’s deliberations.

Record

- Record summary of the discussions, (including any agreed actions and timescales for improvement etc).
- Ensure that the records are factual, unambiguous and constructive (assume that the student may see these).
- Write to student summarising the outcome of hearing and any next steps.
- Store records securely, as these may be subsequently required within later procedural stages and shared with all relevant parties, including the student.

**Annex E – Template for Disciplinary Hearing Report**

**Disciplinary Hearing report** [This is a template hearing report that a note taker may adapt to suit the particular circumstances of the hearing]

<b>Introduction</b>	<b>Hearing panel and other attendees:</b> [Name and role]
	<b>Date of hearing:</b>
	<b>Reference (normally the investigation report):</b>
<b>Process of hearing</b>	<b>Presentation of case by Investigating Officer or Chair of the Panel:</b> [Summary of investigation report by Investigating Officer which may include calling of witnesses]
	<b>Response from student:</b> [May include clarification questions to Investigating Officer/witnesses]
	<b>Response from panel:</b> [May include clarification questions to Investigating Officer/witnesses]



	<b>Presentation of case by student:</b> [May include witnesses and presentation of additional evidence]
	<b>Response from panel:</b> [May include clarification questions to Student and/or witnesses]
	<b>Concluding statement by student:</b>
	<b>Concluding statement by the Chair:</b>
<b>The hearing findings</b>	<b>Summary of panel’s decision regarding outcome and any conditions:</b>  <i>[This should detail the following:</i> <ul style="list-style-type: none"> <li>• <i>Whether the disciplinary is upheld and whether or not any disciplinary action will be taken and, if so, state nature of misconduct or poor performance, making links to the Code of Professional Responsibilities, which level of sanction will be applied, the nature of the sanction and the details of any conditions, such as participation in a Notice for Improvement including details of any requirements for the Notice for Improvement, such as a time-bound action plan with details, date of review and anyreparation needed</i></li> <li>• <i>State the strength of evidence, based on the Standard of Proof</i></li> <li>• <i>State the rationale for the selection of the sanctions and/orconditions, including why other sanctions were not deemed to be appropriate</i></li> <li>• <i>State how compliance with any conditions will be monitored</i></li> <li>• <i>the duration of the warning/sanction/Notice of Improvement and how long this will be held on the student’s online file</i></li> <li>• <i>State how the decision will be communicated to any other party and to whom, for example any victims, placements (if relevant), staff and any other stakeholder]</i></li> </ul>
	<b>Other relevant information:</b> [detail any other information that is relevant to the matter]

**Annex F – Completion of Procedures Letter Template**



### Completion of Procedures

#### Letter Template

**Please note - the format may be adjusted to meet the individual circumstances of a complaint provided that the key points below are included.**

Dear *[Name of complainant]*,

#### Completion of Procedures Letter

This letter confirms that the internal procedures of Norland College in relation to your *complaint / appeal etc\** regarding *[please describe]* have been completed.

The issues that you raised in your *complaint / appeal etc\* were* *[details]*

The issue(s) that were considered in relation to your *complaint / appeal etc was / were\**: *[brief summary of the complaint etc]*.

The final decision of Norland College is\* *[detail]* because *[reasons]*.

Norland College subscribes to the independent scheme for the review of student complaints. If you are dissatisfied with the outcome you may be able to apply for a review of *your complaint / appeal etc\** to the Office of the Independent Adjudicator for Higher Education (OIA) provided that the complaint you take to the OIA is eligible under its Rules.

Should you decide to make a complaint to the OIA, your OIA Complaint Form **must be received by the OIA** within **12 months** of the date of this letter, that is, it must be received by the OIA **on or before** *[insert date - e.g. if the Completion of Procedures Letter is dated 9 July 2015, this date should be 9 July 2016]*.

*[Include here any factors of which the provider is aware which mean that it is particularly important for the student to bring the complaint promptly.]*

You can fill in the OIA's complaint form online or download a copy from the OIA website. <https://www.oiahe.org.uk/students/how-to-complain-to-us/>. The OIA also publishes *An Introduction to the OIA Scheme for Students*, which can be downloaded from <https://www.oiahe.org.uk/students/can-you-complain-to-us/>. Alternatively, you can telephone or write to the OIA for a form. **You should send a copy of this letter to the OIA with your OIA Complaint Form.**

Guidance on submitting a complaint to the OIA and the OIA Complaint Form can also be found on the OIA's website <https://www.oiahe.org.uk/students/how-to-complain-to-us/>. You may also wish to seek advice from the Students' Union about taking your complaint to the OIA.

Please note that the OIA will normally only review issues that have been dealt with through the provider's internal procedures.

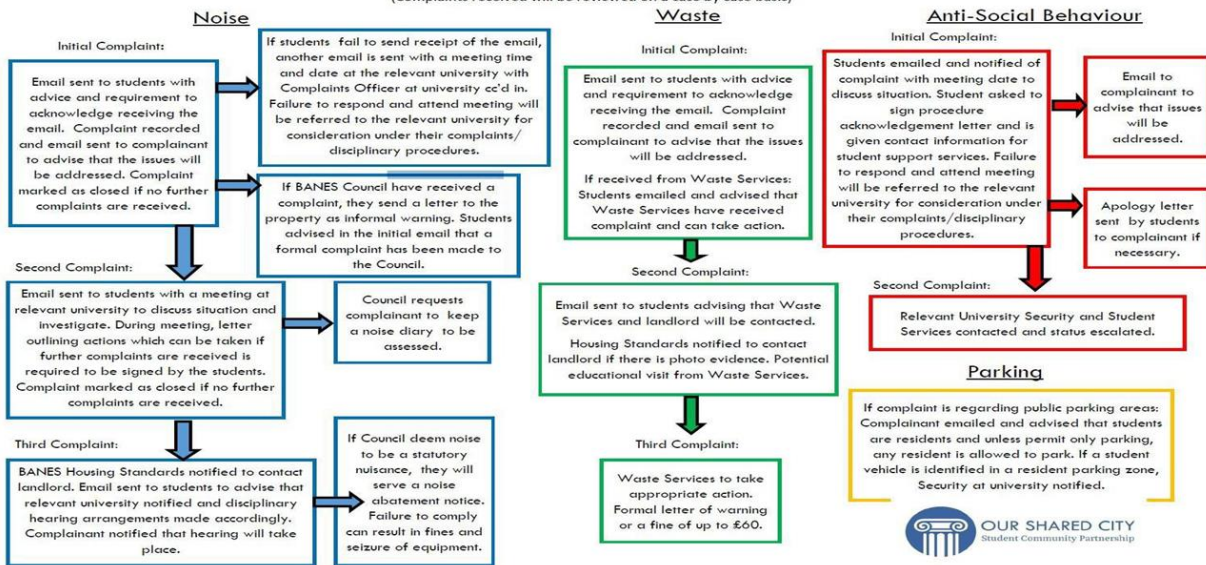
Yours sincerely,

[Authorised signatory]

## Annex G – SCP Complaints Procedure

### SCP Complaints Procedure

(Complaints received will be reviewed on a case by case basis)





<b>Document Control Information</b>	
<b>Policy Title:</b>	Student Disciplinary Procedure
<b>Version number</b>	V9.0/ME/16-06-2023
<b>Owner:</b>	Vice-Principal, Head of Quality & Standards and Registrar
<b>Approving Body:</b>	Academic Board
<b>Related Norland Documents:</b>	Cause for Concern Procedure. Norland Code of Professional Responsibilities. Fitness to Practice. Child Protection & Safeguarding Policy. Mitigating Circumstances Procedure. Student Complaints Procedure. Complaints Procedure for External Stakeholders. Protection policy. Student Privacy Notice. Data Retention Schedule.
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