# Core Policies and Procedure

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A) Global Academic Foundation hosting the University of Hertfordshire: Academic Freedom Policy
ACADEMIC FREEDOM POLICY

Academic freedom is essential to the free search for truth and its free exposition. Academic freedom in teaching is fundamental, not only for the advancement of truth but for the protection of the rights of the teacher in teaching and of the student to ensure freedom in learning.

Members of Global Academic Foundation hosting the University of Hertfordshire (UH-GAF) have the right to pursue knowledge and to speak and write without unreasonable restriction. Judgment of these activities is on the basis of legitimate intellectual and professional criteria, not personal beliefs, political views or other individual preferences.

In procedures for arriving at professional or personal academic decisions concerning academic freedom, fair consideration of substance will be the decision-making criterion by the UH-GAF Academic Board.

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Signed on behalf of Academic Board

Dr. Vincent Emery (President)

Date

March 23rd 2021
B) Global Academic Foundation hosting the University of Hertfordshire: Academic Appeals Policy and Procedure
ACADEMIC APPEALS POLICY AND PROCEDURE

1. Introduction

1.1 Global Academic Foundation (GAF) is committed to providing high quality learning, teaching, and assessment that meet the required academic standards of its partner awarding bodies.

- All assessments are carried out according to the principles of openness, validity, reliability, accessibility and transparency.
- The Academic Appeals Policy allows a student to lodge an appeal against the outcome of academic decisions made on:
  - The mark or grade for an individual item of coursework
  - Assessment procedural irregularities that a student feels has disadvantaged them
  - The result of an individual course
  - Completion of a stage of a programme and progression to the next
  - Entitlement to an award
  - The class or grade of an award

1.2 It is the responsibility of the student to notify GAF of any ‘extenuating circumstances’ which may adversely affect the student’s performance. This should be completed using the Assessment Extension Request form or the Serious Adverse Circumstances form for University of Hertfordshire validated programmes, which must be submitted before the commencement of any summative assessment process to enable reasonable adjustments to be facilitated.

2. Scope

2.1 The policy applies to all awards, at all levels, offered by GAF

3. Responsibility

3.1 The Director of International Office will be responsible for the implementation of this policy
4. **General principles**

4.1 Whilst candidates may raise queries about the results of an assessment, GAF will not admit queries which consist solely of a challenge to the academic judgement of Examiners in assessing the merits of a candidate's work or in reaching a decision or recommendation on progression, award or the class or grade of award based on the marks, grades and other information relating to the candidate's performance.

4.2 Where queries relate to the substantive correctness of a recommendation or decision (such as a request to be given the reasons or a request that it be reconsidered) GAF will respond only to those that fall within the permitted grounds for a request for the review of an examination decision (section 4.4.1).

4.3 At all stages of these procedures, the powers of the Dean of School and the GAF Vice-Chancellor are limited to the referral of a case back to a Course/Module or Programme Board of Examiners for reconsideration, where they are satisfied that this is a justifiable course of action.

4.4 Permitted grounds for a request for the review of an assessment decision.

4.5 The grounds on which candidates are permitted to lodge a request for the review of a recommendation or decision are:

4.6 That the Examiners had been advised beforehand of medical or other Serious Adverse Circumstances which prevented the candidate from sitting or submitting an assessment but failed to appreciate their significance when arriving at their decision or recommendation;

   i) where, at the time of sitting or submitting an assessment, the candidate was not capable of understanding that his or her performance was likely to be affected adversely by ill-health and/or its treatment and has the written support of a doctor or psychiatric practitioner and the circumstances only came to light after the relevant assessment Panel or Course/Module Board had met;
ii) That there was a material administrative error or procedural irregularity at some stage of the assessment process or that the examinations or other assessments were not conducted in accordance with the approved programme regulations or that some other material irregularity or procedural irregularity relevant to the assessments occurred;

iii) that there was unfairness or impropriety on the part of one or more of the Examiners or the Board.

5 Procedure

5.1.1 In most instances, student queries relating to assessment can and should be resolved informally so that the formal appeals procedure is used only in exceptional circumstances.

5.1.2 If a student has a query about the assessment of his/her work then he/she should raise it immediately with the appropriate tutor/assessor. After reasonable consideration, the tutor will give a response within seven (7) days. Should the student not wish to approach, or be dissatisfied with the response made by the relevant tutor, they may raise the matter with the Dean of School / Programme Director who, again after reasonable consideration, will give a response within seven (7) days.

5.1.3 If the student remains dissatisfied with the outcome of the informal resolution, they can lodge a formal academic appeal to Director of International Office. On receipt of a written request for an academic appeal, the Director of International Office will make independent enquiries and report the decision to the student in writing within ten (10) working days, either to dismiss the appeal or to convene a formal Academic Appeals Panel.

Composition of the Appeals Panel:

- Registrar or delegated alternate
- Director of International Office
- A member of Senior Academic Staff

5.4 The Panel will meet to consider the appeal within ten (10) working days of the receipt of the written request.

5.5 The student will be informed of the time and place of the Panel meeting, and will be invited to attend together with a parent/guardian/friend, and/or a member of
Student Support if requested.

5.6 Relevant reports by the student’s personal and subject tutors and all other parties involved in the assessment will be received.

5.7 At the end of the meeting the Panel will reach its decision in private discussion and will notify the student in writing of the Panel’s decision.

5.8 If a student has fully exhausted GAF’s Academic Appeal Procedure and remains dissatisfied with the outcome, the student can request a review under GAF’s Student and Applicant Complaints Policy.

5.9 If student on a University of Hertfordshire validated programme still remains dissatisfied, and GAF’s appeal processes have been exhausted, they may request a review by the Vice-Chancellor of the University of Hertfordshire using the appropriate paperwork and submission process. (refer to GAF Student and Applicant Complaint

University of Hertfordshire Policy:

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Signed on behalf of Academic Board

Dr. Vincent Emery (President)

Date 23rd March 2021
C) Global Academic Foundation hosting the University of Hertfordshire: Admissions Policy
ADMISSIONS POLICY

UNDERGRADUATE STUDENTS STUDYING ON UNIVERSITY OF HERTFORDSHIRE PROGRAMMES HOSTED BY GLOBAL ACADEMIC FOUNDATION

1 INTRODUCTION

1.1 Global Academic Foundation hosting the University of Hertfordshire (UH-GAF) is committed to the practice of fair admission. UH-GAF’s admissions policy for undergraduate students is therefore intended to:

- Be transparent;
- Enable the institution to select students who are able to complete the course as judged by their achievements and their potential;
- Strive to use assessment methods that are reliable and valid;
- Seek to minimize barriers for applicants;
- Be professional in every respect; and
- Be underpinned by appropriate institutional structure and processes.

1.2 This admissions policy is compliant with relevant Equality and Diversity legislation in Egypt.

1.3 Recruitment and selection criteria of students depend on:

- Academic ability and potential;
- Motivation and suitability for the chosen course;
- Commitment and self-discipline;
- English language ability;
- Performance at interview (where required).

1.4 Every applicant is considered individually in a holistic assessment using all information available.

1.5 UH-GAF reserves the right to refuse (or to withdraw) admission to applicants who in their opinion present a future risk to staff, students or others.
2 SCOPE

2.1 UH-GAF’s policies and regulations relating to the admission of undergraduate students are set out in this document.

2.2 UH-GAF has devolved responsibility for the admission of students on designated University of Hertfordshire programmes. Please refer to Annex A.

2.3 Admissions guidelines and operating procedures.

Associated guidance is available on request from the Dean of Student Affairs, UH-GAF.

3 DEFINITIONS

For the purposes of this document the following additional definitions will apply:

3.1 Programme

A programme is a set of one or more awards administered together. The essential feature is that each programme has only one set of programme regulations contained in a Programme Specification, even though there may be many awards (and their associated interim awards);

3.2 Applicant

A person applying to UH-GAF for admission to a programme delivered in partnership with University of Hertfordshire.

3.3 Student

A person registered by UH-GAF, studying and/or continuing to study for a UH-GAF delivered programme which will be assessed and will normally lead to a University of Hertfordshire award.

3.4 International student

A person from a country outside Egypt, and / or holding a non-Egyptian passport.
4 COMMITTEES

4.1 Academic Board

Subject to the overall responsibility of the Board of Trustees, the Academic Board is responsible for determining the UH-GAF’s principles, policies, regulations and procedures relating to the admission of all students. The Academic Board receives reports on the outcomes of UH-GAF’s student recruitment activities and admissions services.

5 GENERAL PRINCIPLES OF ADMISSION

5.1 The admission of individual applicants is at the discretion of UH-GAF. It should be noted that UH-GAF regards decisions concerning whether an applicant satisfies the general principles of admission set out in section 1.3 and the entry requirements for the programme to which admission is being sought, to be matters of academic judgment.

5.2 In exercising this discretion, UH-GAF will be guided by the following principles:

I. There should be a reasonable expectation that anyone admitted to a programme has the potential to fulfil the objectives of the programme and achieve the standard required for an award;

II. In considering each individual applicant for admission to a programme, evidence will be sought of the applicant’s personal, professional and educational experiences that provide indications of his or her ability to meet the demands of, and benefit from, the programme;

III. UH-GAF aims to ensure in the admission and treatment of applicants and students that no-one receives less favourable treatment because of characteristics protected by legislation or because of family or care responsibilities, social class, trade union activity, being an ex-offender or other unreasonable grounds;

IV. Admission with academic credit and/or on the basis of prior experience will be
governed by the same principles as those applying to applicants seeking admission to the beginning of the programme.

V. In considering each individual applicant for admission to a programme, evidence will be sought of the applicant’s identity and nationality. UH-GAF will register the applicant in their full legal name as it appears in their passport or alternative government-approved document. This information will be shared with the University of Hertfordshire as the awarding body, under an agreement that is compliant with the General Data Protection Regulation (GDPR).

The awarding of specific credit for prior learning is a recognized route of entry to undergraduate programmes delivered by UH-GAF. Any offer of admission involving Recognition of Prior Learning (RPL) must be approved by the University of Hertfordshire prior to an offer being made to students.

6 ADDITIONAL PRINCIPLES GOVERNING ADMISSION

6.1 Applicants with disabilities

UH-GAF is committed to developing educational opportunities which can be accessed by all suitably qualified applicants and welcomes applications from people with disabilities.

6.2 Applicants who will be minors when they register as students of UH-GAF

6.2.1 Unless prohibited by individual professional or programme regulations, consideration will be given to applicants who will be under 18 years at the time of their admission to UH-GAF. Such applicants will be considered on their individual merits and on their potential to benefit from their chosen programme.

(Note for guidance – ‘time of admission’ For the purposes of this policy, the ‘time of admission’ will be deemed to operate from the commencement of any pre-sessional programme which the applicant is to attend at UH-GAF or the time at which he or she proposes to take up residence in UH-GAF accommodation or the time at which he or she registers as a student of UH-GAF, whichever is the earlier.)

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6.2.2 It is a condition of admission that applicants who will be under 18 years of age at the time of their admission to UH-GAF have a parent or guardian based in Egypt. It should be noted that it will be possible to identify the age of a student who is a minor from his or her UH-GAF Identity Card.

(Note for guidance: Advice concerning the admission of minors may be obtained from the Dean of Students at the University of Hertfordshire.)

6.3 International applicants

UH-GAF welcomes applications from people who reside outside Egypt. It seeks to recruit international students in a fair and responsible manner and in compliance with government immigration guidelines.

6.4 Applications from people who are at risk or who may be a risk

6.4.1 Where the risk is deemed to be solely to the applicant, to enable the applicant to come to an informed view of his or her ability to meet the demands of the chosen programme, reasonable efforts should be made to provide him or her with appropriate advice and assistance either from UH-GAF’s own services or from other appropriate external agencies.

6.4.2 Where it is believed that an applicant might constitute a risk to UH-GAF, the matter must be referred to the Admissions Tutor/Dean of Student Affairs who will, where necessary, refer individual cases to the President for risk assessment and decision.

Whilst UH-GAF would not seek further to penalise an ex-offender or any other applicant who might be a risk, nevertheless, there will be occasions when it will be appropriate for an academically suitable applicant to be refused entry to UH-GAF other than on academic grounds, for example, where the requirements of an external body prohibit the admission of ex-offenders or where the applicant might constitute a risk to other people.
For certain programmes extra criminal record checks may be performed by the Ministry of the Interior the result of which may preclude students from entering such programmes. This area is detailed in the Disclosure and Barring Policy.

6.5 Applicants who are debtors of UH-GAF

UH-GAF reserves the right, at absolute sole discretion, to refuse admission to individuals who are debtors of UH-GAF. UH-GAF may consider/re-consider an application when the debt has been paid in full, but is not bound to do so.

6.6 Criminal offences and convictions

Once an offer has been made applicants may be expected to declare any criminal convictions. During the period between an applicant’s acceptance of an offer from UH-GAF and his or her registration as a student of UH-GAF, he or she is required to advise the Dean of Student Affairs immediately if he or she has been charged with or convicted of a criminal offence.

7 ADMISSIONS TUTORS AND THE AUTHORISATION OF OTHER MEMBERS OF STAFF TO MAKE OFFERS TO APPLICANTS

For the purposes of this section (7), the nominee of the Dean of School / Programme Director will normally be the appropriate Programme Director or a member of staff with appropriate standing and experience.

7.1 Admissions Tutors

7.1.1 Role and Responsibilities

I. The Admissions Tutor for a particular programme is responsible to the Dean of School / Programme Director (or nominee) for the management of student admissions to that programme.

II. The Admissions Tutor will work in close liaison with the Dean of Student Affairs and his or her staff to enable UH-GAF Admissions Service to admit students
under the guidelines and within the framework agreed between the Admissions Tutor and the Dean of Student Affairs.

III. The President, the Dean of School (or nominee), or the Dean of Student Affairs may direct an Admissions Tutor to reject an applicant on non-academic grounds if, for example, the applicant is considered to be a risk to UH-GAF or its students.

7.1.2 Appointment

I. Admissions Tutors are appointed by the Dean of School or Dean of Student Affairs.

II. The Dean of School must notify the Dean of Student Affairs of all appointments made under the provisions of 7.1.2, and is also required to notify the Dean of Student Affairs, in writing, when such appointments are terminated.

7.2 Authorization of other members of staff to make offers to applicants

7.2.1 The Dean of School will authorize the Dean of Student Affairs (or nominee) to make offers to applicants in accordance with the admissions strategy of the School and with explicit written criteria which have been determined by the appropriate Admissions Tutor.

7.2.2 The Dean of Student Affairs must be informed, in writing, of all such authorizations and of the names and responsibilities of any nominees.

7.3 Request for the review of an admissions decision

(Note for guidance):

Where an applicant is a minor (under the age of 18) the applicant may designate a parent or guardian to act on his or her behalf.

I. UH-GAF regards decisions concerning whether an applicant satisfies the general principles of admission and the entry requirements for the programme to which admission is being sought, to be matters of academic judgment.
II. Regardless of whether an applicant is rejected with or without interview, Admissions Tutors will, in response to a request by the applicant, review the decision with the Dean of School (or nominee) and notify the applicant, in writing, of the outcome of the review.

III. Where the Admissions Tutor and/or the Dean of School (or nominee) judge it appropriate, the applicant should be offered a first or further interview by an experienced academic colleague who has not been involved in the earlier decision to reject.

IV. An applicant who remains dissatisfied with the outcome of this review is entitled to appeal to the President, in writing, and must be advised of this right at the time that he or she is notified of the outcome of the review.

7.4 Complaints

(Note for guidance: Where an applicant is a minor (under the age of 18) the applicant may designate a parent or guardian to act on his or her behalf.)

7.4.1 The process for dealing with requests for the review of an admissions decision is set out in section 7.3.

7.4.2 Complaints by applicants relating to the administration of this document or the processes that it describes or other issues that have arisen will be progressed by means of UH-GAF’s Student Complaints and Appeals Process.

7.4.3 A copy of UH-GAF’s Student Complaints and Appeals Process must be provided to anyone wishing to make such a complaint.

8 UH-GAF ADMISSIONS SERVICE

8.1 Provost

It is the responsibility of the Provost to ensure that UH-GAF’s admissions principles, policies, regulations and procedures are operated fairly and effectively and to ensure that the level and quality of administrative support is appropriate to the demands placed upon UH-GAF Admissions Service.
8.2 Dean of Student Affairs

The Dean of Student Affairs is responsible to the Registrar for the efficient administration of admissions to undergraduate and taught postgraduate programmes in accordance with UH-GAF’s regulations and procedures. The Dean of Student Affairs (or nominee) has responsibility for advising all relevant staff on University of Hertfordshire admission policy and procedures, ensuring that UH-GAF complies with these and implementing procedures to detect fraudulent applications. The UH-GAF Admissions Service provides administrative support for all aspects of admissions work.

9 GENERAL REGULATIONS GOVERNING THE ADMISSION OF STUDENTS TO UNDERGRADUATE PROGRAMMES

9.1 Programme regulations must stipulate the basis on which a student will be admitted, either to the beginning or to subsequent stages of the programme, by:

I. identifying the knowledge and skills required at admission and relating these to the content and objectives of the programme;

II. setting out the criteria and means by which the suitability of applicants will be judged;

III. where appropriate, setting out the procedures to be used in assessing, for the purposes of the final classification of award, any relevant previous work of all students who are admitted with specific credit.

9.2 In order for a student to have a reasonable expectation of being able to fulfil the objectives of a programme and achieve the standard required for the award, programme regulations should specify minimum entry requirements.

9.3 Although a wide range of entry qualifications may be accepted, it is usual for programmes to specify minimum entry requirements in terms of 'benchmark'
qualifications as defined by the Qualifications and Curriculum Authority (QCA) in the UK. Specific practical experience may be required. In some cases, the entry requirements for a programme may be stipulated by an external body.

9.4 Provided that it remains above the minimum entrance requirements specified by the Programme Specification, the admissions tariff for the programme will be determined by the Dean of School (or nominee) in light of student demand and the number of places available for students on the programme. The admissions tariff may be altered by the Office of the Vice-Chancellor of the University of Hertfordshire in response to recruitment patterns across UH-GAF.

9.5 Candidates who choose to be presented for an interim award and who, subsequently, decide to undertake further study on the same programme towards a higher award, may do so only on the return of the interim award certificate to the Assistant Registrar (Exams and Awards) at the University of Hertfordshire.

10 GENERAL ENTRY REQUIREMENTS

10.1 Admission to programmes at first degree level - benchmark qualifications

10.1.1 The minimum level of attainment normally required for entry to the start of programmes of the minimum length leading to awards at first degree level is a minimum of 12 units, based on six (6) unit or 12 unit qualifications (equivalent to two (2) GCE Advanced levels or two (2) Vocational A levels or one (1) vocational double award) supported by GCSE passes to include GCSE Mathematics and English Language (a 'pass' in GCSE means grade C or above). Certain programmes also require GCSE Science or Double Science at Grade C or above.

Entry for the International Foundation Programme (IFP) will require 5 subjects at iGCSE at Grade C (4) or above. Subject specific requirements will be added for some programmes. A Grade C (5) in English will grant exemption from holding an IELTS certificate.
Detailed information on entry requirements, including USA and Egyptian equivalents, are provided on the UH-GAF website.

10.1.2 Unconditional offers will not normally be made on the basis of AS level or equivalent results alone.

10.1.3 Unless specifically excluded in a programme’s entry requirements, UH-GAF accepts AS and A level General Studies which will be counted as contributing towards applicants’ overall entry qualifications but it will not be accepted in place of a pre-requisite.

10.1.4 UH-GAF accepts applicants with Key Skills or Functional Skills qualifications and allows these to be counted as contributing towards applicants’ overall entry qualifications. UH-GAF will accept certain specified equivalents in place of GCSEs at Grade C in Mathematics and English Language, unless this is specifically excluded in the entry requirements for a programme. The accepted equivalents are listed on the University of Hertfordshire and the UH-GAF website:

http://www.herts.ac.uk/apply/entry-requirements/undergraduate-degrees/gcse-equivalent-entry-

www.gaf.edu.eg

10.1.5 Any degree level award taught and assessed in the English language will be regarded as an equivalent to the GCSE English Language and Mathematics requirement.

10.1.6 To ensure that applicants have the appropriate pre-requisite knowledge, individual programmes may specify that applicants obtain a minimum number of points from certain qualifications in certain subject areas. For example, in some fields of study it will be necessary for entrants to have reached the equivalent of A level in at least one (1) specific subject; in others the emphasis will be on the general intellectual skills developed by previous study. In both cases, a variety of forms of preparation can provide evidence of an applicant's potential to succeed in a Higher Education
programme. The presentation of a portfolio of work is required for entry to some programmes.

10.1.7 A lower level of attainment may be required for entry to a sub-degree programme such as a Year 0 or Foundation Degree, or International Foundation Programme.

11 APPLICANTS WHO LACK THE PRESCRIBED ENTRY QUALIFICATIONS

11.1 It is understood that some applicants who do not possess the prescribed entry qualifications may be admitted to a programme. However, Admissions Tutors are expected to satisfy themselves, as far as possible, that such applicants have the necessary motivation, potential and knowledge to follow their proposed programme successfully.

12 ADMISSION WITH SPECIFIC CREDIT

12.1 Specific credit (definition)

This term is used to cover all cases where an individual applicant's prior qualifications and learning are accepted as fulfilling some of the requirements of the proposed programme.

12.2 Specific credit - statement of policy

The awarding of specific credit is a recognized route of entry to UH-GAF programmes.

12.3 General regulations

12.3.1 Although Programme Leaders may be responsible for the assessment of applicants' prior learning and for determining the amount of specific credit which an applicant might be permitted, the decision as to whether or not the applicant should receive an offer of a place remains the sole responsibility of the relevant Admissions Tutor.
12.3.2 Provided that:

I. It is clear that an applicant has fulfilled some of the assessment requirements of the proposed programme by means other than attendance on that programme, and

II. That by completing the remaining requirements of the proposed programme, the applicant will be able to fulfil the objectives of the programme and attain the standard required for the award and

III. that there are no constraints by external bodies, the applicant may be admitted as a student to any appropriate point in the programme.

12.3.3 It is important that rigour is exercised in complying with the requirements relating to the standard of the award and with good practice in Higher Education in the United Kingdom.

12.4 ASSESSMENT OF PRIOR LEARNING

Academic assessment is the responsibility of members of the academic staff who, to arrive at an academic judgement about the evidence of prior learning which is submitted by an applicant, should refer to University of Hertfordshire guidelines which may be obtained via the Academic Quality website under the relevant section, ‘Accreditation of Prior Experiential/Certificated Learning (APEL/APCL)’.

13 INFORMATION TO PROSPECTIVE APPLICANTS

UH-GAF will ensure that all information and publicity material associated with programmes is clear, accurate and of sufficient detail to inform applicants' choice and follows the guidance issued, from time-to-time, to Higher Education institutions by the Competition and Markets Authority (CMA) in the UK and by competent authorities in Egypt.
14 OFFERS

14.1 General regulations

14.1.1 An offer of a place on a programme imposes an obligation on UH-GAF to admit the applicant and should not be withdrawn without the applicant’s specific consent, except where:

   I. The applicant fails to meet the conditions of UH-GAF’s offer and/or
   II. The intake to the programme is cancelled and/or
   III. The applicant is found to have made a false statement on the application form or has otherwise sought to mislead UH-GAF and/or
   IV. The applicant has withheld pertinent information, such as failure in a previous programme and/or
   V. The applicant has not accepted the offer of a place by the specified deadline.
      (Members of staff must ensure that they do not make an offer of a place to any applicant unintentionally, either in writing or orally, for example, during interview.)

14.1.2 Offers of places must not be made conditional on applicants withdrawing their applications to other institutions.

14.2 Deferred entry offers

The offer of a place is usually made for the following Academic Year. However, provided that the programme does not change in nature and the entry qualifications are not modified substantially, an offer can be made for entry in a later Academic Year.

15 ADMISSION OF APPLICANTS WITH DISABILITIES

15.1 Statement of general policy

15.1.1 UH-GAF is committed to developing educational opportunities which can be accessed by all suitably qualified applicants and welcomes applications from people with disabilities.
15.1.2 UH-GAF’s admissions process is accessible to applicants with disabilities. The procedures provide opportunities for the discussion of any reasonable adjustments which may be necessary.

15.1.3 In accordance with the Equality Act 2010, UH-GAF will only reject a suitably qualified applicant for a reason related to disability where:

   I. the reason is fully justified by UH-GAF on the basis of its general principles of admissions;
   II. necessary adjustments would not be reasonable.

15.1.4 Applicants who become disabled whilst they are students of UH-GAF - statement of policy

   In admitting any applicant to UH-GAF, it is implicit that UH-GAF will endeavour to make reasonable adjustments to support students who become disabled whilst they are registered at UH-GAF, in accordance with the principles set out in this section.

15.1.5 Disclosure by an applicant of a disability

   UH-GAF encourages applicants with disabilities to disclose their disabilities as early in the application process as possible in order to ensure that any necessary support arrangements can be put in place before applicants arrive at UH-GAF.

15.1.6 Students choosing or altering all or part of their chosen programme after admission – statement of policy

   I. Some students with disabilities may not have identified precisely at the time of their application to UH-GAF the programme which they would wish to follow.

   II. In such circumstances, UH-GAF will endeavor to make reasonable adjustments to enable the student to pursue his or her desired programme, as if the student were a new applicant for that programme. Similarly, the policies and procedures described above will apply equally to students who wish to
choose certain options or change their programme or who identify new academic objectives which were not taken into consideration during their original assessment.

15.2 Procedures for the admission of students with disabilities

Information concerning the procedures for the admission of students with disabilities may be obtained from UH-GAF Admissions Service via email: students@gaf.edu.eg

16 APPLICANTS WHO WILL BE MINORS WHEN THEY REGISTER AS STUDENTS AT UH-GAF

16.1 Statement of principle

Please refer to Section 6.2 of this document.

16.2 General regulations and procedures

16.2.1 Where it is likely that UH-GAF will offer an academic place to an applicant who will be a minor at the time at which he or she registers as a student of UH-GAF, the current version of the standard letter, published from time-to-time by the Provost, must be used to notify the applicant’s parent or legal guardian of UH-GAF’s policy in relation to students who are minors.

(Note for guidance):

(For the current version of the standard letter referred to in section 16.2.1, contact the Student Affairs office.)

16.2.2 The letter must always be accompanied by a Child Protection Policy Consent Form, together with the Information Sheet (‘Information for Applicants Who Will Commence their Studies before the Age of 18 (Student Minors’)’. The letter and accompanying documents must be sent at the time an offer of a place is made or as soon as practicable thereafter.
16.2.3 The Child Protection Consent Form must be completed and signed by the applicant’s parent or legal guardian and returned to UH-GAF Admissions Service prior to the applicant’s arrival at UH-GAF. Receipt of the Child Protection Policy Consent Form signed by the parent or legal guardian must be recorded on the Student Record System and the document placed in the student’s file.

16.2.4 Where the parent or legal guardian is domiciled outside Egypt, he or she must nominate a person based in Egypt to act as guardian and who is to be contacted in case of emergency.

17 INTERNATIONAL APPLICANTS

17.1 It is important that applicants from abroad are provided with full, up-to-date and accurate information about UH-GAF’s facilities and programmes. In particular, applicants should be provided at an early stage with information on fee levels, living expenses and methods of payment and should be notified of UH-GAF’s requirements in relation to competence in the use of the English language.

17.2 UH-GAF staff who travel abroad in order to recruit students must comply with the regulations and procedures set out in this document.

18 COMPETENCE IN THE USE OF THE ENGLISH LANGUAGE

18.1 Statement of policy

18.1.1 It is UH-GAF’s policy that no student shall be admitted to a programme unless he or she has the competence necessary in the English language to enable him or her to follow his or her chosen programme and complies with University of Hertfordshire requirements.

18.1.2 All applicants who do not hold a recognized qualification in English at the required level will be required to produce evidence of satisfactory competence.
19 DETERMINATION OF APPLICANTS’ TUITION FEE STATUS

19.1 The determination of tuition fee status (i.e. whether an applicant is 'home' or ‘international’ for tuition fee purposes) must be overseen by the Dean of Student Affairs (or nominee) to ensure that the regulations are interpreted fairly and consistently across UH-GAF.

19.2 All financial status and process will be handled by staff at UH-GAF, and linked to the registration status of the student.

20 INTAKE TARGETS

20.1 Maximum and minimum targets of numbers of students to be enrolled will be determined through consultation between the UH-GAF President and the Dean of School of the University of Hertfordshire for a particular programme or an option within it. Such targets will be arrived at after consideration of the human and physical resources and facilities available to the programme, including any necessary specialist laboratory space, lecture and seminar rooms and the number of suitable teaching staff.

20.2 Applicants must be advised that UH-GAF cannot guarantee to run all programmes in any one Academic Year.

21 FAILURE TO RUN PROGRAMMES OR MODULES BECAUSE OF LOW RECRUITMENT

21.1 Where a new module or programme is being introduced, UH-GAF must make clear to applicants and to employers, if appropriate, that commencement may be subject to achievement by UH-GAF of a minimum enrolment determined either when the programme was approved or subsequently.
If there is reason to suppose that enrolments for an existing or proposed new module or programme may not reach the minimum number specified, all applicants should be told at the earliest opportunity of the risk that the programme may have to be withdrawn.

**ANNEX A: Admissions and Registration systems**

1 **Responsibility for Admission**

1.1 UH-GAF has devolved responsibility for the admission of students on designated University of Hertfordshire programmes.

1.2 UH-GAF will produce and issue Offer Letters to all students.

1.3 All processes relating to the admission of students on designated University of Hertfordshire programmes will be recorded on UH-GAF’s own student system, Power Campus (PC).

1.4 Students will also need to complete the University of Hertfordshire Overseas Registration Form, in order for registration on the University of Hertfordshire’s Student Record System (SRS) to be completed in parallel with UH-GAF’s processes.

1.5 The prime record for all registrations will be held on the University of Hertfordshire’s Student Records System (SRS).

1.6 All financial status and process will be handled by staff at UH-GAF, and linked to the registration status.

2 **Student records**

1.7 Final assessment grades will be supplied by UH-GAF to the University of Hertfordshire’s Collaborative Partnerships Unit (CPU). Staff from CPU will enter these onto the University of Hertfordshire’s SRS.

1.8 The definitive record for the curriculum for each programme will be held on the University of Hertfordshire’s SRS. UH-GAF will hold similar information on PC to
facilitate the registration of students, delivery of the programmes and the management of assessment.

1.9 Prior academic approval would be required for any deviation from standard delivery of programmes.

1.10 UH-GAF will notify the CPU at the University of Hertfordshire of any deviation from standard delivery so that the SRS record is maintained accurately.

1.11 Award Certificates are produced by the University of Hertfordshire and distributed to UH-GAF students in Egypt.

1.12 Academic Transcripts are produced by the University of Hertfordshire and distributed to UH-GAF students in Egypt.

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D) Global Academic Foundation hosting the University of Hertfordshire: Anti-Fraud Policy
ANTI-FRAUD POLICY

Global Academic Foundation hosting the University of Hertfordshire (UH-GAF) Anti-fraud policy provides guidelines and assigns responsibility for the development of controls and conduct of investigation, for the detection and prevention of fraud, misappropriations and other irregularities to promote a culture of honesty and opposition to fraud.

What is fraud?

Fraud is defined as a dishonest act or the intentional false representation of a material fact that causes loss to GAF or results in an unauthorized benefit or advantage, whether to the person acting or omitting to a third person. Fraud includes but is not limited to:

- Unauthorized use of GAF property, equipment, materials or records for personal advantage or gain
- Impropriety in the handling financial transactions or falsification of costs or expenses
- Authorizing or receiving payment for goods or services not received or performed
- Authorizing or receiving payment for time not worked
- Profiteering as a result of insider knowledge of GAF activities
- Disclosing confidential and proprietary information to outside parties
- Destruction or alteration of documents and records
- Deliberately altering or reporting incorrect personal information
- Theft of funds or any other property
- Employees seeking or accepting cash, gifts or other benefits from third parties in exchange for preferment of the third parties in their dealings with the third party
- Fabrication or falsification of data, plagiarism or other dishonest practices.
This policy applies to any suspected irregularity, involving any employees including part-time and contract staff, consultants, vendors, contractors or other parties with a business relationship with GAF.

Any investigative activity required will be conducted without regard to the suspected wrongdoer’s length of service, position/title, or relationship to UH-GAF.

**Action**

Any irregularity that is detected or suspected must be reported immediately to the responsible person (President or Chairman of Board of Trustees) who will treat all information received confidentially. Investigation results will not be disclosed or discussed with anyone other than those who have a legitimate need to know.

This is important in order to avoid mistaken accusations or alerting suspected individuals that an investigation is under way.

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Signed on behalf of Academic Board

Dr. Vincent Emery (President)

Date

23rd March 2021
E) Global Academic Foundation hosting University of Hertfordshire: Anti-radicalisation Statement
ANTI-RADICALISATION STATEMENT

Global Academic Foundation hosting the University of Hertfordshire (UH-GAF) is fully committed to safeguarding and promoting the welfare of its students and staff members. We recognize that safeguarding against radicalization is no different from safeguarding against any other vulnerability. At UH-GAF, all staff are expected to uphold and promote the fundamental principles of the rule of law, individual liberty and mutual respect, and tolerance of those with different nationalities, faiths, and beliefs. The main aims of this statement are to ensure that staff are fully engaged in being vigilant about radicalization; that they overcome professional disbelief that such issues will not happen here and ensure that we work alongside other professional bodies and agencies to ensure that our students are safe from harm.

We aim that:

All academic and support staff will have understanding of what radicalization and extremism are

Students participate in local community events so they appreciate and value friends and neighbors who may not share their faith background.

All staff will understand the policy on anti-radicalization and extremism and will follow the procedures should issues arise.

Radicalization is defined as the act or process of making a person more radical or favoring of extreme or fundamental changes in political, economic or social conditions, institutions or habits of the mind.

Radicalization refers to the process by which a person comes to support terrorism and forms of extremism. Protecting students from the risk of radicalization is seen as part of GAF’s wider student welfare safeguarding duties, and is similar in nature to protecting students from other forms of harm and abuse.
There is no single way of identifying who is likely to be susceptible to an ideology. It can happen in many different ways and settings. Specific background factors may contribute to vulnerability which are often combined with specific influences such as family, friends or via the internet, and with specific needs for which an extremist or terrorist group appear to provide and answer. The internet and the use of social media in particular has become a major factor in the radicalization of young people.

**Extremism** is defined as the holding of extreme political or religious views. We also include in our definition of extremism calls for the death of members of the armed forces, whether in Egypt or overseas.

It is essential that staff are able to identify students who may be vulnerable to radicalization, and know what to do should they be identified. There are a number of behaviors that might indicate that an individual is at risk of being radicalized or exposed to extreme views. Such behaviors may include:

- Spending increasing time in the company of other suspected extremists
- Changing their style of dress or personal appearance to accord with the group
- Day to day behavior becoming increasingly centered on an extremist ideology, group or cause
- Loss of interest in other friends and activities not associated with an extremist cause
- Attempts to introduce others to the group/cause
- Communication with others that suggests identification with a group, cause of ideology

Using names/language ranging from insulting to derogatory or members of another Group

- Increase in prejudice-related incidents committed by that person- these may include:
- Physical or verbal assault
- Provocative behavior
- Damage to property
- Derogatory name calling

**Ethos**

UH-GAF encourages an ethos of inclusivity and tolerance where views, faiths, cultures and races are values and students are engaged with the wider community. Staff promote a tolerance and appreciation of and respect for their own and other cultures; known about similarities and differences between themselves and others among families, faiths, communities, cultures and traditions and share and discuss practices, celebrations and experiences.

The curriculum at UH-GAF promotes respect, tolerance and diversity. Students are encouraged to share their views and recognize that they are entitled to have their own different beliefs which should not be used to influence others.

It is recognized that students with low self-esteem can often be more vulnerable to radicalization and therefore we strive to equip our students with confidence, self-belief, respect and tolerance as well as setting high academic standards and expectations.

**Procedures for referrals**

Any cause for concern should be reported in the first instance to the Dean of Students Affairs who will constitute a panel comprising of a member of the legal office, HR office, Dean of Students Affairs and President of UH-GAF. Any outcomes may also need to be reported to the appropriate authorities in Egypt.

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**Signed on behalf of Academic Board**

Dr. Vincent Emery (President)

**Date**

March 23rd 2021
F) Global Academic Foundation hosting the University of Hertfordshire: Bribery Policy
BRIBERY POLICY

Bribery is an act of giving money or gift that alters the behavior of the recipient. Bribery constitutes a crime and is defined by Black’s Law Dictionary as the offering, giving, receiving, or soliciting of any item of value to influence the actions of an official or other person in charge of a public or legal duty.

The bribe is the gift bestowed to influence the recipient’s conduct. It may be any money, goods, right in action, property, preferment, privilege, emolument, an object of value, advantage, or merely a promise or undertaking to induce or influence the action, vote, or influence of a person in an official or public capacity.

The UK Bribery Act 2010 makes it a corporate offence to offer financial or other advantages with the intention of inducing a person to perform an “action improperly. The rules apply to any “associated person” including employees, agents, subsidiaries, agency workers and volunteers.

Global Academic Foundation hosting the University of Hertfordshire (UH-GAF) will take an action against employees that may lead to financial punishment and termination of employment on evidence of bribery.

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Signed on behalf of Academic Board: Dr. Vincent Emery (President)

Date: March 23rd 2021
G) Global Academic Foundation hosting the University of Hertfordshire: Bullying and Harassment Policy
BULLYING AND HARASSMENT POLICY AND PROCEDURE

1. Introduction

Global Academic Foundation hosting the University of Hertfordshire (UH-GAF) recognizes its responsibility to provide an environment free from bullying and harassment and to uphold the rights of employees and students to be treated with dignity and respect.

Positive behavior can help to foster an inclusive environment where everyone feels valued. Bullying and harassment are harmful, they cause distress and can lead to illness and poor performance.

2. Purpose

This policy has two purposes:

i. To assist in developing an institutional ethos in which bullying and/or harassment are unacceptable, and to empower individuals to deal with any incidents that occur;

ii. To provide a process whereby complaints relating to bullying and/or harassment may be resolved by means of informal and/or formal action.

3. Definitions

For the purposes of this document the following definitions will apply.

- Bullying

  Bullying is offensive, intimidating or insulting behavior, an abuse or misuse of power through means intended to undermine, humiliate, denigrate or injure another person. It has the purpose or effect of controlling individuals, making them unsure and insecure in their relationships or roles and undermining their confidence and self-esteem. It may include ridiculing or demeaning someone; setting a person up to fail; deliberately undermining a person’s confidence or competence, for example, by deliberate work
overloading or unjustified constant criticism. Bullying whether obvious or insidious is unacceptable.

- Harassment

Harassment is unwanted conduct, which has the purpose or effect of violating a person’s dignity or creates an intimidating, hostile, degrading, humiliating or offensive environment for that person. The effect of the conduct (and not the intentions behind it) is key to deciding whether harassment has occurred. A single event or a series of incidents might constitute harassment.

Harassment may take many forms including, but not limited to, physical threats or contact; offensive jokes or language; ostracism; ‘outing’; misuse of correspondence, electronic mail, social networking or any other technology; the display of offensive material or graffiti. Whatever the form, such behaviors are unwanted and unacceptable. Harassment can occur either on University premises or elsewhere, between employees; between students; between employees and students, and between employees or students and others, for example external partners, in the course of their direct working, professional, academic and social relationships.

4. Scope

No form of bullying or harassment will be condoned at work or outside work if it has a bearing on the working relationship and this will extend to staff, students and visitors to UH-GAF. This would include harassment on the grounds of any protected characteristic. Where allegations of bullying or harassment are made, these will be investigated following the appropriate associated procedures.
5. Key Principles

The aim of this policy is to protect employees and students from bullying and harassment and to enable them, if necessary, to make a complaint, confident that it will be taken seriously and dealt with in confidence.

All managers have a duty to establish and maintain an environment free from bullying and harassment. Any manager who receives a complaint of or is witness to such behavior must deal with the situation sensitively, listen to the complainant and investigate the complaint or incident, ensuring that the problem is resolved as quickly as possible. Anyone who receives a complaint of bullying or harassment must respect confidentiality and should encourage the person being bullied to consider using the complaints procedure. Under no circumstances must any such complaint be ignored.

Depending on the severity of the complaint, the alleged action could be regarded as gross misconduct and disciplinary action, including dismissal, may be taken against those failing to fulfil their responsibilities under this policy. In the case of students, disciplinary action could involve termination of studies.

When appropriate, individuals will be encouraged to resolve the situation informally. Some incidents, however, by virtue of their serious nature will need to be dealt with immediately under the formal procedure.

6. Responsibilities

Senior Staff are responsible for overseeing compliance with the principles of this policy. The Head of Human Resources is responsible for the implementation of this policy. Managers are responsible for ensuring compliance with this policy. All staff are responsible for adhering to this policy.
Procedure

1. Informal Procedure

Individuals who feel they have been bullied or harassed should keep a written record of any incidents, including the date, time, nature of incident, names of those involved and those of any witnesses. HR or Student Affairs will give confidential support and advice. Whenever possible, any complaint of bullying or harassment should be made in the first instance to the immediate line manager or Course Tutor, in the case of students. In circumstances where the subject of the complaint is the line manager or Course Tutor, the complaint should be made to the HR department or the Dean of School / Programme Director, in the case of students.

If possible, the alleged harasser should be told by the alleged victim of harassment that the behavior is offensive and unwanted and must stop. A colleague or representative of the HR department, or fellow student, can act as a witness when this statement is made. Alternatively, an appropriate manager can speak to the alleged bully or alleged harasser. If the victim is unable to do this verbally, then a written request may be appropriate.

2. Formal Procedure

Where informal methods fail, or the alleged victim chooses not to use them or considers that the problem is sufficiently serious, a formal complaint should be made in writing to the Head of Human Resources, or Dean of Student Affairs in the case of students, where possible stating

- the name of the alleged harasser
- the nature of the alleged harassment
- dates and times when the alleged harassment occurred
- names of witnesses to any incidents of alleged harassment
- any action already taken by the complainant to stop the alleged harassment
A responsible individual will be appointed to investigate the complaint and will interview the person making the complaint, the subject of the complaint and any relevant witnesses. All individuals in the investigation will be expected to respect the need for confidentiality. All parties to these proceedings will be advised of their right to be accompanied by a work colleague or trade union representative of their choice and the student welfare officer, or fellow student, in the case of students.

The investigation will be concluded within ten working days of the complaint being received. If it is not possible to complete the investigation within the specified time the complainant will be given an explanation for the delay and given a date when it is expected to be completed.

Where required, action will be taken to separate the alleged harasser from the complainant, which could involve suspension in the case of students and suspension with pay until the situation has been resolved in the case of a staff member.

The investigating person will keep a detailed written record of the investigation and its findings. The complainant and the person against whom the allegation has been made will be told of the findings by the investigating person who will confirm the position in writing.

If the complainant is dissatisfied with the outcome, or with the way in which the complaint was handled, an appeal may be made to the President within seven days of receiving the investigating manager’s decision. Where possible, the President will respond within ten working days, arranging a time and place to hear the appeal and advising the individual of their right to be accompanied.

If disciplinary action is justified, a disciplinary hearing will be arranged in accordance with the appropriate UH- GAF Disciplinary Policy or Student Disciplinary Policy within ten working days of either the decision of the investigating manager or, if an appeal was lodged, the decision of the Principal. Any disciplinary action taken will reflect the severity of the offence and may include dismissal.
The appropriate manager, or course tutor in the case of students, will ensure that any employee
or student who makes a complaint of bullying or harassment is not victimized.

Any complaints found to be false and malicious will result in disciplinary action being taken
against the complainant.

Appendix

- Examples of unacceptable behavior:
- Derogatory remarks and lewd comments about appearance
- Insensitive jokes or pranks
- Abusive insulting, threatening words or behavior
- Unnecessary body contact and/or requests for sexual favors
- Displaying abusive writing and pictures
- Ignoring or excluding an individual
- Setting unrealistic deadlines
- Public criticism

Substituting responsible tasks with menial or trivial ones

- Withholding necessary information
- Constantly undervaluing effort

This list is not exhaustive. The actions above must be viewed in terms of the distress they cause
the individual.

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Signed on behalf of Academic Board

Dr. Vincent Emery (President)

Date

March 23rd 2021
H) Global Academic Foundation hosting the University of Hertfordshire: Data Protection Policy
DATA PROTECTION POLICY

Global Academic Foundation hosting the University of Hertfordshire (UH-GAF) is committed to the protection of GAF, its partner Universities and students’ information and reputation by ensuring the personal data entrusted to us is processed in accordance with data subjects’ rights. This commitment includes compliance with EU and Egyptian General Data Protection Regulations (GDPR).

According to General Data Protection Regulation (GDPR) Personal Data is:

Any data or information or any combination of data relating to an identifiable person who can be directly or indirectly identified by reference to an identifier. These identifiers can include a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that person.

The Minister of Communication and Information Technology announced this would be the latest development in data protection legislation in the Middle East following national laws after Egyptian Cabinet approved it to apply to protect personal data.

Personal Data is also / could translate to:

• Information that enables UH-GAF to evaluate certain personal aspects relating to a person, analyze or predict aspects concerning that person’s performance at work, economic situation, health, personal preferences, interests, behavior, location or movements.
• Personal Data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs
• or concerning a natural person’s sex life or sexual orientation.
• The loss or tampering with this information could be the result of both accidental and deliberate causes.
Our efforts to ensure data protection:

- Appropriate security of personal data ensures protection against unauthorized or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or legal measures.
- UH-GAF/GAF shall ensure that personal data is stored securely using modern software that is kept-up-to-date and appropriate back-up and recovery solutions shall be in place to maintain data that was confined to us with the subject’s provided consent to the transfer data after being informed of any potential risks.
- Access to personal data shall be limited to personnel who need access and appropriate security should be in place to avoid unauthorized sharing of information.
- To ensure its processing of data is protected, UH-GAF shall maintain a Register of Systems.

- The Register of Systems shall be reviewed at least annually.
- Personal Data should be collected for specified, explicit and legitimate purposes and not to be kept longer than is necessary for the purposes for which it is processed.
- When there is no need or purpose for the data collected, and if there is no legal basis for maintaining it, either anonymously kept or completely deleted according to the quality of Global, the situation and the kind of that information.
- Consent is relied upon as a lawful basis for processing data, evidence of opt-in consent shall be kept with the personal data.
- Communications are sent to individuals based on their consent, the option for the individual to revoke their consent should be clearly available and systems should be in place to ensure such revocation is reflected accurately in UH-GAF/GAF’s systems.

Subjects are entitled to receive further information about the processing of their personal data including:

- The purposes of their information use.
- The categories of personal data being processed.
- Recipients’ individuals and their categories.
- The right to complain to the person in charge of this data and to be always informed with their rights and specifically in case of complain.
- Third parties are not allowed to access any subjects’ personal data without proper authorization. For example, students’ parents do not have an automatic right to gain access to their son’s or daughter’s data.
Efforts done by GAF staff to ensure data’s protection:

- Only Authorized Recipients can view subjects’ data.
- Recipients handling person information must first have the required understanding of the GDPR and the proper training of what to do in various situations.
- Authorized Recipients must always have a reason for viewing subjects’ information.

DATA PROTECTION REQUIREMENTS

Data protection laws exist to strike a balance between the rights of individuals to privacy and the ability of organizations or institutions to use data for the purposes of their business.

Data protection law applies whenever a data controller processes personal data. These words are given special meanings under GDPR.

DATA CONTROLLERS / EMPLOYER

A data controller is the one who determines the purposes for which, and why, any personal data is, or is likely to be, processed.

PERSONAL / STUDENT OR STAFF DATA

Personal /(student or staff) data means data which relates to a living individual who can be identified from that data or from that data and other information which is in the possession of, or is likely to come into the possession of, the data controller.

PROCESSING

The Act applies when personal data is processed or is to be processed by a computer or is recorded or to be recorded in a structured manual filing system. There are other types of system covered by the Act, but these are the most common.
The data protection principles:

In order to comply with the Act, a data controller must comply with the following eight principles to make sure that the personal / student data is protected:

1. The data should be processed fairly and lawfully.
2. Data should be obtained only for specified and lawful purposes.
3. Data should be adequate, relevant and not excessive.
4. Data should be accurate and, where necessary, kept up to date.
5. Data should not be kept longer than is necessary.
6. Data should be processed in line with the personal rights.
7. Appropriate technical and organizational measures should be taken against unauthorized or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data.
8. Data should not be transferred to a country without adequate protection.

Other requirements for data controllers:

Under those data protection principle, a data controller must justify its processing of personal data under one of the following conditions:

- the data subject has given his consent to the processing;
- the processing is necessary for the performance of a contract or the entering into of a contract to which the data subject is a party;
- the processing is necessary for compliance with any legal obligation to which the data controller is subject;
- the processing is necessary in order to protect the vital interests of the data subject;
- the processing is necessary for the administration of justice; or
- the processing is necessary for the purposes of legitimate interests pursued by the data controller provided such processing does not harm the rights and freedoms or legitimate interests of data subjects.

There is stronger legal protection for more sensitive information, such as:
- political opinions
- religious beliefs
- ethnic origin
- physical or mental health
- criminal offences or record

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I) Global Academic Foundation hosting the University of Hertfordshire: Employees Equal Opportunities Policy
EMPLOYEES’ EQUAL OPPORTUNITY POLICY

Global Academic Foundation hosting the University of Hertfordshire (UH-GAF) has adopted the core values of fairness, equity and social justice in every aspect of its activities. UH-GAF and GAF promotes equal opportunity and diversity concerned with employing personnel.

UH-GAF complies to nondiscriminatory conduct, whether if based on characteristics of difference in race, color, national or ethnic background, religious or political belief, gender, age, physical features and disability.

We declare our commitment to foster positive relation between people sharing different characteristic, promoting diversity in workforce and equal opportunity for all.

All individual in the premises will be treated with mutual respect and dignity. Individual promotion will be based on individualized abilities and merits. There will always be an aim to integrate the principal of equal treatment.

In case of breach of this policy, formal grievance procedures will take place, when the victimized individual raises personal or work-related issues to the manager in charge at the time of the complaint in accordance with relevant policies in force.

GAF will annually assess the application of the policy through the data and reports supplied year-round, to provide evidence of effectiveness.

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J) Global Academic Foundation hosting the University of Hertfordshire: Ethics in Teaching and Learning Policy
ETHICS IN TEACHING AND LEARNING

Introduction
Ethical principles are the guidelines for any learning institute. The University of Hertfordshire hosted by Global Academic Foundation (UH-GAF) wishes to adopt a set of ethical principles which are the cornerstone of any teaching and learning organization. Improvement of learning for all is the primary goal.

Content Competence
Tutors should maintain a high level of subject knowledge and ensure that course / module content is current, accurate, representative and appropriate to the course / module curriculum and in line with guidance and documentation of the course / module / programme as provided by the partner University.

Achievement of content competence is maintained by the ability of UH-GAF ‘s tutor to take steps to acquire up to date information and knowledge in areas concerned with course subjects. Different important aspects and points of view of the subject should be represented with ease to students.

Constant Evaluation of Tutor performance and course content provide the feedback for improvement.

Pedagogical Competence
Tutors should communicate the objectives of the course to students, with awareness to alternative instructional methods. Tutors should understand a variety of teaching and learning approaches and strategies and strive to maintain awareness of pedagogical advances.

This principle implies that, in addition to knowing the subject matter, a tutor has adequate pedagogical knowledge and skills, including communication of objectives, selection of effective instructional methods, provision of practice and feedback opportunities and
accommodation of student diversity. Learning styles differ significantly for different students. Therefore, the tutor should be aware of these differences and, if feasible, modifies his/her style of teaching accordingly.

To maintain pedagogical competence, the tutor should actively take steps to stay current regarding teaching strategies that will help students and will provide equal educational opportunity for diverse groups, including fully engaging with GAF staff development activities. This might involve reading educational literature, attending workshops and conferences, or experimentation with alternative methods of teaching.

**Dealing with Sensitive Topics**

Topics that students are likely to find sensitive or discomforting are dealt with in an open, honest and positive way respecting cultural principles and values. The tutor should invite all students to state their position on the issue, respecting individuality and differences in opinion while setting ground rules for mutual respect even in disagreement. The tutor should embrace the philosophy of compassion in the classroom.

**Student Development**

The tutor is responsible to contribute to some extent to intellectual development of the student, at least in the context of his own area of expertise and to avoid actions such as exploitation and discrimination between students, that distract from these objectives.

Student development can be reached by designing instructions that facilitate learning and encourage autonomy and independent thinking of students, to treat students with respect and dignity and to avoid actions that detract unjustifiably from student development.

**Dual Relationships with Students**

The tutor cannot enter dual-role relationships with students that are likely to result in conflict of interest, distract from student development or lead to actual or perceived favoritism on part
of the Instruction. The tutor is responsible for keeping relationships with students focused on pedagogical goals and academic requirements. Even if the tutor believes that can maintain objectivity, the perception of favoritism on the part of other students is as educationally disastrous as actual favoritism or unfairness.

If a tutor does become involved in a dual relationship with a student, such as business or financial relationships, blood or marital relatedness, he/she must notify the responsible of the situation as soon as possible, so that alternative arrangements can be made for supervision or evaluation of the course student.

Relationships with students both inside and outside UH-GAF ‘s premises could result in risks of exploitation, compromise academic standards and harm student development. It is the responsibility of UH-GAF ‘s tutors to prevent such risks from materializing into real or perceived conflict of interest.

Confidentiality
Students’ records, and private communications are treated as confidential materials and are released only with student consent, or for legitimate academic purposes, or if there are reasonable grounds for believing that releasing such information will be beneficial to the student or will prevent harm to others and in accordance with UH-GAF policies on data protection. Violation of confidentiality in the tutor-student relationship can cause distrust and to show decreased academic motivation.

Respect for Colleagues
UH-GAF ‘s tutor should respect the dignity of his colleagues and work as a team cooperatively for the best interest of the course students. Disagreements between colleagues relating to teaching are settled privately, if possible, with no harm to student development. If tutor suspects that a colleague has shown incompetence or ethical violations in teaching, he/ she has the responsibility to raise this concern to the responsible person.
Respect for the Institution

GAF’s tutors should respect the educational goals, policies and standards of the partner University. It is the tutor’s responsibility to work for the good of UH-GAF, to uphold the educational goals and standards of UH-GAF and to abide by UH-GAF’s policies and regulations pertaining to the education of students.

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K) Global Academic Foundation hosting the University of Hertfordshire: Freedom Of Information Policy
FREEDOM OF INFORMATION POLICY

Global Academic Foundation hosting the University of Hertfordshire’s (UH-GAF) practice is committed to complying with the Freedom of Information Law, which gives the public the right to know how public services are organized and run, how much they cost and how the decisions are made. It is the aim of the practice to ensure that members of the public have access to the identified classes of information.

The information that can be provided include organizational information, structures, location and contacts, financial information.

Strategies and plans, performance indicators, audits, inspections and reviews, decision making processes and records of decisions, current written protocols, policies and procedures for delivering our services and responsibilities, currently maintained lists and registers

Information about the services we offer, including leaflets, guidance and newsletters are produced and distributed to the public and businesses)

UH-GAF will provide information when asked, no information regarding any procedures will be concealed from the public in any given form, except where commercial sensitivity exceptionally requires this for a short period of time.

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L 1) Global Academic Foundation hosting the University of Hertfordshire: Health and Safety Policy (Corporate)
PRINCIPLES OF HEALTH AND SAFETY POLICY

Global Academic Foundation (GAF) hosting the University of Hertfordshire is committed to providing and maintaining a safe and healthy working environment, equipment and systems of work for all our staff / students and manage any potential, or actual risks to their health in our day-to-day business by providing such information, training and supervision as they need for this purpose.

We also accept our responsibility for the health and safety of other people who may be affected by our activities.

To comply with this policy, we identify health and safety risks in the workplace through risk assessment and strive to control and mitigate such risks to achieve continual improvement in our health and safety performance.

We will implement, maintain and review appropriate safe systems of work to control and reduce, so far as is reasonably practicable, the health and safety risks arising from all activities and manage them responsibly and carefully investigate the causes with the aim of introducing measures to prevent them recurring.

It is our aim to provide our employees/students with a safe working environment and manage any potential or actual risks to their health by:

- Training, information, supervision and instruction will be provided to all relevant team members for the understanding of health and safety issues and to ensure that they are competent to carry out their tasks.
- Identifying health and safety risks in the workplace through risk assessments and striving to control and mitigate such risks to achieve continual improvement in our health and safety performance.
- We will provide and maintain safe equipment and ensure the safe use and handling of hazardous and non-hazardous substances. Suitable and enough precautions will be taken to prevent accidents and cases of work-related illness.

COMMUNICATION

The university regards communication between staff and students as an essential part of health and safety management. Consultation on health and safety matters will be facilitated by means of meetings as often as is deemed necessary but these will take place at least annually. These
meetings will discuss health and safety issues relevant to their respective departments, any accidents or incidents and information from these meetings will be cascade to all other staff in a timely manner. The meetings should be attended by the president, the head of operations and a representative from each department. The University of Hertfordshire Collaborative Partnership Lead for the BSc Pharmaceutical Science programme will also attend (via Teams if necessary) one meeting at least annually. Any accidents or incidents related to the programme will be reported in the Annual Monitoring and Evaluation Report (AMER) for the programme.

Principles and responsibilities for staff

- All staff will be made aware of the health and safety policies, a copy of which is displayed in the main building on the campus site.
- Breaches of health and safety rules may lead to action under the GAF disciplinary procedure.
- Co-operation between staff at all levels is essential. All staff are expected to co-operate and accept their duties under this health and safety policy.
- Global Academic Foundation hosting the University of Hertfordshire will take responsibility for health and safety procedures; however, employees need to be aware of their responsibilities that include complying with any code of practice or guidance that may apply to their work or workplace.

Staff are required to:

- Take reasonable care of their own health and safety and of any other persons who may be affected by their acts or omissions at work.
- Ensure all accidents and incidents are reported.
- Understand the right safety procedures and why they exist.
- Tell a responsible person immediately of any health and safety concerns.
- Keep the work place tidy to minimize the risk of any trips and falls.
- Co-operate with management on health and safety matters.
- Not interfere with anything provided to safeguard their health and or safety.
The following policies relate to Health and Safety at Global Academic Foundation hosting the University of Hertfordshire. All staff should read and adhere to these:

- Principles of Health and Safety policy
- Occupational and workplace health and safety
- Laboratory health and safety policy
- Guidance for pregnant students undertaking laboratory work
- Lone working guidance

Health and safety are not the sole concern of managers, it is the responsibility of everyone. All employees, students and visitors of the university are required therefore, to co-operate with senior managers in carrying out duties necessary to ensure everyone’s safety, and to comply with the university’s policies.

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**Signed on behalf of Academic Board**

VC Emery (President)

**Date**

23rd March 2021
L2) Global Academic Foundation hosting University of Hertfordshire: Health and Safety Policy (Local)
OCCUPATIONAL AND WORKPLACE HEALTH AND SAFETY POLICY

Introduction

The health and safety of staff, students and visitors is of great importance to Global Academic Foundation (GAF) hosting the University of Hertfordshire and we are committed to embedding safe practices into the culture of our community and organizational processes.

Our Occupational and Workplace Health and Safety Policy sets out how the university manages safety across the institution, to ensure that we have effective managerial control of the significant risks. The university also expects managers, at all levels, to actively pursue increasingly higher standards of health and safety management.

The Occupational and Workplace Health and Safety Policy represents a top level commitment from the Board of Trustees. It sets out the responsibilities for safety management at senior levels within the organization and outlines the arrangements that are in place for consultation and engagement with staff on Health, Safety and Workplace Wellbeing.

As part of the overall policy, there are responsibilities and arrangements in place in Operational Directorates and Schools. These local policies and codes of practice reflect how safety arrangements are implemented for specific health and safety risks (ie chemical laboratory health and safety measures). Members of academic staff should note that they are responsible for ensuring the health and safety of students under their supervision.

We recognize the importance of both our employees and students, appreciating the extent of their individual responsibilities and co-operating fully in ensuring that the Health and Safety Policy and procedures are observed.

The Board of Trustees of GAF is committed to providing a safe working environment for all its employees and students and for others who work in or visit the campus. It will do so within the framework of the duties laid upon it as an employer by Egyptian Law 162 / 2018.

These responsibilities will be exercised on the Board’s behalf by the President of GAF who is expected to do all that is reasonably practicable to meet the health and safety standards laid down by the Board of Trustees of GAF. The responsibility extends to all the sites owned or occupied by GAF and to approved off-site activities. The aims of the Board of Trustees are:

• to set health and safety standards that meet not only the requirements of current legislation but also reflect the university’s desire to seek excellence in all its activities;
• to encourage the full participation of all members (staff and students) of the University in matters concerning health and safety at GAF;

• the identification and elimination or effective control of situations likely to be hazardous to health and safety or to cause damage to persons and/or equipment;

• the prevention of accidents, injuries and ill-health to all users of Global Academic Foundation hosting the University of Hertfordshire;

• the continuous improvement in standards of occupational health and safety.

The Board of Trustees will monitor how well these aims are being met by receiving an annual report from the GAF's Director of Operations.

Managing Health and Safety

The President is responsible to the Board of Trustees for ensuring, as far as is reasonably practicable, that the health and safety standards laid down by the Board are met. In order to discharge this responsibility, the President delegates duties and authority on a day-to-day basis to a few senior managers. These are:

- Provost
- Director of Student Affairs
- Director of Operations
- Programme Leads
- Laboratory managers
- School / Laboratory health and safety lead

Each senior manager has a duty to ensure that systems are in place to identify all relevant hazards and legislation applicable to the work in the areas for which they are responsible and that all risks to staff, students, visitors and others (e.g. contractors) are systematically assessed and the significant findings recorded.

Any preventative and protective measures necessary to comply with the relevant statutory provisions must be identified and implemented; ensuring priority is given to the greatest risks.

Appropriate local arrangements must be made to monitor and review the effectiveness of these activities. In particular, suitable arrangements should be made to ensure that fieldwork, other offsite activities and contractors are considered.
The Deans of schools will maintain local documentation indicating the health and safety responsibilities of local managers, supervisors and staff, including the arrangements to be made for safety training. The documentation must be reviewed and updated at least annually and a copy lodged with the Director of Operations following each such revision. An annual report relating to health and safety must be produced for the President. Where appropriate, the report may be incorporated into general management reporting mechanisms.

Whilst the duty to ensure compliance remains with the relevant senior manager, others with management responsibilities are expected to take care of the health and safety of staff and visitors (which include contractors) under their immediate supervision, according to the normal line management structure.

Members of the academic staff are responsible for ensuring the health and safety of students under their supervision.

**Responsibility and Role of Employees and Students**

The success of the Occupational and Workplace Health and Safety Policy depends on all employees and students accepting and observing the need to take reasonable care of their own health and safety and that of other persons who may be affected by their acts or omissions, whilst at work or studying at the university. Therefore, all employees and students of the university are required to co-operate with senior managers in carrying out the duties necessary to comply with the law and with the university policies. Failure to follow the requirements of this policy can lead to disciplinary action in accordance with the agreed procedures for both staff and students.

**Monitoring and Auditing**

The Director of Operations will monitor how well the aims set by the Board of Trustees are being met and will report regularly to the President and at least annually to the Board of Trustees.

Monitoring will be undertaken through review of accidents and incidents and through other key parameters. A broader audit of the management arrangements for health and safety at Global Academic Foundation hosting the University of Hertfordshire will be carried out on a rolling programme. The outcome of audits and any recommendations arising will be presented to the President.
The aim of the audits will be:

• to monitor compliance with the health and safety performance standards set out in their local policy and safety code of practice;

• to monitor accidents, incidents, and cases of ill health and analyze the underlying causes, trends and common features;

• to identify hazardous situations and propose methods for risk control especially in areas where standards are absent or inadequate;

• to monitor the overall effectiveness of the University's policies.

**Safety inspections and monitoring**

The university requires that safety inspections of all premises must be undertaken. Regular safety inspections will be conducted in all laboratories, workshops and offices at intervals not greater than 12 months. The inspections will be carried out using agreed criteria by the School Health and Safety Lead, in conjunction with the laboratory manager.

**Reporting and Investigating Accidents**

It is the duty of all staff to report to their immediate supervisor all accidents and dangerous occurrences, however minor, which occur on University premises. All accidents, whether they be to staff, students or visitors to GAF, must be reported as soon as practicable to the Director of Operations. The accident must also be reported in writing to the Director of Operations using the university report form.

The Director of Operations MUST be informed of any accident or injury which is expected to prevent a member of staff from doing his/her normal work for more than 3 working days.

The purpose of an investigation is to identify the cause and to prevent a recurrence. Consequently, all accidents should be investigated since the investigation of even a minor incident may eliminate a potential major hazard.

All audits, safety inspections and accidents must also be reported to and considered by the Collaborative Partnership Lead (CPL) and reported in the relevant AMER with actions identified where necessary.

**Action in Emergency**

In the event of an emergency, callers should use the GAF emergency number 01228763410 and identify the help required.
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M) Global Academic Foundation hosting the University of Hertfordshire: Leave and Sickness Policy
LEAVE AND SICKNESS POLICY

1. **Introduction**

   Global Academic Foundation hosting the University of Hertfordshire (UH-GAF) complies with Egyptian law regarding working hours and leave entitlements.

2. **Working Week**

2.1 According to Egyptian Labor Law, the maximum working hours per day is eight (8) hours. A Full working week is generally considered as five 8-hour working days, from Sunday through Thursday (to a maximum of six full days, which would generally add Saturday as the sixth).

2.2 However, an employee, occasionally may be required to work additional hours based upon need. In the case of a six-day work week, the weekly working hours increase to 48 hours per week.

3. **Annual Leave (Paid)**

3.1 Article 47 of the Labor Law stipulates that the duration of the employees’ annual leave is 21 days per year provided they have worked one year for the employer. For employees who have worked for more than 10 years, serving one or more employers, annual leave is 30 days. Employees aged more than 50 years are also entitled to an annual leave of 30 days.

3.2 For employees employed less than a year and not less than 6 months, annual leave is pro-rata to the period of service.

3.3 Employees receive all national holidays designated by the Ministry of Manpower and Training with Full pay:

   - The 1st day of Moharam (Islamic New Year)
   - The 12th day of Rabie the first (Prophet Mohamed’s birthday)
   - The 1st and 2nd days of Shawal (1st Bairum)
   - The 9th, 10th, and 11th days of Zoelhega (2nd Bairum)
   - The seventh day of January (Eastern Christmas)
   - Spring day (Sham El Nessim)
   - The 25th of April (Sinai Liberation Day)
   - The 1st of May (Labor Day)
• The 23rd of July (Revolution Day)
• The 6th of October (Armed Forces Day)

After five consecutive years of employment, an employee is eligible for a month’s paid leave to make a religious pilgrimage.

4. Maternity and Family Leave Rights

4.1 Maternity Leave

4.1.1 Female employees covered by social insurance are entitled to three months of paid maternity leave for each up to three children, provided they have been contributing to the social insurance for the past 10 months. Maternity benefits are paid at 75% of the last wage. Moreover, women employed in establishments with more than 50 employees are entitled to up to two years of unpaid childbearing leave per child as stipulated in the Labor Law.

4.1.2 Women are also entitled to two half-hour nursing breaks per day, or alternatively one combined an hour long break, for 24 months after the date of birth of each child.

4.1.3 A woman preserves all her rights and benefits upon return to workplace from maternity leave.

4.1.4 For establishments employing 100 employees or more, employer is obliged to provide for an in-house nursery, or alternatively, to take charge of placing employee’s children (until the age of schooling is reached) in adequate nurseries.

4.1.5 Provision of working flexible hours for employees with dependents to care for is not Mandated by the law; however, it may be implemented upon agreement between employer and employee.

4.2 Paternity Leave

4.2.1 Labor Law does not provide provisions for paternity leave.

5. Sickness Absence

5.1. As stipulated in Article 54 of the Labor Law, in case of employee’s sickness he/she is entitled to sick leave based on the report from concerned medical authority. According to Social insurance Law, during the sick leave an employee is entitled to his/her salary. An employee with proven record of sickness is entitled to a paid sick leave at the rate of 75% of his/her salary upon which social insurance payments are calculated; for a period of 90 days, to be increased to 85% for the following 90 days. Sick leaves are payable up to 180 days. The right is reserved for the employee to benefit from his/her accumulated annual leaves as well as convert these into sick leaves if such a balance exists.
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N) Global Academic Foundation hosting the University of Hertfordshire: Management of Poor Performance Policy
MANAGING POOR PERFORMANCE POLICY

1. POLICY STATEMENT

1.1 Global Academic Foundation hosting the University of Hertfordshire (UH-GAF) expects and will enforce reasonable standards of performance from its staff and aims to ensure that there is a fair and systematic approach to the maintenance of those standards. Wherever possible, the primary purpose of this policy will be to secure a genuine and permanent improvement in staff performance.

1.2 UH-GAF and GAF are committed to enabling all staff to reach their full potential and to deliver a satisfactory level of performance. In the event that a member of staff is considered to be performing at a less than acceptable level, UH-GAF will offer reasonable counselling, support and training in order to resolve the problem. In the majority of cases this approach will result in an improvement in performance bringing it up to the level required. Only after these approaches have been tried and there has been no improvement or even a deterioration in performance will the following policy and procedures apply.

2. PURPOSE AND SCOPE

2.1 This policy sets out a framework for dealing with poor performance. It is intended to help and encourage all employees to achieve and maintain standards of work and performance satisfactory to GAF.

2.2 It is designed to inform staff of the likely consequences of their failure or inability to fulfil or meet their work obligations. Its aim is to ensure consistent and fair treatment for all staff.

2.3 It is essential that all matters relating to the application of these procedures remain confidential to the parties concerned and those who need to know. Unnecessary disclosure could result in making a sensitive situation even more difficult.
2.4 Separate provisions apply in the case of probationary staff and also the President, Head of Finance and Registrar.

3. SUSPENSION

The President or, in the case of Professional staff, the Registrar, may suspend, without prejudice, from duty on full pay any employee for a performance issue that may constitute an allegation of gross misconduct and/or urgent cause relating to UH-GAF’s aims and objectives, which could potentially amount to gross misconduct. Suspension will allow for an appropriate investigation of the allegations, which may be impeded should the employee remain at work. Such investigations will be conducted without avoidable delay (see APPENDIX C).

4. DISMISSAL

In some cases, an outcome may result in dismissal due to the build-up and escalation of live warnings on record. In such cases the formal performance procedure will have been followed and any further concern that arises during the currency of the Final Written Warning may lead to a further performance review hearing which may result in dismissal. Where a dismissal is a possible outcome, the President may delegate their authority to a panel of three members of UH-GAF/GAF Senior Staff. The members of this panel would have had no former involvement in the case. Such a dismissal may be with notice or pay in lieu of notice.

5. GENERAL PRINCIPLES

5.1 The General Principles detailed make provision for all aspects of the Poor Performance Policy - at all stages and levels -relating to issues of staff poor performance.

5.2 No action under these procedures will be taken against any employee who is a Recognized Trade Union representative until the circumstances have been discussed with a full-time official of the Recognized Trade Union concerned.

5.3 UH-GAF will encourage a sensitive, constructive and timely approach to all performance matters
5.4 Managers have a responsibility to bring any matters of concern to an employee’s attention without delay and offer help and support (including additional training as required) before moving into the formal procedures detailed in this policy.

5.5 At every stage the employee will be informed in writing of the level at which the matter is being considered, advised of the nature and details of the poor performance concern and will be given the opportunity to explain respond and/or defend their position.

5.6 At all formal stages the employee will have the right to be accompanied and represented by a “Friend”. For a full list of Definitions please see APPENDIX D.

5.7 The Chair hearing a case will have had no involvement in its preparation and will conduct the proceedings according to the outline format - see Poor Performance Hearing - APPENDIX A.

5.8 If, for good cause, an employee is unable to attend a hearing, it will be adjourned to a suitable alternative date. If the employee is unable to attend the re-arranged date, the Chair will decide whether the hearing should take place in his/her absence or exceptionally to rearrange another suitable date. If the employee is unable to attend the further re-arranged date, the hearing will proceed in his/her absence, but his/her ‘Friend’ will have to opportunity to present the employee’s case on their behalf. Any submission by the employee in writing, or by his/her ‘Friend’ will be considered.

Any action taken will be limited as follows:

- An ORAL WARNING will normally last for 6 months
- A WRITTEN WARNING will normally last for 12 months
- A FINAL WRITTEN WARNING will normally last for 24 months.
- DISMISSAL normally with notice.

5.9 Alternative action to dismissal, which may include demotion or redeployment (with no automatic protection of previous salary) within GAF, may be considered by the Chair of the hearing at their absolute discretion following agreement with the employee.

5.10 Warnings given to an employee shall be placed on the employee’s Human Resources personal file. Upon expiry and if no further performance issue
has occurred the warning shall be removed from the Human Resources personal file.

5.12 In exceptional circumstances, the Chair of the hearing may extend the length of the warning beyond the periods set out in 4.8 - any such variation being notified to the individual in writing at the time the warning is issued.

5.11 The procedures may be initiated at any stage if the employee’s alleged poor performance warrants such action.

6. **RIGHT OF APPEAL**

6.1 An employee will have the right of appeal against any penalty imposed. The person(s) hearing the appeal will not have been party to any earlier decision and will follow the procedures set out in Appeals and Appeal against Dismissal APPENDIX B.

6.1.1 All Appeal hearings will review the earlier decision based on the submissions made by the member of staff and management. It will not be conducted as a total re-hearing of the evidence made when the initial decision was taken but be concerned with:

- reviewing the application of the procedures (evidence of procedural or administrative irregularity);
- Whether the penalty is proportionate to the performance concern
- Considering any new material evidence not reasonably available or produced at the original performance hearing.

6.2 Training and support will be provided to the Chair of a hearing.

6.3 The Head of Human Resources (or nominee) will be consulted by management at all stages of any case being considered under these procedures and will be present at all formal hearings.
7 PROCEDURE FOR MANAGING POOR PERFORMANCE

7.1 Informal

7.1.1 Coaching and guidance are a part of normal management practice. Much can be achieved by way of informal guidance, particularly where shortcomings are not of a serious or persistent nature. The formal procedure will not normally be implemented without there first having been a period of coaching and guidance, the aim being to encourage an employee to understand what is expected, to improve and thus meet GAF’s standards.

7.1.2 However, in some circumstances it may be appropriate to initiate the formal stage of this procedure immediately if the employee’s alleged poor performance warrants such action.

7.1.3 The individual should be aware of the concerns about their performance. Confidential counselling should be undertaken with the aim of covering:

I. The shortcomings in performance by giving specific examples.
II. Encouraging the individual to adopt a problem-solving approach.
III. Listening to suggestions and explanations as to why the problems exist.
IV. Agreeing a support and development plan which has clearly measurable objectives and a timescale for review.
V. Offering reasonable support and training if needed.
VI. Highlighting the consequences if the required improvement is not forthcoming.

5.1 Formal Stage 1

5.1.1 Where the employee has failed to reach an acceptable level of performance, despite informal counselling, support and guidance and time to improve, the formal stage will be invoked.

5.2.2 The manager who dealt with the informal stage will submit a report, in consultation with a representative from HR Operations, to the next level of management, (this may be the Senior Manager, as appropriate)
identifying the alleged poor performance or shortcomings and the support provided and objectives set out. This will be considered at the formal

Stage 1 hearing.

5.2.3 The employee will be given 10 working days’ notice in writing of a Formal Stage 1 hearing. The employee will be given the details of the concerns about his/her alleged shortcomings or poor performance in writing in advance and informed that a formal stage is being invoked.

5.2.4 The meeting to discuss the alleged shortcomings and concerns will be conducted by the next level of management, in consultation with the HRBP as outlined in Appendix A.
The senior manager will decide whether:

I) To take NO FURTHER ACTION, in which case he/she will confirm this outcome in writing to the employee; or
II) The level of performance is of concern and therefore an ORAL WARNING is appropriate – this will be confirmed in writing and the employee will be given a plan for support and development.

5.2.5 The plan for support and development will set out levels of acceptable performance and targets, together with appropriate support, guidance and training to be given and state the timescale within which improvement is expected.

5.2.6 The employee will be required to demonstrate improvement over a period of time (normally within 8 working weeks). The employee will be warned of the possible consequences of a failure to improve or in the event that further shortcomings are identified.

5.2.7 A review date will be set when progress can be assessed. At the end of the agreed period for improvement, the line manager will hold a further meeting with the employee to discuss progress.

5.2.8 If the employee’s performance has improved sufficiently that he/she now
meets the required standard, this will be confirmed in writing. The line manager will have discretion to schedule further review meetings to ensure improvement is sustained.

5.2.9 If, however, the employee’s performance remains below the required standard, the employee will be informed that further action will be taken under Formal Stage 2 of this procedure.

5.2.10 The employee will be advised of his/her right of appeal against a Formal Stage 1 ORAL WARNING to the next level of management, outlined in APPENDIX B. The right of appeal will be outlined in the letter issuing the original warning.

5.3 Formal Stage 2

5.3.1 If, having completed Formal Stage 1 of this procedure the employee’s performance remains unsatisfactory and below the standard that is required, or were to fall below this standard at any time during the period of the warning, the next stage of this policy may be invoked.

5.3.2 The employee’s line manager will prepare a report on the employee’s poor performance and standard of work, including the action taken under Formal Stage 1. They will take advice from the HRBP on whether to move to Formal Stage 2 of this policy.

5.3.3 If the decision is taken to move to Formal Stage 2, the employee will be given 10 working days’ notice in writing of a meeting to discuss this and informed that Formal Stage 2 is being invoked. The letter will outline what the possible consequences of the hearing are.

5.3.4 The employee shall have access in advance to any documents – detailing concerns in relation to poor performance, which are to be produced at the hearing.

5.3.5 Any written evidence to be submitted by the employee in response to the concern must be received at least 5 working days in advance of the hearing so that it can be considered by all parties.
The meeting will be chaired by a Senior Manager. He/she will discuss with the employee the alleged shortcomings, concerns or complaints and any further action that may be necessary to rectify the problem.

5.3.6 At the meeting, the employee and/or the employee’s ‘Friend’ will be given the opportunity to respond to the evidence presented and to state his/her position.

5.3.7 The Chair will then decide whether to:

 I) TAKE NO FURTHER ACTION, in which case he/she will confirm this outcome in writing to the employee; or
 II) ISSUE A WRITTEN WARNING, or
 III) ISSUE A FINAL WRITTEN WARNING.

5.3.7 The warning will be confirmed in writing and the employee will be given a further plan for support and development.

5.3.8 The employee will be required to improve, and a review period set again (normally no more than 8 working weeks). The employee will be warned of the possible consequences, which may include progression to Stage 3 of this policy if failure to improve or in the event that further shortcomings are identified.

5.3.8 Written or Final Written Warning

(a) The Warning (whether Written or Final Written) will be confirmed in writing and will set out the required level of performance and the timescale within which improvement is expected.

(b) The employee may be required to improve performance immediately or over a period of time (normally no more than 8 working weeks). The employee will be issued with a further support and development plan.

(c) A review date/s will be set when progress can be assessed.

(d) The employee will be warned of the possible consequences of a failure to improve or in the event that further shortcomings are identified.
(e) At the end of the agreed period for improvement, the manager will hold a meeting with the employee to discuss progress.

(f) If the employee’s performance has improved sufficiently that he/she now meets the required standard, this will be confirmed in writing, and possibly a further review meeting will be arranged to check that this can be sustained.

(g) If, however, the employee’s performance remains below the required standard, the employee will be informed that further action will be taken under Formal Stage 3 of this procedure which may result in the employee’s dismissal.

(h) The employee will be advised of his/her rights of appeal to the next level of management, outlined in APPENDIX B.

5.4 Formal Stage 3

5.4.1 If, in cases of gross professional negligence or capability concern or having completed Formal Stage 2 of this procedure, the employee’s performance remains below the standard required, or falls below the standard required during the review period and/or following a formal warning being issued, a formal hearing under Stage 3 of the policy may be invoked.

5.4.2 The employee will be provided with details of the performance concern and their right to representation. They will be notified that Stage 3 of this procedure is being invoked and that dismissal is a possible outcome and provided timings for the hearing (normally within 10 working days).

5.4.3 The employee shall have access in advance to any documents which are to be produced at the hearing.

5.4.3 Any written evidence to be submitted by the employee in response to the complaint must be received at least 5 working days in advance of the hearing so that it can be considered by all parties.

5.4.4 The President or Provost may delegate their authority to chair the hearing to a panel of three members of the senior staff in accordance with the format outlined in APPENDIX A. The Chair of the panel will decide whether to:
I. TAKE NO FURTHER ACTION, in which case he/she will confirm this outcome in writing to the employee, or

II. EXTEND THE PERIOD OF REVIEW and require further monitoring, or

III. CONSIDER FURTHER ACTION, or

IV. DISMISS. This will normally be with notice.

5.4.5 Alternative action to dismissal, which may include demotion or redeployment (with no automatic protection of previous salary) within GAF, may be considered by the Chair of the hearing at their absolute discretion following agreement with the employee.

The employee will be informed in writing of the decision and the reasons for it and of his/her right of appeal. (Please see APPENDIX B).

6. GUIDANCE - MANAGING POOR PERFORMANCE

6.1 These guidelines are intended to assist staff in dealing fairly and effectively with employees whose performance is unacceptable to UH-GAF. They are an integral aspect to this “Managing Poor Performance Policy”. If an individual’s job performance is a concern, the following considerations should be made before recourse to any action outlined in the policy document.

6.2 The individual should be aware of the concerns about their performance. Confidential counselling should be undertaken with the aim of covering:

The shortcomings in performance by giving specific examples.

- Encouraging the individual to adopt a problem-solving approach.
- Listening to suggestions and explanations as to why the problems exist.
- Agreeing a support and development plan which has clearly measurable objectives and a timescale for review.
- Offering reasonable support and training if needed.
- Highlighting the consequences if the required improvement is not forthcoming.

6.3 A record of the meeting(s) should be made with a copy for the line manager and a copy for the member of staff.
6.4 If informal counselling, support and guidance fail and if there is no improvement or if there is deterioration in performance, then formal action may be necessary.

6.5 This policy document sets out the rules, which must be followed, so as to be fair and consistent and to protect staff and UH-GAF/GAF against any legal consequences of getting things wrong.

6.6 Questions about the application of this policy should be addressed to the relevant Human Resources Business Partner.

6.7 When managing poor performance all the formal stages should normally be followed in sequence, although procedures may be initiated at any stage if the poor performance warrants such action.

6.8 Progression from one stage to the next will be determined by whether the employee reaches the required standard of performance within the agreed time frame.

6.9 Suspension from duty may be considered prior to taking action under Stage 3 of the procedure if circumstances warrant it.

7. PREPARING A CASE FOR A FORMAL HEARING

7.1 All managers have a responsibility to be aware of the Managing Poor Performance policy. When invoking the procedures outlined in this policy, the relevant line manager must:

- Gather all relevant evidence i.e. notes of all the meetings, counselling sessions etc.
- Obtain all relevant personal details of the employee (e.g. length of service, past performance record etc.
- Examine all the evidence to determine whether despite reasonable counselling and support the employee’s performance has fallen short of what is required.
- Provide clear, specific examples of underperformance.
- Advise the employee that formal action on the grounds of poor performance is likely to ensue.
- Obtain written evidence from relevant witnesses, if appropriate, always bearing in mind that confidentiality is paramount.
- Notify the manager who will be hearing the case and submit a detailed report illustrating the shortfalls in performance.
- Recommend the level of formal action considered to be appropriate.
- The Human Resources Business Partner will provide assistance to the manager in order to ensure consistency in preparing the case
8. PRESENTING A CASE AT A FORMAL HEARING

8.1 All managers have a responsibility to be aware of the Managing Poor Performance Policy. When invoking the procedure, the relevant line manager must:
8.2 Be clear and objective and keep calm when presenting evidence.
8.3 Avoid being personal and do not take personally what may be said in response.
8.4 Answer questions honestly and succinctly and do not say anything that cannot be substantiated with evidence.

Be prepared to seek an adjournment during the meeting if a break is required or to verify facts.

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<td>February 2021</td>
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<tr>
<td>Signed on behalf of Academic Board</td>
<td>Dr. Vincent Emery (President)</td>
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<td>23rd March 2021</td>
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APPENDIX A

Poor Performance Hearings

1. The status of the hearing will be confirmed at the outset by the Chair of the Hearing, stating the potential outcomes before the hearing proceeds.

2. Both management and the employee will present their case and be subject to cross-questions from the other party.

3. Witnesses will attend only to give their accounts and will be open to questioning by the other party. They may be recalled at a later stage for further questions/clarification of issues.

4. Both parties will be expected to sum up their case at the end of the hearing.

5. The Chair and Human Resources representative will deliberate on the proceedings and either call all parties back to announce a decision or may adjourn the hearing and communicate their decision in writing normally within 5 working days.

6. The employee will be advised of the Appeals process at the conclusion of the hearing. NB:
   a) Exceptionally and by agreement the format of the hearing can be amended provided that the General Principles are adhered to.
   b) Witness statements and questioning will be limited to half an hour per witness.
   c) No tape recording of proceedings is permitted.
   d) Adjournment requests will not be unreasonably withheld.
   e) Nominated note-takers will take notes of the proceedings and these will be kept for record purposes and only circulated in the event of a subsequent appeal.
   f) It is therefore the responsibility of the employee and/or “Friend” to retain their own notes of the hearing.
APPENDIX B

Appeals Against a Warning

A member of staff, against whom a warning has been issued, shall have the right of appeal. The next level of Line Manager/Senior Manager will conduct the appeal hearing. Any appeal should be submitted to the Head of Human Resources. All appeals must be lodged in writing within 10 working days of receipt of written confirmation of the sanction. Appeals will be heard as soon as is reasonably practicable (see below):

1. State the reasons for appeal.

2. The Head of Human Resources (or nominee) will give the employee a minimum of 10 working days’ notice of the appeal hearing stating place, date and time.

3. The Head of Human Resources (or nominee) will inform the original deciding manager that an appeal has been lodged.

4. The appeal hearing will review the earlier decision based on the submissions made at the appeal.

5. The appeal will not be a re-hearing but concerned with the application of procedures, looking at any new evidence, not reasonably available at the time of the original hearing, that may be brought forward and determining the proportionality of the penalty to the misdemeanor.

6. Both the member of staff who is appealing and the manager who made the original decision must submit all evidence or documents to which reference shall be made at the hearing, including where the case for appeal relates to new evidence not reasonably available at the time of the original hearing, the names of any witnesses it is proposed to call (or witness statements where a witness is not to be called). This should be no later than 5 working days before the date set for the hearing to the Head of HR (or nominee) for
simultaneous distribution to all parties. Papers not submitted by this date will not normally be eligible for consideration.

7. The employee will present his/her case and introduce any new witnesses.

8. All parties will be provided with the opportunity to ask questions.

9. Both parties shall have the opportunity to summarise their case if they so wish. The employee being first.

10. Nominated notetakers will take notes of the proceedings and these will be kept for record purposes. It is therefore the responsibility of the employee and/or “Friend” to retain their own notes of the hearing.

11. The Chair of the meeting will review the appeal with the Head of Human Resources before determining a final decision. This may be given on the day and advised to both parties or where further consideration is required will be confirmed later in writing normally within 5 working days.

12. The decision will be final.

NB:

   a) Exceptionally and by mutual agreement the format of the hearing can be amended provided that the General Principles are still followed.

   b) Witness statements and questioning will be limited to half an hour per witness.

   c) No tape recording of proceedings is permitted.

   d) Requests for adjournments by either party will be at the discretion of the Chair and not unreasonably withheld.

   e) A notetaker will be in attendance of the proceedings and notes will be kept for record purposes and only circulated in the event of a subsequent appeal.

   f) It is therefore the responsibility of the employee and/or ‘Friend’ to retain their own notes of the hearing.
Appeals Against Dismissal

1. Appeals against Dismissal should be submitted, in writing, to the President within 10 working days of receipt of the performance hearing outcome.
2. The President or nominee will Chair an appeal hearing as soon as possible and normally within 15 working days.
3. A panel appeal hearing panel will consist of the Chair (President or nominee) and 3 members of Senior Staff. The panel members will have had no former involvement in the case.
4. The Chair will be supported by the Head of Human Resources (or nominee).
5. The hearing will review the previous decision, based on submissions made by staff and Senior Management.
6. It will not be a re-hearing of the evidence but concerned with procedural integrity and whether the outcome was fair and reasonable. It will follow the procedure as laid out above. The decision will normally be confirmed in writing within 5 working days of the appeal hearing.
7. The decision will be final.

NB:

a) It must be made clear at the outset who will be the lead in presenting the employee’s case to the Appeal Hearing – either the employee or the Friend.
b) If the employee has been dismissed without notice and re-instated on appeal, the re-instatement shall take effect from the date of the original dismissal and no loss of earnings shall be incurred.
c) No tape recording of proceedings is permitted.
d) Requests for adjournments by either party will be at the discretion of the Chair and not unreasonably withheld
e) A notetaker will be in attendance of the proceedings and notes will be kept for record purposes only and may be used in response to any subsequent employment tribunal or legal action.
f) It is therefore the responsibility of the employee and/or ‘Friend’ to retain their own notes of the hearing
APPENDIX C

Suspension

1. Where there appears to be gross professional negligence or incompetence which might expose people or property to risk, a period of suspension with pay may be imposed while the case is being investigated.

2. Any suspension will be with pay, and any period of suspension will be as short as possible. The member of staff will be told exactly why they are being suspended, and that they will be called in for a performance hearing as soon as possible. Suspension will not be used as a sanction before the performance meeting. Suspension, in itself, is not a formal sanction.

3. The President or, in the case of Professional staff, the CEO or provost, may suspend from duty on full pay any employee for a performance issue that may constitute an allegation of gross misconduct or for other good and urgent cause. The authority may be delegated to a member of the Senior Staff. The suspension will be confirmed in writing subsequently by the Head of Human Resources or nominee.

4. Any employee suspended from duty will be informed in writing by the Head of Human Resources (or designated nominee) of the reason for the suspension and that the suspension will be on full pay. They will also be advised as to what contact with GAF will be permitted.

5. The suspension will be for the shortest practicable time.

6. During the period of suspension, the employee may request in writing permission to attend GAF, specifying his/her reasons. Such request will be subject to the approval of the President or Provost and will not unreasonably be withheld.

Right of Appeal against suspension: Any employee who has been suspended for three weeks or more may appeal in writing to the President against the suspension. There will be no right of appeal if the employee has had notification of a performance hearing.

Note: The suspension against which an appeal is made shall continue to operate pending the determination of the appeal.
APPENDIX D

Definitions of Terms Used

“Poor Performance” behavior or performance that falls below the required standard.

“Friend” is a person chosen by the employee to accompany him/her to a hearing and who is either a colleague employed by GAF or an employee or official of a Trade Union. The Friend may present the employee's case and confer with the employee but will not be permitted to answer direct questions for the employee.

“Line Manager” is the person to whom a member of staff reports or is directly responsible.

“Senior Manager” is the next level of Line Manager, or a Senior Staff member.

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Date 23rd March 2021
O) Global Academic Foundation hosting University of Hertfordshire: Management of ill Health Policy
MANAGEMENT OF ILL HEALTH POLICY

1. POLICY STATEMENT
1.1 Global Academic Foundation hosting the University of Hertfordshire (UH-GAF) and Global Academic Foundation (GAF) have a legal responsibility for the health, safety and well-being of its staff. It enacts this in many ways including a range of initiatives which encourage staff to adopt a healthier and more balanced lifestyle. In return, UH-GAF/GAF expects an acceptable level of attendance from its employees. It recognizes the need to manage staff absence sensitively and effectively to support the employee and meet its own operational needs.
1.2 GAF operates beneficial sickness and leave conditions, determined by continuity of service. It is important to review compliance with sickness rules and conditions; to explore the reasons for sickness absence in order to support colleagues manage their sickness and reduce absence.

2. PURPOSE AND SCOPE
2.1 This policy details a framework for managing sickness absence and ill health matters related to Long and Short-Term Illness.
2.2 This policy outlines support available to colleagues and the possible consequences of their failure to adhere to the standards expected by GAF.
2.3 This policy should not interfere with the responsibility of managers to raise informally any matter which gives cause for concern without recourse to the formal procedure under this policy and without a specific formal note being made.
2.4 All matters relating to the application of this procedure will remain confidential between the parties at all times.
2.5 Separate provisions apply in the case of probationary staff and also the President, Chief Executive Officer, Provost and Director of Finance.

2.6 This policy is in place to ensure, through effective management that:
   ▪ staff absence is kept to a minimum; staff with health problems receive appropriate support through their manager and the Human Resources Department;
   ▪ all staff are treated fairly and consistently in line with good employment practice; and
   ▪ wherever practicable and appropriate, staff can be assisted to return to work through agreed rehabilitation programmes.

2.7 This policy is concerned with an employee’s incapacity to meet required standards of performance because of ill health (both long term absences and frequent intermittent
short-term absences from work) and about balancing UH-GAF’s needs against the circumstances of the employee concerned.

2.8 It is a fundamental feature of this policy that there be regular and effective communication and consultation with the employee throughout the period(s) of absence so that he or she is clear about the possible consequences of his/her continued absence. Equally there is an expectation that the employee will keep her/his manager informed about their particular circumstances, as far as it is practicable, and the possibility and timescale for return or of further absence.

2.9 The employer can advise the employee that there is a need to obtain information regarding his/her health, and that his/her further employment will be assessed on the information available, and, if appropriate, can refer the employee to an independent specialist.

2.10 It is essential that all matters relating to the application of these procedures remain confidential to the parties concerned and those who need to know.

2.11 Unnecessary disclosure could result in disciplinary action on the grounds of misconduct.

2.12 Return to work interviews should be carried out in accordance with APPENDIX C.

2.13 Salary payments in respect of sickness absence are outlined in the GAF Leave and Sickness Statement

2.14 Other absence considered under this policy is outlined in APPENDIX D

3. DISMISSAL

3.1 The decision to dismiss on the grounds of incapacity is not a medical one but a managerial one - based, amongst other things, on medical opinion(s). However, the absence of a medical diagnosis, or prognosis, does not in itself prevent management action.

3.2 The President has the power to suspend or dismiss any employee and can delegate these powers. In the case of professional staff, both these powers are delegated to the Provost. In their absence, the power to suspend can be further delegated to a designated nominee - such action to be confirmed in writing subsequently by the President or Provost as appropriate.

4. GENERAL PRINCIPLES

4.1 The General Principles detailed makes provision for all aspects of the Managing Ill Health Policy - at all stages and levels relating to issues of Long Term and Short-Term illnesses’.

4.2 UH-GAF will encourage a sensitive, constructive and timely approach to all informal and formal matters.
4.3. For Long and Short-term illness concerns, managers have a responsibility to bring any matters of concern to an employee’s attention without delay and offer help and support (which may include acting, where reasonable, on information from doctors) before moving into the formal procedures detailed in this policy.

4.4. At every formal stage of this policy the employee will be informed in writing of the stage at which the matter is being considered, advised of the nature and details of the issue and will be given the opportunity to explain, respond and/or defend their position.

4.5. At all formal stages the employee will have the right to be accompanied and represented by a “Friend”. Please see definitions in APPENDIX D.

4.6. An employee may choose to respond in writing in advance of any review meeting and will do this no later than 5 working days before the review meeting.

4.7. The person hearing a case at the review meeting (the Chair) will have had no involvement in its preparation and will conduct the proceedings according to the outline format in APPENDIX A.

4.8. If, for good cause, an employee is unable to attend a review meeting, it will be adjourned to a suitable alternative date. If the employee is unable to attend the rearranged date, the Chair will decide whether the review meeting will take place in his/her absence or exceptionally to re-arrange another suitable date. If the employee is unable to attend the further rearranged date, the review meeting will proceed in his/her absence, but his/her ‘Friend’ will have to opportunity to present the employee’s case on their behalf. Any submission by the employee in writing, or by his/her Friend will be considered at the review meeting.

4.9. Any action taken will be limited as follows:
   - An ORAL WARNING will normally last for 6 months
   - A WRITTEN WARNING will normally last for 12 months
   - A FINAL WRITTEN WARNING will normally last for 24 months.
   - DISMISSAL normally with notice.

4.10. Alternative action to dismissal, which may include demotion or redeployment (with no automatic protection of previous salary) within GAF, may be considered by the Chair at their absolute discretion following agreement with the employee.

4.11. Warnings given to an employee shall be placed on the employee’s personal file kept in the Human Resources Department. The warning shall be removed from the file after the specified period of time has elapsed without further incident taking place. In exceptional circumstances, the times specified may be subject to variation – any such variation being notified to the individual at the time the warning is issued.
5. **RIGHT OF APPEAL**

5.1 An employee will have the right of appeal against any penalty imposed under this policy and procedure. The person(s) hearing the appeal will not have been involved in the original decision to issue a penalty and will follow the procedures detailed in APPENDIX B.

5.2 All Appeal hearings will review the earlier decision based on the submissions made by the employee and management. It will not be conducted as a total re-hearing of the evidence made when the initial decision was taken but be concerned with:

5.2.1 Reviewing the application of the procedures (evidence of procedural or administrative irregularity);

- whether or not the sanction is proportionate; and
- Considering any new material evidence not available or produced at the original review meeting.

5.3 The Head of Human Resources (or nominee) will be consulted by management at all stages of any case being considered under these procedures and will be present at all formal review meetings.

5.4 As far as practicable there will be a programme of appropriate training for all staff likely to be involved in using these procedures.

6. **PROCEDURES WITH RESPECT TO EMPLOYEE’S INCAPACITY DUE TO ILL HEALTH**

6.1 Long term absence from work

6.1.1 Long term absence is normally defined as being a specific period or several periods of absence in a rolling 12-month period (normally amounting to more than 4 weeks) and is distinguishable from frequent intermittent absence in that it tends to be continuous or connected and is usually traced to an underlying medical condition. Alternatively, it may be known that the employee is likely to be absent for such a period because of illness.

6.1.2 Following discussion with the employee, should it appear that there may be a long-term effect on the employee’s ability to comply with his/her contract of employment, the line manager will consult with the Director of Human Resources. With the employee’s permission, medical reports will be obtained. Management will not be given any details of these reports but will be advised by medical practitioners as to:

- i) the nature of the illness;
- ii) the likelihood of the current level of absence recurring or some other illness arising;
- iii) the employee’s expected date of return;
- iv) whether or not the employee will be fit to resume full duties within a reasonable timescale
v) if not, then what duties the employee may reasonably be expected to be able to undertake;
vi) fitness for duties, with reasonable adjustments.

The employee may provide an additional medical assessment if he/she so wishes.

6.1.4 Once advice has been received from doctors, the line manager and the appropriate HR officer will discuss the employee’s long-term prospects of a return to full duties. Full consideration will be taken of the requirements of the law, in particular the requirement to make any reasonable adjustments.

6.1.5 Where the line manager and HRBP believe that continuation of the present contract is doubtful, the following possibilities will be explored:

   i) Temporary or permanent change of work pattern or methods within the same department.
   ii) Temporary or permanent change of post within the same department.
   iii) A suitable post elsewhere within GAF.
   iv) Reasonable re-training and/or rehabilitation.
   v) Downgrading, providing the employee formally agrees to the change, with an examination as to the impact on the individual’s occupational pension.
   vi) Early retirement on the grounds of incapacity because of ill-health, subject to the pension scheme regulations and rules. (Note: In cases of chronic ill health and where the employee is a member of one of GAF’s occupational pension schemes an “ill health retirement” is an option that can be considered. However, this is a decision based on medical opinion and relates to ‘permanent incapacity’
   vii) Termination of contract with notice (or pay in lieu of notice).

6.1.6 The line manager will formally meet with the employee and his/her Friend (if requested) to explore the options and, wherever possible, agree a plan of action.

6.1.7 If the options outlined in 6.1.6 are not possible or practical and/or fail, or where it is not possible to reach an agreement that termination should be by mutual agreement, a report will be made to the President / Vice Chancellor or Chief Executive Officer as appropriate. (See Formal Stage 3 below).

6.2 Frequent intermittent (short term) absence from work

6.2.1 Frequent intermittent absence can be defined as persistent short-term absences. These are absences that are normally sporadic and frequently attributable to minor ailments, in many cases unconnected.
6.2.2 The following sections, i.e.: Informal Stage through to Formal Stage 2 inclusive, relate only to managing frequent intermittent (short-term) absence from work.

6.3 Informal Stage (frequent intermittent (short-term) absence from work)

6.3.1 In cases of frequent intermittent short-term absences from work, whether or not covered by a medical or self-certificate, the line manager will meet with the employee to discuss:

i) The reasons for the absences.

ii) To advise of the need for the individual to consider consulting a doctor to establish whether medical treatment is necessary.

iii) To identify whether there are any other underlying reasons for absent i.e. work related or domestic).

iv) To decide what action can or should be taken.

v) The Line Manager will make the employee aware of the consequences if there is no improvement in the absence/attendance pattern.

6.4 Formal Stage 1 – Formal Absence Review Meeting

6.4.1 If the absence/attendance pattern does not improve, the line manager will refer to the Head of Human Resources. The Head of Human Resources will, with the employee’s permission, obtain medical reports.

6.4.2 Management will be advised by a Physician:

(i) as to the likelihood of the current levels of absence recurring or some other illness arising;

(ii) whether or not there is some underlying medical cause for these absences; and

(iii) whether or not the employee is fit to undertake full duties and, if not, what duties the employee may reasonably be expected to be able to undertake.

6.4.3 The employee will be given the details of his/her attendance record in writing in advance and informed that the formal procedure is being invoked. The manager should provide the employee with advance written notice and their right to representation, confirm that Stage 1 of this procedure is being invoked and provide timings for the review meeting (normally within 10 working days).

6.4.4 The line manager, accompanied by the appropriate HR representative, will conduct the meeting with the employee to:

i) discuss the report;
ii) explain the impact that the frequent intermittent short-term absence is having on the employee’s department; and

iii) outline in what respect the employee’s attendance fails to meet an acceptable standard and discuss with the employee any other relevant matters.

6.4.5 The employee will be given the opportunity to respond.

6.4.6 The Line Manager will then decide whether or not:

i) To take NO FURTHER ACTION, in which case he/she will confirm this outcome in writing to the employee; or

ii) To issue an ORAL WARNING which will be confirmed to employee in writing; or

iii) The absence/attendance pattern is unacceptable and therefore a WRITTEN WARNING is appropriate.

6.4.7 The Warning will be confirmed in writing.

6.4.8 The employee will be advised of his/her rights of appeal to the next level of management, outlined in APPENDIX B.

6.4.9 The required level of attendance and the timescale within which improvement is expected (normally no more than 8 working weeks) will be outlined and a support plan put in place.

6.4.10 A review date will be set when progress will be assessed.

6.4.11 The employee will be warned of the possible consequences of a failure to improve or in the event that further shortcomings are identified.

6.4.12 At the end of the agreed period for improvement, the manager will hold a meeting with the employee to discuss progress and the support plan. If the employee’s attendance has improved sufficiently that he/she now meets the required standard, this will be confirmed in writing, and possibly a further review meeting will be arranged to check that this is sustained. If, however, the employee’s attendance remains below the required standard, the employee will be informed that further action will be taken under Formal Stage 2 of this procedure.

6.5 Formal Stage 2 - Formal Absence Review Meeting

6.5.1 Where the level of attendance does not improve, and investigations indicate that the employee’s attendance is unlikely to improve, a Formal Stage 2 meeting will be arranged. The line manager will prepare a report and submit this to the Senior Manager.

6.5.2 The Senior Manager will determine whether to proceed to a formal review meeting under Stage 2 of this policy.
6.5.3 If a decision to proceed to a formal review meeting is made the employee should be provided with details of the concern about his/her alleged frequent intermittent absences.

6.5.4 The employee will be made aware of their right to representation, confirmation that Stage 2 of this procedure is being invoked and provided with timings for the review meeting (normally within 10 working days).

6.5.5 The Senior Manager will chair the meeting (with HR in attendance) and discuss the alleged poor attendance/frequent absences and the consequences should this not improve with the employee.

6.5.6 The employee will be made aware that unless a level of attendance that is satisfactory to GAF is achieved, further action could be taken which could lead to dismissal.

6.5.7 At the meeting, the employee will be given the opportunity to respond to the evidence presented. The Chair will then decide whether or not to:
   i) TAKE NO FURTHER ACTION, in which case s/he will confirm this to that effect in writing to the employee; or
   ii) ISSUE A WRITTEN WARNING (if not issued at Stage 1); or
   iii) ISSUE A FINAL WRITTEN WARNING.

6.6 Final Written Warning

6.6.1 The Written Warning and Final Written Warning will set out the required level of attendance and the timescale within which improvement is expected.

6.6.2 The employee may be required to improve attendance immediately or over a period of time (normally no more than 8 working weeks). The employee will be issued a further support plan.

6.6.3 A review date will be set when progress can be assessed.

6.6.4 The employee will be warned of the possible consequences of a failure to improve or in the event that further shortcomings are identified.

6.6.5 At the end of the agreed period for improvement, the manager will hold a meeting with the employee to discuss progress.

6.6.6 If the employee’s attendance has improved sufficiently that he/she now meets the required standard, this will be confirmed in writing, and possibly a further review meeting will be arranged to check that this can be sustained.

6.6.7 If, however, the employee’s absence/attendance pattern remains below the required standard, then the employee will be informed that further action will be taken under Formal Stage 3 of this procedure which may result in the employee’s dismissal.

6.6.8 The employee will be advised of his/her rights of appeal to the next level of management, outlined in APPENDIX B.

6.7 Formal Stage 3 – Formal Absence Review Meeting
6.7.1 In the case of Frequent Intermittent Absence, having completed Formal Stage 2 of this procedure, the employee’s absence/attendance pattern remains below the standard required, or falls below the standard required during the following 12 months after a warning, the Line Manager will prepare a statement of case outlining such matters as:

i) performance;
ii) health record;
iii) likelihood of change in attendance;
iv) availability of alternative work; and
v) The impact of past and future absence on the service and comparative data, as appropriate.

6.7.2 If a decision is made by the Line Manager to proceed to a formal review meeting under Stage 3 of the policy, the employee will be provided with details of the concern and right to representation. They will be notified that Stage 3 of this procedure is being invoked and that dismissal is a possible outcome and provide timings for the review meeting (normally within 10 working days).

6.7.3 Where, in the case of Long-Term Absence, the alternative possibilities outlined previously (Long term absence from work 6.1) are not possible or practical and/or fail, or where it is not possible to reach an agreement that termination should be by mutual agreement, a report will be made to the President.

6.7.4 The employee shall be provided in advance with any documents which are to be produced at the review meeting.

6.7.5 Any written evidence to be submitted by the employee in response to the concern must be received at least 5 working days in advance of the review meeting.

6.7.6 The President / Vice Chancellor or Secretary and Registrar may delegate their authority to chair the review meeting to a panel of three senior members of staff in accordance with the format outlined in accordance with the format outlined in APPENDIX A.

6.7.7 The Chair of the panel will decide whether or not to:

i) TAKE NO FURTHER ACTION, in which case s/he will confirm this to that effect in writing to the employee; or
ii) EXTEND THE PERIOD OF REVIEW and require further monitoring; or
iii) TO TAKE FURTHER ACTION (which may include in the case of Long Term absence demotion or redeployment within the University following agreement with the employee as an alternative to dismissal); or
iv) DISMISS - this will normally be with notice.

6.7.8 The employee will be informed in writing of the decision and the reasons for it and of his/her right of appeal to the Head of Human Resources. (Please see APPENDIX B).
7 GUIDANCE - ABSENCE MANAGEMENT

7.1. UH-GAF recognizes the need to manage staff absence sensitively and effectively so as to support the individual and meet its own operational requirements.

7.2. Line managers should ensure that they are aware if their direct reports are absent and the reason for that absence.

7.3. In many cases their knowledge of the employee and the reason for the absence will lead them to conclude that no action other than a welcome back conversation is required.

7.4. In some cases, however, both the number and pattern of the absences may be of concern and so a meeting would be appropriate. In this event, the meeting would be convened in line with the procedure as outlined in this policy.

7.5. In deciding whether an informal or a formal meeting is required line managers must consider the following:

- Reason(s) for absence.
- Any underlying health problem or disability.
- Length of service and overall attendance pattern.
- Any mitigating circumstances (e.g. family situation).
- Any formal warnings issued to date and the level of warning issued.
- Advice received from a physician, the Equality Unit or Human Resources if the absence is due to a disability.

7.6. The aim is that at every stage the line manager will consider any factors that an individual puts forward about their absence and take these into account. So, for example, if an employee informs their line manager they have to take time off because of an injury, a formal meeting and warning are unlikely to be appropriate, while an informal meeting to discuss how they are and any support required would be far more appropriate.

7.7. When considering their course of action, the line manager must also consider the following:

7.7.1. A referral to the Head of Human Resources

7.7.2. Short- or long-term reasonable adjustments.

7.7.3. Obtain advice on disability-related adjustments, mental health issues and other equality matters.

7.7.4. Making the employee aware of confidential Helplines.

7.7.5. Making the employee aware that UH-GAF has a Counselling Service which they can access.

7.7.6. Discussing the situation with their HR officer.
7.8. It must be remembered that any support provided is always based on the needs of the individual and that “one size” does not fit all.

7.9 Consistency across UH-GAF

7.9.1 In order that line managers act fairly and consistently some broad monitoring mechanisms are outlined in this policy, and these should be used by managers as a starting point in considering whether any action or any further investigation is required. They enable managers to identify issues early, thus providing the appropriate support as soon as possible and enabling employees, through advice and guidance, to improve their pattern of attendance.

7.9.2 Monitoring mechanisms include a trigger for informal action when the employee has been away from work due to sickness for 6 or more days over a rolling 12-month period; or more formal action where the employee has been absent for 12 or more days and/or 4 or more occurrences over a rolling 12-month period.

7.9.3 Where an informal meeting takes place, there should be a discussion in relation to the absences, any underlying health issues or other problems and whatever support can be provided. If formal action is required, this should follow the process as outlined in this policy document.

7.10 Phased return to work

A phased return to work may be agreed where an employee has been absent from work due to sickness for an extended period of time. Normally this phased return would last a maximum of 8 weeks during which time the employee would remain on full pay. It is important that it is agreed by the line manager and employee in advance of their return. Should a longer period be required this would normally indicate a long term contractual change and a reduction/amendment to pay.

7.11 Disability and Reasonable adjustments

7.11.1 A disability is defined as ‘a mental or physical impairment that has a substantial and long term adverse effect on a person’s ability to carry out normal day to day activities’. Long term normally means 12 months or more. Special conditions apply to progressive illnesses such as cancer and HIV, and Multiple Sclerosis, as well as conditions that fluctuate such as ME and epilepsy. These illnesses would normally be defined as disabilities.

7.11.2 When an employee has a disability, we have a duty to put reasonable adjustments in place to enable that employee to do their job. The Director of Human Resources, or a representative, will normally advise as to what these might be and they could include a reduction in working hours or an adjustment to working hours (with appropriate reduction to salary), a temporary or permanent move to an alternative post, or the reallocation of some duties to another employee. We are not obliged to implement adjustments, only those we consider reasonable; however, should we refuse them we must be able to justify this. Additionally, when making such changes it is important to
consider the impact of the changes on the job required, as well as the impact upon the rest of the team.
APPENDIX A
Formal Sickness review meetings

1. The Chair will outline the status of the review meeting; his/her role; explain what will happen; introduce all parties present and check that all parties have had the documents to which reference will be made by either side.

2. Management will present its case - the nature of the concern and the findings. The employee and/or his/her ‘Friend’ will have the opportunity to ask questions in relation to the management case. The Chair will have the opportunity to ask questions.

3. The employee or his/her ‘Friend’ will put his/her case - in the presence of management with management having the opportunity to question, followed by the Chair. The employee should answer questions directly put to them.

4. Management will sum up its case.

5. The employee or his/her Friend will sum up his/her case.

6. All parties, other than the Chair and the HR officer, will withdraw. The Chair will deliberate, only recalling management or the employee where there remain points of uncertainty on evidence already given. If recall is necessary, both parties will return.

7. The Chair will make his/her decision or may decide that an adjournment is necessary for him/her to reflect further upon the evidence, and in either event recalls management and the employee, plus his/her ‘Friend’, to receive his/her decision and the reasons for this. If appropriate, he/she will communicate his/her decision in writing.

8. The decision will be confirmed in writing with details of the appeals process, as appropriate and usually within 5 working days.

NB:
Exceptionally and by mutual agreement the format of the review meeting can be amended provided that the General Principles are adhered to. a) No tape recording of proceedings is permitted. b) Adjournment requests will not be unreasonably withheld. c) Nominated notetakers will take notes of the proceedings and these will be kept for record purposes and only circulated in the event of a subsequent appeal. It is therefore the responsibility of the employee and/or “Friend” to retain their own notes of the review meeting.
APPENDIX B

Appeals

An employee, against whom a sanction has been issued, shall have the right of appeal. The next level of Line Manager/Senior Manager will conduct the appeal hearing. Any appeal should be submitted to the Head of Human Resources or nominee. All appeals must be lodged in writing within 10 working days of receipt of written confirmation of the sanction. Appeals will be heard as soon as is reasonably practicable (see below):

1. State the reasons for appeal.
2. The Head of Human Resources (or nominee) will give the employee a minimum of 10 working days’ notice of the appeal hearing stating place, date and time.
3. The Head of Human Resources (or nominee) will inform the original deciding manager that an appeal has been lodged.
4. The appeal hearing will review the earlier decision based on the submissions made at the appeal.
5. The appeal will not be a re-hearing of the review meeting but concerned with the application of procedures, looking at any new evidence, not reasonably available at the time of the original review meeting, that may be brought forward and determining the proportionality of the penalty to the issue of concern.
6. Both the employee who is appealing and the manager who made the original decision must submit all evidence or documents to which reference shall be made at the hearing, including where the case for appeal relates to new evidence not reasonably available at the time of the original review meeting, the names of any witnesses it is proposed to call (or witness statements where a witness is not to be called). This should be no later than 5 working days before the date set for the hearing to the Head of Human Resources (or nominee) for simultaneous distribution to all parties. Papers not submitted by this date will not normally be eligible for consideration.
7. The employee will present his/her case and introduce any new witnesses.
8. Both parties will be provided with the opportunity to ask questions.
9. Both parties shall have the opportunity to summarise their case if they so wish. The employee being first.
10. Nominated notetakers will take notes of the proceedings and these will be kept for record purposes. It is therefore the responsibility of the employee and/or “Friend” to retain their own notes of the hearing.
11. The Chair of the meeting will review the appeal with support from Human Resources before determining a final decision. This may be given on the day and advised to both parties or where further consideration is required will be confirmed later in writing normally within 5 working days.
12. The decision will be final.
NB:

a) Exceptionally and by mutual agreement the format of the hearing can be amended provided that the General Principles are still followed.

b) Witness statements and questioning will be limited to half an hour per witness.

c) No tape recording of proceedings is permitted.

d) Requests for adjournments by either party will be at the discretion of the chair and not unreasonably withheld.

e) A notetaker will be in attendance of the proceedings and notes will be kept for record purposes and only circulated in the event of a subsequent appeal.

f) It is therefore the responsibility of the employee and/or ‘Friend’ to retain their own notes of the hearing.

Appeal Against Dismissal

1. Appeals against Dismissal should be submitted, in writing, to the President within 10 working days of receipt of the review meeting outcome.

2. The President or nominee will chair an appeal hearing as soon as possible and normally within 15 working days.

3. A hearing panel will consist of the Chair (President or nominee) and 3 senior members of staff. The panel members will have had no former involvement in the case.

4. The Chair will be supported by the Head of Human Resources (or nominee).

5. The hearing will review the previous decision, based on submissions made by staff and the Chair of the original review meeting.

6. It will not be a re-hearing of the review meeting and evidence but concerned with procedural integrity and whether the outcome was fair and reasonable. The decision will normally be confirmed in writing within 5 working days of the appeal hearing.

7. The decision will be final.

NB:

It must be made clear at the outset who will be presenting the employee’s case to the Appeal Hearing – either the employee or the Friend, but not both.

If the employee has been dismissed without notice and re-instated on appeal, the re-instatement shall take effect from the date of the original dismissal and no loss of earnings shall be incurred.
APPENDIX C

Return to work interviews

1. This guidance designed to help line managers conduct a return to work interview with employees who have been absent from work due to ill health.

2. Wherever appropriate, the line manager should informally meet with the employee on the day they return to work, or as soon after as possible. The interview must be held in private and be handled in a sensitive and professional manner.

3. Whilst it may not be appropriate to hold an interview after every absence it is important for managers to be consistent in their approach to conducting return to work interviews across their team/department. Consistency provides fair and transparent treatment of staff as well as generating greater employee engagement in the process.

Purpose

The purpose of a return to work interview is to:

- a) Welcome the employee back to work;
- b) Ensure they are able to return to full duties. If not to identify any actions needed to support a full return to work;
- c) Identify and confirm the reason and length of the absence;
- d) Listen to any issues (work-related or otherwise) identified by the employee that may be causing or contributing to the absence and take appropriate action;
- e) To discuss and/or identify any adjustments to the workplace/hours/duties that may reduce/eliminate absences and support their return to work;
- f) Update them on what they may have missed whilst they have been absent from work.

Preparation

The line manager should:

- a) Ensure a private meeting space is available and that there will be no interruptions;
- b) Check the employees records for both current and previous absences and if appropriate take an up to date record with you to the meeting;
- c) Be prepared to discuss any trends or patterns of absence;
- d) Work out in advance what questions to ask and points to cover (see below);
- e) If appropriate seek initial advice from e.g. a physician, HR or the Equality Office. In cases of long-term sickness absence, it will normally be appropriate
to ensure that the employee is referred to a physician before their return to work so that any recommendations and support can be discussed and put in place immediately upon their return;

f) Remember this is not a formal meeting – it is about trying to establish facts and ensure the necessary support is in place;

g) Approach the meeting with an open mind and no prejudgments;

h) Be prepared to make notes of what is discussed and agreed, and to share these with the employee.

Content
The length and content of the return to work interview will depend upon the nature of the absence. However, as guidance the manager will normally:

a) Confirm the length of the absence; if the absence is longer than 7 days ask them to produce a doctor’s certificate, if not already provided;

b) Let them know they were missed and acknowledge employees return to work;

c) Ask about the employee’s illness to determine the cause of the absence;

d) Ask whether the employee’s health problems are work related. If so discuss both the employees and managers concerns and agree on how these can be addressed;

e) Provide an opportunity to discuss any concerns (work-related or otherwise);

f) Be sensitive to employee’s feelings where personal problems and illnesses are involved;

g) Where there are conflicting evidence/statements, ask for an explanation in order to establish the facts;

h) Place current absence in the context of previous absences and consider whether there are any patterns or trends that need to be addressed;

i) Determine whether any help or support, including reasonable adjustments, is needed that may help reduce/eliminate future absences (see below for further information on support available);

j) Discuss the effect of the absence on the operational efficiency of the department;

k) If appropriate refer to this policy and make the employee aware that high levels of sickness absence may lead to formal action being taken;

l) Provide an update on any developments in the department;

m) Make and keep on file an accurate written note of the meeting.

Formal Action
1. Having reviewed the employees’ sickness absence record and discussed all the facts with them, if the line manager feels that more formal action should be taken then the relevant sections as outlined in this policy document should be followed. This should not be dealt with as part of the return to work interview, but at a separate meeting.
2. Do not use the return to work interview to deal with other issues such as misconduct or performance issues. If the line manager feels this is part of a general pattern of unacceptable behaviour this should be dealt with after the return to work interview and in line with the relevant policy.

3. If the line manager considers that formal action is appropriate they should contact the relevant HRBP for advice and support.

Support
1. It may be appropriate to take action to support an employee to help reduce/eliminate absences, and these options may be discussed in the return-to-work interview. They include:
   a) A referral to a physician;
   b) Short or long term reasonable adjustments;
   c) Contacting the Equality and/or Disability Unit for advice on disability related adjustments, mental health issues and other equality matters;
   d) Making the employee aware of confidential 24-hour Helplines;
   e) Making the employee aware that GAF has a Counselling Service which they can access.

2. Even when staff are certain that they need no support, it is advisable that managers still involve a physician as their professional expertise can often anticipate issues that neither the individual or manager are aware of. They may also be able to suggest particular support that would be appropriate. It must be remembered that any support needed is always based on the needs of the individual and that “one size” does not fit all.
APPENDIX D
Definitions of Terms Used

‘Incapability’ situations where the employee’s inability to meet required standards of work is attributable to his/her ill-health (both long term absences and frequent short-term absences from work).

‘Short term sickness’ for this guidance short term sickness is defined as 6 or more days over a rolling 12-month period; or more formal action where the employee has been absent for 12 or more days in a rolling 12-month period.

‘Long term sick’ for this guidance note Long Term Sick leave is defined as a continuous period of sick leave of four or more weeks in a rolling 12-month period.

‘Disability’ this covers both mental and physical impairments that have a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities. Long term in this context means a condition that has lasted or is expected to last for at least 12 months.

Special rules apply to progressive conditions such as cancer, HIV and Multiple Sclerosis. Although it is recognized that these conditions that may initially have only a slight impact on day-to-day activities, they are likely to get worse over time and are therefore recognized as a disability from the point of diagnosis. Fluctuating conditions such as ME or epilepsy that have a substantial adverse effect for short periods but are likely to reoccur are also recognized as disabilities.

‘Friend’ is a person chosen by the employee to accompany him/her to a review meeting and who is either a colleague employed by GAF or an employee or official of a Trade Union. The Friend may present the employee’s case and confer with the employee but will not be permitted to answer direct questions for the employee.

‘Line Manager’ is the person to whom a member of staff reports or is directly responsible. ‘Senior Manager’ is the next level of Line Manager, or a member of the Executive leadership team.
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<td>Signed on behalf of Academic Board</td>
<td>Dr. Vincent Emery (President)</td>
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P) Global Academic Foundation hosting University of Hertfordshire: Modern Slavery Policy
MODERN SLAVERY POLICY

Slavery is an extreme form of inequality, and exists within a competing matrix of political, economic, societal, cultural and religious pressures. UH-GAF takes a zero-tolerance policy to any form of modern slavery.

Relating acts:

- Luring or enticing a person to go onboard a vessel or any other place with the intention that they be made or held as a slave.
- Kidnapping or carrying away a person with the intent to hold or sell them into slavery
- Transporting a person with the knowledge or intent that the person be held or sold as a slave
- Sale of a person into involuntary servitude.
- Destruction, concealment, removal, or confiscation of a person's passport or other documents with the intent to traffic them or for the purpose of restricting or preventing their travel.
- Debt bondage

This is a condition where one person has pledged their labor or service or that of someone under their control. In these circumstances where not a fair value of that labor or not reasonably applied to reduce the debt and there is no timeframe or nature of the service defined.

Descent-Based Slavery

This is when people are born into slavery because their families were captured and have since belonged to the slaves owning families.

- Forced labor

This is when the person is forced and not voluntarily participating. According to the ILO it refers to situations in which individuals are forced to work by violence or intimidation or as manipulated debt, retention of identifying papers or treats to inform the immigration authorities.
• Child slavery

Many people often confuse child slavery with child labor, but it is much worse. Whilst child labor is harmful for children and hinders their education and development, child slavery occurs when a child is exploited for someone else’s gain. It can include child trafficking, child soldiers, child marriage and child domestic slavery.

The penalties for human trafficking are severe. A conviction for holding a person in peonage carries potential fines and a maximum prison term of 20 years. If a death results or the violation included kidnapping, sexual abuse, or other aggravating factors, the maximum punishment increases to life imprisonment.

Sex trafficking of children, or by fraud, force, or coercion carry enhanced penalties. Prison sentences for these offenses carry a potential life sentence and a minimum of 10 years in prison (or more, depending on the details of the offense and the victim).

The law against human trafficking orders the forfeit of any property used in violation of the law as well as any proceeds from the act. The law includes clauses for the mandatory payment of restitution to the victim for the full amount of their losses, as determined by the court. Any member of staff of Global Academic Foundation hosting the University of Hertfordshire (UH-GAF) or student at UH-GAF found to be participating in Modern Slavery will be subject to Disciplinary proceedings that can lead to termination of studies or dismissal.

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Signed on behalf of Academic Board

Dr. Vincent Emery (President)

Date

23rd March 2021
Q) Global Academic Foundation hosting University of Hertfordshire: Admissions Policy
ADMISSIONS POLICY

UNDERGRADUATE STUDENTS STUDYING ON UNIVERSITY OF HERTFORDSHIRE PROGRAMMES HOSTED BY GLOBAL ACADEMIC FOUNDATION

1. INTRODUCTION

1.1 Global Academic Foundation hosting the University of Hertfordshire (UH-GAF) is committed to the practice of fair admission. UH-GAF’s admissions policy for undergraduate students is therefore intended to:

- Be transparent;
- Enable the institution to select students who are able to complete the course as judged by their achievements and their potential;
- Strive to use assessment methods that are reliable and valid;
- Seek to minimize barriers for applicants;
- Be professional in every respect; and
- Be underpinned by appropriate institutional structure and processes.

1.2 This admissions policy is compliant with relevant Equality and Diversity legislation in Egypt.

1.3 Recruitment and selection criteria of students depend on:

- Academic ability and potential;
- Motivation and suitability for the chosen course;
- Commitment and self-discipline;
- English language ability;
- Performance at interview (where required).

1.4 Every applicant is considered individually in a holistic assessment using all information available.

1.5 UH-GAF reserves the right to refuse (or to withdraw) admission to applicants who in their opinion present a future risk to staff, students or others.
3   **SCOPE**

2.1 UH-GAF’s policies and regulations relating to the admission of undergraduate students are set out in this document.

2.2 UH-GAF has devolved responsibility for the admission of students on designated University of Hertfordshire programmes. Please refer to Annex A.

2.3 **Admissions guidelines and operating procedures**

Associated guidance is available on request from the Dean of Student Affairs, UH-GAF.

3   **DEFINITIONS**

For the purposes of this document the following additional definitions will apply:

3.1 **Programme**

A programme is a set of one or more awards administered together. The essential feature is that each programme has only one set of programme regulations contained in a Programme Specification, even though there may be many awards (and their associated interim awards);

3.2 **Applicant**

A person applying to UH-GAF for admission to a programme delivered in partnership with University of Hertfordshire.

3.3 **Student**
A person registered by UH-GAF, studying and/or continuing to study for a UH-GAF delivered programme which will be assessed and will normally lead to a University of Hertfordshire award.

3.4 International student

A person from a country outside Egypt, and / or holding a non-Egyptian passport

4 COMMITTEES

4.1 Academic Board

Subject to the overall responsibility of the Board of Trustees, the Academic Board is responsible for determining the UH-GAF’s principles, policies, regulations and procedures relating to the admission of all students. The Academic Board receives reports on the outcomes of UH-GAF’s student recruitment activities and admissions services.

5 GENERAL PRINCIPLES OF ADMISSION

5.1 The admission of individual applicants is at the discretion of UH-GAF. It should be noted that UH-GAF regards decisions concerning whether an applicant satisfies the general principles of admission set out in section 1.3 and the entry requirements for the programme to which admission is being sought, to be matters of academic judgment.

5.2 In exercising this discretion, UH-GAF will be guided by the following principles:

1. There should be a reasonable expectation that anyone admitted to a programme has the potential to fulfil the objectives of the programme and achieve the standard required for an award;

2. In considering each individual applicant for admission to a programme, evidence will be sought of the applicant’s personal, professional and educational experiences that provide indications of his or her ability to meet the demands of, and benefit from, the programme;
3. UH-GAF aims to ensure in the admission and treatment of applicants and students that no-one receives less favourable treatment because of characteristics protected by legislation or because of family or care responsibilities, social class, trade union activity, being an ex-offender or other unreasonable grounds;

4. Admission with academic credit and/or on the basis of prior experience will be governed by the same principles as those applying to applicants seeking admission to the beginning of the programme.

5. In considering each individual applicant for admission to a programme, evidence will be sought of the applicant’s identity and nationality. UH-GAF will register the applicant in their full legal name as it appears in their passport or alternative government-approved document. This information will be shared with the University of Hertfordshire as the awarding body, under an agreement that is compliant with the General Data Protection Regulation (GDPR).

The awarding of specific credit for prior learning is a recognized route of entry to undergraduate programmes delivered by UH-GAF.

Any offer of admission involving Recognition of Prior Learning (RPL) must be approved by the University of Hertfordshire prior to an offer being made to students.

6  ADDITIONAL PRINCIPLES GOVERNING ADMISSION

6.1 Applicants with disabilities

UH-GAF is committed to developing educational opportunities which can be accessed by all suitably qualified applicants and welcomes applications from people with disabilities.

6.2 Applicants who will be minors when they register as students of UH-GAF

6.2.1 Unless prohibited by individual professional or programme regulations, consideration will be given to applicants who will be under 18 years at the time of their admission to UH-GAF. Such applicants will be considered on their individual merits and on their potential to benefit from their chosen programme.
(Note for guidance – ‘time of admission’ For the purposes of this policy, the ‘time of admission’ will be deemed to operate from the commencement of any pre-sessional programme which the applicant is to attend at UH-GAF or the time at which he or she proposes to take up residence in UH-GAF accommodation or the time at which he or she registers as a student of UH-GAF, whichever is the earlier.)

6.2.2 It is a condition of admission that applicants who will be under 18 years of age at the time of their admission to UH-GAF have a parent or guardian based in Egypt. It should be noted that it will be possible to identify the age of a student who is a minor from his or her UH-GAF Identity Card.

(Note for guidance: Advice concerning the admission of minors may be obtained from the Dean of Students at the University of Hertfordshire.)

6.3 International applicants

UH-GAF welcomes applications from people who reside outside Egypt. It seeks to recruit international students in a fair and responsible manner and in compliance with government immigration guidelines.

6.4 Applications from people who are at risk or who may be a risk

6.4.1 Where the risk is deemed to be solely to the applicant, to enable the applicant to come to an informed view of his or her ability to meet the demands of the chosen programme, reasonable efforts should be made to provide him or her with appropriate advice and assistance either from UH-GAF’s own services or from other appropriate external agencies.

6.4.2 Where it is believed that an applicant might constitute a risk to UH-GAF, the matter must be referred to the Admissions Tutor/Dean of Student Affairs who will, where necessary, refer individual cases to the President for risk assessment and decision.
Whilst UH-GAF would not seek further to penalise an ex-offender or any other applicant who might be a risk, nevertheless, there will be occasions when it will be appropriate for an academically suitable applicant to be refused entry to UH-GAF other than on academic grounds, for example, where the requirements of an external body prohibit the admission of ex-offenders or where the applicant might constitute a risk to other people.

For certain programmes extra criminal record checks may be performed by the Ministry of the Interior the result of which may preclude students from entering such programmes. This area is detailed in the Disclosure and Barring Policy.

6.5 Applicants who are debtors of UH-GAF

UH-GAF reserves the right, at is absolute sole discretion, to refuse admission to individuals who are debtors of UH-GAF. UH-GAF may consider/re-consider an application when the debt has been paid in full, but is not bound to do so.

6.6 Criminal offences and convictions

*Once an offer has been made applicants may be expected to declare any criminal convictions.* During the period between an applicant’s acceptance of an offer from UH-GAF and his or her registration as a student of UH-GAF, he or she is required to advise the Dean of Student Affairs immediately if he or she has been charged with or convicted of a criminal offence. Specific extra screening may apply to certain programmes at UH-GAF.

7 ADMISSIONS TUTORS AND THE AUTHORISATION OF OTHER MEMBERS OF STAFF TO MAKE OFFERS TO APPLICANTS

For the purposes of this section (7), the nominee of the Dean of School / Programme Director will normally be the appropriate Programme Director or a member of staff with appropriate standing and experience.
7.2 Admissions Tutors

7.2.1 Role and Responsibilities

1. The Admissions Tutor for a particular programme is responsible to the Dean of School / Programme Director (or nominee) for the management of student admissions to that programme.

2. The Admissions Tutor will work in close liaison with the Dean of Student Affairs and his or her staff to enable UH-GAF Admissions Service to admit students under the guidelines and within the framework agreed between the Admissions Tutor and the Dean of Student Affairs.

3. The President, the Dean of School (or nominee), or the Dean of Student Affairs may direct an Admissions Tutor to reject an applicant on non-academic grounds if, for example, the applicant is considered to be a risk to UH-GAF or its students.

7.1.3 Appointment

1. Admissions Tutors are appointed by the Dean of School or Dean of Student Affairs.

2. The Dean of School must notify the Dean of Student Affairs of all appointments made under the provisions of 7.1.2, and is also required to notify the Dean of Student Affairs, in writing, when such appointments are terminated.

7.2 Authorization of other members of staff to make offers to applicants

7.2.1 The Dean of School will authorize the Dean of Student Affairs (or nominee) to make offers to applicants in accordance with the admissions strategy of the School and with explicit written criteria which have been determined by the appropriate Admissions Tutor.

7.2.2 The Dean of Student Affairs must be informed, in writing, of all such authorizations and of the names and responsibilities of any nominees.

7.3 Request for the review of an admissions decision

(Note for guidance):
Where an applicant is a minor (under the age of 18) the applicant may designate a parent or guardian to act on his or her behalf.

1. UH-GAF regards decisions concerning whether an applicant satisfies the general principles of admission and the entry requirements for the programme to which admission is being sought, to be matters of academic judgment.

2. Regardless of whether an applicant is rejected with or without interview, Admissions Tutors will, in response to a request by the applicant, review the decision with the Dean of School (or nominee) and notify the applicant, in writing, of the outcome of the review.

3. Where the Admissions Tutor and/or the Dean of School (or nominee) judge it appropriate, the applicant should be offered a first or further interview by an experienced academic colleague who has not been involved in the earlier decision to reject.

4. An applicant who remains dissatisfied with the outcome of this review is entitled to appeal to the President, in writing, and must be advised of this right at the time that he or she is notified of the outcome of the review.

7.4 Complaints

(Note for guidance: Where an applicant is a minor (under the age of 18) the applicant may designate a parent or guardian to act on his or her behalf.)

7.4.1 The process for dealing with requests for the review of an admissions decision is set out in section 7.3.

7.4.2 Complaints by applicants relating to the administration of this document or the processes that it describes or other issues that have arisen will be progressed by means of UH-GAF’s Student Complaints and Appeals Process.
7.4.3 A copy of UH-GAF’s Student Complaints and Appeals Process must be provided to anyone wishing to make such a complaint.

8 UH-GAF ADMISSIONS SERVICE

8.1 Provost

It is the responsibility of the Provost to ensure that UH-GAF’s admissions principles, policies, regulations and procedures are operated fairly and effectively and to ensure that the level and quality of administrative support is appropriate to the demands placed upon UH-GAF Admissions Service.

8.2 Dean of Student Affairs

The Dean of Student Affairs is responsible to the Registrar for the efficient administration of admissions to undergraduate and taught postgraduate programmes in accordance with UH-GAF’s regulations and procedures. The Dean of Student Affairs (or nominee) has responsibility for advising all relevant staff on University of Hertfordshire admission policy and procedures, ensuring that UH-GAF complies with these and implementing procedures to detect fraudulent applications. The UH-GAF Admissions Service provides administrative support for all aspects of admissions work.

9 GENERAL REGULATIONS GOVERNING THE ADMISSION OF STUDENTS TO UNDERGRADUATE PROGRAMMES

9.1 Programme regulations must stipulate the basis on which a student will be admitted, either to the beginning or to subsequent stages of the programme, by:

IV. identifying the knowledge and skills required at admission and relating these to the content and objectives of the programme;
V. setting out the criteria and means by which the suitability of applicants will be judged;

VI. where appropriate, setting out the procedures to be used in assessing, for the purposes of the final classification of award, any relevant previous work of all students who are admitted with specific credit.

9.2 In order for a student to have a reasonable expectation of being able to fulfil the objectives of a programme and achieve the standard required for the award, programme regulations should specify minimum entry requirements.

9.3 Although a wide range of entry qualifications may be accepted, it is usual for programmes to specify minimum entry requirements in terms of 'benchmark' qualifications as defined by the Qualifications and Curriculum Authority (QCA) in the UK. Specific practicum experience may be required. In some cases, the entry requirements for a programme may be stipulated by an external body.

9.4 Provided that it remains above the minimum entrance requirements specified by the Programme Specification, the admissions tariff for the programme will be determined by the Dean of School (or nominee) in light of student demand and the number of places available for students on the programme. The admissions tariff may be altered by the Office of the Vice-Chancellor of the University of Hertfordshire in response to recruitment patterns across UH-GAF.

9.5 Candidates who choose to be presented for an interim award and who, subsequently, decide to undertake further study on the same programme towards a higher award, may do so only on the return of the interim award certificate to the Assistant Registrar (Exams and Awards) at the University of Hertfordshire.

10 GENERAL ENTRY REQUIREMENTS

10.1 Admission to programmes at first degree level - benchmark qualifications
10.1.1 The minimum level of attainment normally required for entry to the start of programmes of the minimum length leading to awards at first degree level is a minimum of 12 units, based on six (6) unit or 12 unit qualifications (equivalent to two (2) GCE Advanced levels or two (2) Vocational A levels or one (1) vocational double award) supported by GCSE passes to include GCSE Mathematics and English Language (a 'pass' in GCSE means grade C or above). Certain programmes also require GCSE Science or Double Science at Grade C or above.

Entry for the International Foundation Programme (IFP) will require 5 subjects at iGCSE at Grade C(4) or above. Subject specific requirements will be added for some programmes. A Grade C (5) in English will grant exemption from holding an IELTS certificate.

Detailed information on entry requirements, including USA and Egyptian equivalents, will be provided on the UH-GAF website.

10.1.2 Unconditional offers will not normally be made on the basis of AS level or equivalent results alone.

10.1.3 Unless specifically excluded in a programme’s entry requirements, UH-GAF accepts AS and A level General Studies which will be counted as contributing towards applicants’ overall entry qualifications but it will not be accepted in place of a pre-requisite.

10.1.4 UH-GAF accepts applicants with Key Skills or Functional Skills qualifications and allows these to be counted as contributing towards applicants’ overall entry qualifications. UH-GAF will accept certain specified equivalents in place of GCSEs at Grade C in Mathematics and English Language, unless this is specifically excluded in the entry requirements for a programme. The accepted equivalents are listed on the University of Hertfordshire and the UH-GAF website:

http://www.herts.ac.uk/apply/entry-requirements/undergraduate-degrees/gcse-equivalent-entry-

www.gaf.edu.eg

10.1.5 Any degree level award taught and assessed in the English language will be regarded as an equivalent to the GCSE English Language and Mathematics requirement.
10.1.6 To ensure that applicants have the appropriate pre-requisite knowledge, individual programmes may specify that applicants obtain a minimum number of points from certain qualifications in certain subject areas. For example, in some fields of study it will be necessary for entrants to have reached the equivalent of A level in at least one (1) specific subject; in others the emphasis will be on the general intellectual skills developed by previous study. In both cases, a variety of forms of preparation can provide evidence of an applicant’s potential to succeed in a Higher Education programme. The presentation of a portfolio of work is required for entry to some programmes.

10.1.7 A lower level of attainment may be required for entry to a sub-degree programme such as a Year 0 or Foundation Degree, or International Foundation Programme.

11 APPLICANTS WHO LACK THE PRESCRIBED ENTRY QUALIFICATIONS

11.1 It is understood that some applicants who do not possess the prescribed entry qualifications may be admitted to a programme. However, Admissions Tutors are expected to satisfy themselves, as far as possible, that such applicants have the necessary motivation, potential and knowledge to follow their proposed programme successfully.

12 ADMISSION WITH SPECIFIC CREDIT

12.1 Specific credit (definition)

This term is used to cover all cases where an individual applicant’s prior qualifications and learning are accepted as fulfilling some of the requirements of the proposed programme.

12.2 Specific credit - statement of policy

The awarding of specific credit is a recognized route of entry to UH-GAF programmes.

12.3 General regulations

12.3.1 Although Programme Leaders may be responsible for the assessment of applicants’ prior learning and for determining the amount of specific credit which an applicant
might be permitted, the decision as to whether or not the applicant should receive an offer of a place remains the sole responsibility of the relevant Admissions Tutor.

12.3.2 Provided that:
1. It is clear that an applicant has fulfilled some of the assessment requirements of the proposed programme by means other than attendance on that programme, and
2. That by completing the remaining requirements of the proposed programme, the applicant will be able to fulfil the objectives of the programme and attain the standard required for the award and
3. that there are no constraints by external bodies, the applicant may be admitted as a student to any appropriate point in the programme.

12.3.3 It is important that rigour is exercised in complying with the requirements relating to the standard of the award and with good practice in Higher Education in the United Kingdom.

12.4 ASSESSMENT OF PRIOR LEARNING

Academic assessment is the responsibility of members of the academic staff who, to arrive at an academic judgement about the evidence of prior learning which is submitted by an applicant, should refer to University of Hertfordshire guidelines which may be obtained via the Academic Quality website under the relevant section, ‘Accreditation of Prior Experiential/Certificated Learning (APEL/APCL)’.

13 INFORMATION TO PROSPECTIVE APPLICANTS

UH-GAF will ensure that all information and publicity material associated with programmes is clear, accurate and of sufficient detail to inform applicants' choice and follows the guidance issued, from time-to-time, to Higher Education institutions by the Competition and Markets Authority (CMA) in the UK and by competent authorities in Egypt.

14 OFFERS

14.1 General regulations
14.1.1 An offer of a place on a programme imposes an obligation on UH-GAF to admit the applicant and should not be withdrawn without the applicant's specific consent, except where:

1. The applicant fails to meet the conditions of UH-GAF's offer and/or
2. the intake to the programme is cancelled and/or
3. The applicant is found to have made a false statement on the application form or has otherwise sought to mislead UH-GAF and/or
4. The applicant has withheld pertinent information, such as failure in a previous programme and/or
5. The applicant has not accepted the offer of a place by the specified deadline. (Members of staff must ensure that they do not make an offer of a place to any applicant unintentionally, either in writing or orally, for example, during interview.)

14.1.2 Offers of places must not be made conditional on applicants withdrawing their applications to other institutions.

14.2 Deferred entry offers

The offer of a place is usually made for the following Academic Year. However, provided that the programme does not change in nature and the entry qualifications are not modified substantially, an offer can be made for entry in a later Academic Year.

15 ADMISSION OF APPLICANTS WITH DISABILITIES

15.1 Statement of general policy

15.1.1 UH-GAF is committed to developing educational opportunities which can be accessed by all suitably qualified applicants and welcomes applications from people with disabilities.

15.1.2 UH-GAF's admissions process is accessible to applicants with disabilities. The procedures provide opportunities for the discussion of any reasonable adjustments which may be necessary.
15.1.3 In accordance with the Equality Act 2010, UH-GAF will only reject a suitably qualified applicant for a reason related to disability where:

III. the reason is fully justified by UH-GAF on the basis of its general principles of admissions;
IV. necessary adjustments would not be reasonable.

15.1.4 Applicants who become disabled whilst they are students of UH-GAF - statement of policy

In admitting any applicant to UH-GAF, it is implicit that UH-GAF will endeavour to make reasonable adjustments to support students who become disabled whilst they are registered at UH-GAF, in accordance with the principles set out in this section.

15.1.5 Disclosure by an applicant of a disability

UH-GAF encourages applicants with disabilities to disclose their disabilities as early in the application process as possible in order to ensure that any necessary support arrangements can be put in place before applicants arrive at UH-GAF.

15.1.6 Students choosing or altering all or part of their chosen programme after admission - statement of policy

Some students with disabilities may not have identified precisely at the time of their application to UH-GAF the programme which they would wish to follow. In such circumstances, UH-GAF will endeavor to make reasonable adjustments to enable the student to pursue his or her desired programme, as if the student were a new applicant for that programme. Similarly, the policies and procedures described above will apply equally to students who wish to choose certain options or change their programme or who identify new academic objectives which were not taken into consideration during their original assessment.

15.2 Procedures for the admission of students with disabilities

Information concerning the procedures for the admission of students with disabilities may be obtained from UH-GAF Admissions Service via email: students@gaf.edu.eg
16 APPLICANTS WHO WILL BE MINORS WHEN THEY REGISTER AS STUDENTS AT UH-GAF

16.1 Statement of principle

Please refer to Section 6.2 of this document.

16.2 General regulations and procedures

16.2.1 Where it is likely that UH-GAF will offer an academic place to an applicant who will be a minor at the time at which he or she registers as a student of UH-GAF, the current version of the standard letter, published from time-to-time by the Provost, must be used to notify the applicant’s parent or legal guardian of UH-GAF’s policy in relation to students who are minors.

(Note for guidance):

For the current version of the standard letter referred to in section 16.2.1, contact the Student Affairs office.)

16.2.2 The letter must always be accompanied by a Child Protection Policy Consent Form, together with the Information Sheet (‘Information for Applicants Who Will Commence their Studies before the Age of 18 (Student Minors’)’. The letter and accompanying documents must be sent at the time an offer of a place is made or as soon as practicable thereafter.

16.2.3 The Child Protection Consent Form must be completed and signed by the applicant’s parent or legal guardian and returned to UH-GAF Admissions Service prior to the applicant’s arrival at UH-GAF. Receipt of the Child Protection Policy Consent Form signed by the parent or legal guardian must be recorded on the Student Record System and the document placed in the student’s file.

16.2.4 Where the parent or legal guardian is domiciled outside Egypt, he or she must nominate a person based in Egypt to act as guardian and who is to be contacted in case of emergency.
17  INTERNATIONAL APPLICANTS

17.1 It is important that applicants from abroad are provided with full, up-to-date and accurate information about UH-GAF's facilities and programmes. In particular, applicants should be provided at an early stage with information on fee levels, living expenses and methods of payment and should be notified of UH-GAF’s requirements in relation to competence in the use of the English language.

17.2 UH-GAF staff who travel abroad in order to recruit students must comply with the regulations and procedures set out in this document.

18  COMPETENCE IN THE USE OF THE ENGLISH LANGUAGE

18.1 Statement of policy

18.1.1 It is UH-GAF’s policy that no student shall be admitted to a programme unless he or she has the competence necessary in the English language to enable him or her to follow his or her chosen programme and complies with University of Hertfordshire requirements.

18.1.2 All applicants who do not hold a recognized qualification in English at the required level will be required to produce evidence of satisfactory competence.

19  DETERMINATION OF APPLICANTS’ TUITION FEE STATUS

19.1 The determination of tuition fee status (i.e. whether an applicant is 'home' or 'international' for tuition fee purposes) must be overseen by the Dean of Student Affairs (or nominee) to ensure that the regulations are interpreted fairly and consistently across UH-GAF.

19.2 All financial status and process will be handled by staff at UH-GAF, and linked to the registration status of the student.
20  INTAKE TARGETS

20.1 Maximum and minimum targets of numbers of students to be enrolled will be determined through consultation between the UH-GAF President and the Dean of School of the University of Hertfordshire for a particular programme or an option within it. Such targets will be arrived at after consideration of the human and physical resources and facilities available to the programme, including any necessary specialist laboratory space, lecture and seminar rooms and the number of suitable teaching staff.

20.2 Applicants must be advised that UH-GAF cannot guarantee to run all programmes in any one Academic Year.

21  FAILURE TO RUN PROGRAMMES OR MODULES BECAUSE OF LOW RECRUITMENT

21.1 Where a new module or programme is being introduced, UH-GAF must make clear to applicants and to employers, if appropriate, that commencement may be subject to achievement by UH-GAF of a minimum enrolment determined either when the programme was approved or subsequently.

If there is reason to suppose that enrolments for an existing or proposed new module or programme may not reach the minimum number specified, all applicants should be told at the earliest opportunity of the risk that the programme may have to be withdrawn.

ANNEX A: Admissions and Registration systems

1  Responsibility for Admission
1.1 UH-GAF has devolved responsibility for the admission of students on designated University of Hertfordshire programmes.

1.2 UH-GAF will produce and issue Offer Letters to all students.

1.3 All processes relating to the admission of students on designated University of Hertfordshire programmes will be recorded on UH-GAF’s own student system, Power Campus (PC).

1.4 Students will also need to complete the University of Hertfordshire Overseas Registration Form, in order for registration on the University of Hertfordshire’s Student Record System (SRS) to be completed in parallel with UH-GAF’s processes.

1.5 The prime record for all registrations will be held on the University of Hertfordshire’s Student Records System (SRS).

1.6 All financial status and process will be handled by staff at UH-GAF, and linked to the registration status.

2 Student records

1.7 Final assessment grades will be supplied by UH-GAF to the University of Hertfordshire’s Collaborative Partnerships Unit (CPU). Staff from CPU will enter these onto the University of Hertfordshire’s SRS.

1.8 The definitive record for the curriculum for each programme will be held on the University of Hertfordshire’s SRS. UH-GAF will hold similar information on PC to facilitate the registration of students, delivery of the programmes and the management of assessment.

1.9 Prior academic approval would be required for any deviation from standard delivery of programmes.

1.10 UH-GAF will notify the CPU at the University of Hertfordshire of any deviation from standard delivery so that the SRS record is maintained accurately.

1.11 Award Certificates are produced by the University of Hertfordshire and distributed to UH-GAF students in Egypt.

1.12 Academic Transcripts are produced by the University of Hertfordshire and distributed to UH-GAF students in Egypt.
Global Academic Foundation hosting the University of Hertfordshire: Student Induction and Orientation Programme and Procedures
The following programme is indicative only.

<table>
<thead>
<tr>
<th>SESSION</th>
<th>SUGGESTED CONTENT OF SESSION</th>
</tr>
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<tbody>
<tr>
<td>Welcome Talks for Students</td>
<td>• UH-GAF President / Vice-Chancellor’s address&lt;br&gt;• Student President’s address&lt;br&gt;• Support staff&lt;br&gt;• Key senior staff: introductions</td>
</tr>
<tr>
<td>Welcome Talk for Parents</td>
<td>• UH-GAF President / Vice-Chancellor’s address&lt;br&gt;• Optional tour of campus for parents and families</td>
</tr>
<tr>
<td>Families / Guardians</td>
<td></td>
</tr>
<tr>
<td>Introduction to the Student</td>
<td>• Student Government welcome&lt;br&gt;• followed by tour, information, facilities, services etc.</td>
</tr>
<tr>
<td>Union Led by: Student Union</td>
<td></td>
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<tr>
<td>officer/s</td>
<td></td>
</tr>
<tr>
<td>Clubs and Societies Fair</td>
<td>Stalls (manned by representatives) setting out clubs, societies, sports, facilities, sports teams, community service organizations, internship opportunities, volunteering etc.</td>
</tr>
<tr>
<td>Campus Tour</td>
<td>Orientation tour of campus including Student Government, Student Affairs offices, lecture hall, library, sports facilities, medical facilities, any banking facilities, transport links, medical services, ICT facilities and services etc.</td>
</tr>
<tr>
<td>Led by: Student Affairs team</td>
<td></td>
</tr>
<tr>
<td>Academic Orientation</td>
<td>• Dean of School’s address&lt;br&gt;• Introduction to tutors, School administrators,&lt;br&gt;• Introduction to programme&lt;br&gt;• Introduction to the University of Hertfordshire&lt;br&gt;• Logons for student systems, virtual learning environments etc.&lt;br&gt;• Student Handbook,</td>
</tr>
<tr>
<td>(by School and department)</td>
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<tr>
<td>Programme Induction</td>
<td>• Meet Programme leader, tutors, support staff etc.&lt;br&gt;• Course Handbook&lt;br&gt;• Introduction to modules, assessment, marking, grading, external examiner system etc.&lt;br&gt;• Academic regulations, policies e.g. academic misconduct,</td>
</tr>
<tr>
<td>(by course)</td>
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<tr>
<td>Welcome party/reception</td>
<td>Informal gathering for staff and new students to meet informally</td>
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<tr>
<td>Facilitated by staff</td>
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<td>Date of Issue</td>
<td>Review Date</td>
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<tr>
<td>February 2021</td>
<td>February 2022</td>
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<tr>
<td>Signed on behalf of Academic Board</td>
<td>Dr. Vincent Emery (President)</td>
</tr>
<tr>
<td>Date</td>
<td>23rd March 2021</td>
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</tbody>
</table>
S) Global Academic Foundation hosting University of Hertfordshire: Student and Applicants Complaint Policy

S1) Formal complaint guidance: applicants
S2) Formal complaint form: applicants
S3) Formal complaint guidance: students
S4) Formal complaint form: students
GLOBAL ACADEMIC FOUNDATION HOSTING UNIVERSITY OF HERTFORDSHIRE STUDENT AND APPLICANT COMPLAINTS POLICY

(UNIVERSITY OF HERTFORDSHIRE VALIDATED PROGRAMMES)

1. INTRODUCTION

1.1 Although the Global Academic Foundation hosting the University of Hertfordshire (UH-GAF) will make reasonable efforts to provide appropriate facilities, amenities and services, students should note that such provision may be affected by conditions beyond UH-GAF’s control which prevail from time-to-time. In such circumstances, GAF cannot accept responsibility for a level of service which may be less comprehensive than that normally provided.

1.2 Role of the Provost
The Provost, in consultation with the President, will be responsible for the general interpretation and application of UH-GAF’s regulations as they relate to student and applicant complaints and will exercise these responsibilities as specified in this procedure.

2. SCOPE

2.1 In the event that they wish to make a complaint, and with the following exceptions, the policies and procedures set out in this and other relevant UH-GAF policy and procedure documents are to be used by applicants and students registered on programmes delivered at UH-GAF, including students who are on placements or internships:

   i) Issues raised by students registered on programmes delivered at UH-GAF in connection with their studies by GAF (see also Admission Policy and Academic Appeals Policy and Procedures);
ii) Issues raised by students registered on programmes delivered at UH-GAF concerning alleged incidents of harassment or bullying see also Bullying and Harassment Policy and Procedure;

iii) ‘whistleblowing’ and the ‘raising and escalation of concerns’ by students enrolled on programmes leading to University of Hertfordshire award who are undertaking compulsory or optional placements that form part of their programmes of study at UH-GAF (see also the regulations related to student placements on the MPharm and Physiotherapy programs)

2.2 Students registered on programmes delivered at UH-GAF which lead to awards of the University of Hertfordshire

i) MATTERS WHICH COULD REASONABLY BE EXPECTED TO HAVE A MATERIAL EFFECT ON ACADEMIC PERFORMANCE

The matter will be dealt with initially by UH-GAF in accordance with the policies, regulations and procedures operated by the UH-GAF (see UH-GAF, Academic Appeals Policy and Procedures). Following UH-GAF’s final decision, students shall have the right to request a review by the Vice-Chancellor of the University of Hertfordshire on the grounds set out in UH-GAF Academic Appeals Policy and Procedures. The decision of the University of Hertfordshire Vice-Chancellor shall be final and binding on all parties.

ii) OTHER MATTERS

a) The student is subject to the policies, regulations and procedures operated by UH-GAF relating to complaints of a non-academic nature. The decision of GAF in respect of non-academic complaints shall be final, save and except, the student may petition the University of Hertfordshire for a procedural review of the handling by the GAF of the matter once all internal levels of hearing at the GAF have been exhausted. Such petitions must be
made, in writing, using the form ‘Request for a Review by the Vice-Chancellor’ (section 7.1.4, v, refers) and sent to the University of Hertfordshire’s Student Procedures Co-ordinator:

Student Procedures Co-ordinator,
Governance Services,
Room
B204,
Main Building,
College Lane,
Hatfield
AL10
9AB
Hertfordshire UK
Email: studentprocedures@herts.ac.uk

b) The Vice-Chancellor shall have limited powers to review the matter which shall not include overturning the decision made by GAF but shall include acting in an advisory capacity to UH-GAF;

c) It should be noted that UH-GAF may empower the University of Hertfordshire to act on its behalf in certain circumstances. Such cases will be dealt with in accordance with the relevant University procedures.

3 TERMINOLOGY

3.1 For the purposes of this document the following definitions will apply:

3.1.1 ‘Complaint’:
A complaint, grievance or dispute, whether in oral or written format, relating to the administration and/or operation of GAF;

3.1.2 ‘Complainant’:
The person making the complaint;

3.1.3  ‘Presiding Officer’:
The individual identified at each Stage of these complaints procedures who will hear
the complaint;

3.1.4  ‘Academic complaints’:
Examples would include, but are not limited to, the administration of UH-GAF's
admissions Policy, procedures and regulations or other issues that have arisen
during the admissions process or the organization of programmes or field trips;

(Note for guidance):
UH-GAF regards decisions concerning whether an applicant satisfies the general
Principles of admission and the entry requirements for the programme to which
admission is being sought to be matters of academic judgment.

- Applicants wishing to request a review of such a decision should submit a formal request to UH-GAF.
- If applicants are still dissatisfied, they may request a review from the University of Hertfordshire, following the procedure set out in UPR SA036 (all other prospective students).
  - https://www.herts.ac.uk/about-us/legal/complaints-policy

For the avoidance of doubt, all admissions process complaints will be dealt with as
academic complaints.
- Where an applicant is a minor (under the age of 18) the applicant may designate a parent or guardian to act on his or her behalf.

3.1.5  ‘non-academic complaints’:
Examples would include, but are not limited to, matters relating to the Finance
Department, refectory services, car parking or to academic services and facilities
(Note for guidance):

For the avoidance of doubt, all complaints associated with the admissions process will dealt with as academic complaints.)

4 STATEMENT OF POLICY

4.1 UH-GAF will use reasonable efforts to deal promptly and efficiently with all complaints.

4.2 The aim of UH-GAF’s complaints procedures is to resolve individual complaints quickly and fairly and as near to their source as possible.

4.3 UH-GAF’s complaints procedures for students will have a preliminary and a formal Stage.

4.4 The time limits incorporated within UH-GAF’s complaints procedures may be modified by mutual written agreement of the parties involved.

4.5 Where a Complainant wishes to make a formal complaint or to request a review by the President of UH-GAF or the Vice-Chancellor of the University of Hertfordshire, as relevant, the complaint must be submitted, in writing, using the current version of the relevant form published from time-to-time by UH-GAF or by the Dean of Student Affairs at the University of Hertfordshire and in accordance with the relevant procedure set out in this and other relevant documents.

4.6 Submitting complaints or review requests

4.6.1 Students

Complaints or review requests not submitted using the required form will not be considered.

4.6.2 Applicants
To ensure that when submitting complaint or review requests, all necessary information is provided so that GAF is able to deal with the matter efficiently, applicants are expected to submit complaints or review requests using the appropriate form.

(Note for guidance):

- With regard to the requirement in section 4.6 to submit formal complaints and requests for review by the President of UH-GAF or the Vice-Chancellor of the University of Hertfordshire using the required forms, UH-GAF and/or the University will make reasonable adjustments for students with disability.

- The current versions of the GAF forms referred to in this document are available from the Student Affairs offices.

- The current versions of the University of Hertfordshire forms referred to in this document are published on-line at: https://www.herts.ac.uk/about-us/legal/complaints-policy

4.7 Members of staff are expected to make themselves available to listen to informal complaints and to try to address the issues raised quickly and in the most appropriate way.

4.8 Each complaint will normally be considered individually although, depending on the circumstances, where a series of complaints involves the same subject matter or individual(s), UH-GAF may consider those complaints collectively.

4.9 All complaints will be investigated as thoroughly as possible in the prevailing circumstances.

4.10 All Complainants will be treated equally, regardless of their status or seniority, and will not be treated adversely as a result of their having made a complaint.
4.11 UH-GAF or the University of Hertfordshire reserves the right to reject complaints made maliciously or vexatiously or frivolously (section 5, refers).

4.12 Where at any Stage a complaint against an individual is made the subject of a formal discussion or Hearing both the Complainant and the individual about whom the complaint has been made may each be accompanied by an adviser (section 7.1.6, refers).

4.13 Where a complaint concerns an individual, he or she should be in attendance at any meeting if required by either party. With limited exceptions, copies of any statements of complaint or supporting documents will be given to both parties involved.

4.14 Where the subject of a complaint is the person who would normally receive and/or deal with that complaint on UH-GAF's behalf, the Complainant should seek advice from the Provost (or nominee) who will ensure that the matter is dealt with by another party.

4.15 UH-GAF reserves the right to use material recorded via its CCTV scheme to enable the investigation and processing of complaints.

4.16 All previous Stages in the complaints process must have been concluded before a complaint may progress to the next Stage.

4.17 UH-GAF will consider complaints and apply the relevant complaints procedure in accordance with its policies on equality and diversity. In particular, UH-GAF will make reasonable adjustments for those with disabilities.

4.18 The process whereby a formal complaint is investigated is distinct from UH-GAF’s disciplinary procedures. However, where it is determined that there should be a disciplinary Hearing, the investigation by the independent Case Officer made under the provisions of these regulations will contribute to the investigation Stage required by UH-GAF’s disciplinary procedures.
5 MALICIOUS OR FRIVOLOUS OR VEXATIOUS COMPLAINTS

Where there is reason to believe that a complaint may have been made either maliciously, frivolously or vexatiously, the matter will be investigated by the Registrar who will take advice from appropriate officers of UH-GAF. Where, on the balance of probability, he or she judges the complaint to be malicious or vexatious or frivolous, the Provost will write to the Complainant, within ten (10) working days of its receipt or as soon as possible thereafter, rejecting the complaint.

6 COMPLAINTS PROCEDURE

6.1 Complaints procedure - Scope

6.1.1 With the following exceptions, this procedure will apply to all complaints raised by applicants and students whose normal place of study or research is or would be at GAF.

i) HARASSMENT AND BULLYING All complaints relating to alleged incidents of harassment and bullying will be dealt with in accordance with the UH-GAF Bullying and Harassment Policy and Procedures;

ii) WHERE OTHER SEPARATE COMPLAINTS PROCEDURES APPLY It should be noted that certain services and University policies and regulations are supported by their own complaints procedures. However, where no such mechanism exists, students should direct complaints in accordance with the procedures set out in section 6 of this document.

6.2 Complaints procedure – structure and format of process and general information

6.2.1 This procedure has two Stages, a preliminary Stage and a formal Stage. Complainants must complete each Stage before they can progress to the next. In exceptional
circumstance and on the grounds set out in section 6.2.6, the Complainant may request a review by the GAF President / Vice- Chancellor at the conclusion of the formal Stage.

6.2.2 Before lodging a request for a review by the President of UH-GAF or the Vice-Chancellor of the University of Hertfordshire:

i) Complainants who are students may obtain assistance and advice from the Student Affairs office at UH-GAF;

ii) Complainants who are applicants may obtain assistance and advice from the Dean of Student Affairs at UH-GAF;

iii) Complainants who are applicants may, in exceptional circumstances at the final review stage, obtain assistance and advice from the Dean of Students at the University of Hertfordshire.

All Complainants should also refer to section 7 of this document (‘Rules for the Administration of Student Complaints’).

6.2.4 Complaints procedure - preliminary Stage

i) A complaint raised at the preliminary Stage of this procedure must be made, either orally or in writing, and lodged within three (3) calendar months of the date on which the incident occurred;

ii) To ensure that complaints are dealt with in the most appropriate way, UH-GAF categorizes them as either ‘academic’ or ‘non-academic’ complaints. These terms are defined in sections 3.1.4 and 3.1.5 of this document;

iii) ACADEMIC COMPLAINTS

a) Academic complaints raised by applicants must be lodged with the Dean of Student Affairs, who will ensure that the matter is directed to the most appropriate person who will be designated the
'Recipient' for the purposes of the preliminary Stage of this procedure;

b) **COMPLAINTS ASSOCIATED WITH THE ADMISSIONS PROCESS**

All complaints associated with the admissions process must be lodged with the Dean of Student Affairs, other Academic Complaints Should be lodged, as appropriate, with the Tutor, Programme Lead or Head of School (where appointed). These members of staff are designated the ‘Recipient’ for the purposes of the preliminary Stage of this procedure.

iv) **NON-ACADEMIC COMPLAINTS**

All complaints associated with the admissions process are categorized as ‘Academic Complaints’ and must be lodged with the Dean of Student Affairs.

Non-academic complaints should be lodged with the manager of the area in which the incident occurred. The manager is designated the ‘Recipient’ for the purposes of the preliminary Stage of this procedure.

v Within ten (10) working days of receiving the complaint, the Recipient of the Informal complaint will endeavor to take the steps necessary to resolve the Problem and may meet the Complainant to discuss the matter;

vi Where the Recipient of the informal complaint has been unable to resolve the matter within ten (10) working days, he or she will:

a) Prepare a brief written report in the format specified by the Dean of Student Affairs (section 7.1.4, i, refers), which will summarize the nature of the complaint and indicate the actions which have been taken;
b) Submit this report, as appropriate, to the relevant Dean of School/Programme Director and provide a copy to the Dean of Affairs.

6.2.5 Complaints procedure - formal Stage

i) STUDENTS

a) A formal complaint must be made, in writing, using the current version of the relevant form published from time-to-time by the Dean of Student Affairs. The completed form must be lodged with the relevant Dean of School / Programme Director within three (3) calendar months of the date on which the incident occurred (section 7.1.4, ii, refers);

b) Complaints or review requests not submitted using the required form will not be considered.

ii) APPLICANTS

To ensure that when submitting a complaint or review requests, all necessary information is provided so that UH-GAF is able to deal with the matter efficiently, applicants are expected to submit complaints or review requests using the appropriate form. The completed form must be lodged with the Director of Student Affairs within three (3) calendar months of the date on which the incident occurred.

iii) EVIDENCE

The University expects that at the time of making a formal complaint, an applicant or student will bring forward all relevant evidence that is available at the time at which the formal complaint is lodged.
(Note for guidance):

With regard to the submission of formal complaints by form, UH-GAF will make reasonable adjustments for disabled applicants and students.

The current version of the form is available from the Student Affairs office.

Advice on where formal complaints should be directed is available from the Student Affairs office.

iv PRESIDING OFFICER

The Dean of School / Programme Director or nominee is designated as the Presiding Officer for the purposes of dealing with the formal complaint (section 7, refers) and will:

a) As soon as possible, inform any Respondent that a normal complaint has been made against them and will also advise them of the nature of that complaint;

b) Notify the Dean of Student Affairs at the earliest opportunity that a formal complaint has been made;

c) Appoint an independent Investigating Officer.

V The Investigating Officer will:

a) Prepare a full report and submit this to the Presiding Officer;

b) Provide a copy of that report to the Dean of Student Affairs
The Presiding Officer:

a) May seek to resolve the issue on the basis of the Investigating Officer’s report and/or any other documentation provided and/or;

b) May seek further information from the members of staff involved in the complaint and/or;

c) May, at his or her discretion, call a Hearing at which the Complainant and any other persons involved may submit their respective cases;

d) Will, where he or she has resolved to conduct a Hearing, inform the Complainant, in writing, of the arrangements for the Hearing by means of a Letter of Notification in the required format (section 7.1.4, iii, refers);

e) Will ensure that a narrative (non-verbatim) record is made of the hearing by a Clerk appointed by the Presiding Officer;

f) Will, within ten (10) working days of having received the formal complaint or as soon as Possible thereafter, communicate his or her decision, in writing, to the Complainant;

g) Will, where a complaint is upheld, take appropriate action and will determine whether the complainant may claim for reasonable and appropriate incidental expenses incurred in connection with bringing the formal complaint;

h) Prepare a brief written report in the format specified by the Dean of Student Affairs (section 7.1.4, i, refers), which will summarize the nature of the complaint and indicate the actions which have been taken;

i) Submit this report to the Dean of Student Affairs
6.2.6 A Complaints procedure – review by the President of UH-GAF

a) Complaints procedure – review by the President of UH-GAF

Complainants who remain dissatisfied at the conclusion of the formal stages may request a review to be conducted by the President of UH-GAF. Processes will be parallel to the processes outlined below in the case of a review conducted by the Vice-Chancellor of the University of Hertfordshire.

b) Complaints procedure – review by the Vice-Chancellor of the University of Hertfordshire

i) Where a Complainant remains dissatisfied with the outcome following the conclusion of the formal Stage at UH-GAF, and has exhausted all formal processes in place at UH-GAF, the Complainant may request a review by the Vice-Chancellor of the University of Hertfordshire, where he or she (the Complainant):

a) Wishes information not already brought forward at earlier Stages or new information which may be relevant to the case, to be considered;

b) Believes that there has been procedural irregularity or bias.

ii) It is expected that at the time of making a formal complaint, a student will bring forward all relevant evidence that is available at the time at which the formal complaint is lodged.

6.3 Review by the President of GAF or the Vice-Chancellor of the University of Hertfordshire – structure and format of process and general information
6.3.1 Review by the President of GAF or the Vice-Chancellor of the University of Hertfordshire - non-academic complaint

The Provost of UH-GAF or Registrar of the University of Hertfordshire (or nominee), acting as the nominee of the President/Vice-Chancellor, is responsible for dealing with reviews by the President/Vice-Chancellor relating to non-academic complaints.

6.3.2 Review by the President of UH-GAF or the Vice-Chancellor of the University of Hertfordshire - academic complaint

The President of UH-GAF or Vice-Chancellor of the University of Hertfordshire may designate a nominee of appropriate standing and independence to deal with reviews by the President/Vice-Chancellor concerning academic complaints.

6.3.3 In all cases (sections 6.3.1 and 6.3.2, refer) the decision of the Vice-Chancellor (or nominee) will be regarded as final.

6.3.4 Before lodging a request for a review by the Vice-Chancellor:

a) Complainants who are applicants may obtain assistance and advice from the Dean of Students Office.

b) All Complainants should also refer to section 7 of this document (‘Rules for the Administration of Student Complaints’).

6.3.5 In the event that the person who would normally deal with the Hearing on the Vice Chancellor’s behalf is either part of the subject of the complaint or otherwise in a conflict of interest, the Vice-Chancellor will ensure that a suitable substitution is made by the University.

6.3.6 Review by the Vice-Chancellor - making a request
i) The request for a review by the Vice-Chancellor must be made, in writing, using the current version of the relevant form. The completed form must be lodged within ten (10) working days of the date of the Letter of Decision (section 6.2.5, vi, f, refers) (not the date on which the Letter of Decision was received by the Complainant).

ii) The Vice-Chancellor (or nominee):

   a) Will be provided with all the necessary details of the case and an account of the measures which have already been taken to resolve the difficulties;
   b) Will review the circumstances of the case;
   c) Will, if necessary, take further advice;
   d) May seek to resolve the issue on the basis of the documentation provided and/or;
   e) May call a Hearing to which he or she may invite both the Complainant and any respondent.

iii) The Dean of Student Affairs:

   a) Will ensure that the date of any Review Hearing will be sufficiently far ahead to ensure that as far as reasonably possible, any witnesses can be traced and informed of the requirement to attend;
   b) Will make detailed arrangements with any other persons who are to attend the Review Hearing;
   c) Will write a Review Hearing Letter to the appellant which will be in the required format.

iv) The Vice-Chancellor (or nominee):
a) Will ensure that a narrative (non-verbatim) record is made of the Hearing by a Clerk appointed by the Registrar;

b) Will, where possible, advise the Complainant of his or her decision immediately after the Review Hearing or will indicate to the Complainant when he or she might expect a decision.

c) Will, where a complaint is upheld, determine whether the complainant may claim for reasonable and proportionate incidental expenses incurred in connection with bringing the formal complaint.

v) The Dean of Student Affairs:

a) Will ensure that the decision of the Vice-Chancellor (or nominee) confirmed to the Complainant, in writing, within ten (10) working days of having received the request for a review by the Vice-Chancellor or as soon as possible thereafter, by means of a Letter of Decision in the required format (section 7.1.4, iv, refers) (where appropriate the Letter of Decision will be accompanied (where appropriate) by a Completion of Procedures Letter which may be used in relation to any future dealing with the Office of the Independent Adjudicator (UK));

b) Will, where appropriate, provide a copy of the Letter of Decision to the relevant Dean of School/Programme Director and to the Dean of Students who will be responsible for instigating any consequent action including, as appropriate, providing copies of the Letter of Decision to other relevant members of staff.
7.1 **General rules**

7.1.1 Those responsible for administering these complaints procedures will comply with the rules set out in this section (7).

7.1.2 With limited exceptions, all written material considered by the Presiding Officer during any applicable Hearing under this policy will be provided to the Complainant and to any Respondent. The Case Officer’s report will, therefore, be provided to the Complainant and the Respondent.

7.1.3 The Presiding Officer at any Stage of these procedures will not have dealt with or heard the matter previously.

7.1.4 **Standard forms and correspondence**

**l) Report to the Dean of Student Affairs**

a) Where a complaint has not been resolved at the preliminary Stage and/or the complainant proceeds to the formal Stage, the initial Recipient of the complaint will provide a written summary in the format specified. The Recipient will submit the report to the Dean of School/Programme Director) and will provide a copy to the Dean of Student Affairs.

b) The written summary will include the following:

1. The student’s name and Student Registration Number/ the applicant’s name, postal address, e-mail address and preferred telephone number;

2. The name of the Recipient and his or her position (for example, Year Tutor, Research Student Tutor);

3. A brief summary of the complaint;
4. A summary of the investigation made (any relevant documentary evidence must be appended to the report);

5. A summary of the action taken and, if necessary, an explanation of why it has not been possible to resolve the complaint;

6. The Recipient’s signature and the date of signature.

ii) Notification of a formal complaint under the provisions of the Student and Applicant Complaints Procedure – form

a) The Complainant must complete all of the fields within the form. Incomplete forms and forms submitted without the required supporting documents/material will not be considered and will be returned, un-processed, to the student.

b) The form will require that the Complainant provides the following information:

1. The nature of the complaint, whether the matter has been considered at the preliminary Stages of these procedures and;

2. Any documents/material that support the formal complain

3. Identify clearly how the documents/material referred to in 7.1.2 b, 2, support the formal complaint;

4. all of the documents/material provided by the student at the preliminary Stage;

5. the postal address to which all correspondence is to be sent;

6. the e-mail to which all communications are to be sent;

7. the telephone numbers on which the student can be contacted (mobile and where applicable, landline).
III) **Letter of Notification**

a) Where a complaint is to be made the subject of a formal meeting or Hearing, the Complainant will be notified, in writing, by means of a Letter of notification which will:

1. for the avoidance of doubt, give a full explanation of the nature of the complaint;
2. give the day, date, time and venue for the Hearing/meeting;
3. give an explanation of the Complainant’s right to be accompanied or represented under the provisions of section 7 of this document;
4. invite the Complainant to submit any witness statements to the Presiding Officer where he or she has not already done so;
5. advise the Complainant of his or her entitlement to bring to the Hearing/meeting any witness and of the requirement that he or she must inform the Presiding Officer five (5) working days beforehand of his or her intention to do so;
6. the names of any individuals who are to appear at the Hearing/meeting.
7. Included with the letter will be:
   a) subject to the provisions of section 7.1.2, a copy of all the documents relating to the complaint;
   b) a copy of the relevant version of this document – the letter will stipulate the version of UPR SA16 under the provisions of which the matter is being dealt with.
c) Letters of Notification will be sent by recorded mail and to the email address the student has provided to GAF for all correspondence;

d) Copy of the Letter of Notification will be provided to the Director of Student Affairs at GAF or the Dean of Students at the University, and any Respondent.

iv Letter of Decision

a) In accordance with the time-scales set out in the relevant student complaints procedure, Presiding Officers will communicate their decisions to Complainants, in writing, by means of a Letter of Decision which will:

1) Give the reasons why the decision was taken;

2) Explain any further rights of review that the Complainant might have if he or she is not satisfied with the outcome;

3) Included with the letter will be a copy of the report or record of the Hearing;

b) Letters of Decision will be sent by recorded mail and to the email address the student has provided to UH-GAF for all correspondence;

c) A copy of the Letter of Decision and all enclosures will be provided to the Dean of Student Affairs at UH-GAF or the Dean of Students at the University of Hertfordshire and any Respondent.

v Request for a Review by the Vice-Chancellor – form

a) The Complainant must complete all of the fields within the form. Incomplete forms and forms submitted without the required supporting documents/material will not be considered and will be returned, un-processed, to the student;
b) The form will require that the Complainant provides the following information:

1. The student’s name and Student Registration Number/the applicant’s name;
2. The grounds for review;
3. The new documents/material that support the grounds being cited for a review;
4. Identify clearly how the new documents/material support the grounds being cited;
5. All of the documents/material provided by the student at previous Stages of the process;
6. The postal address to which all correspondence is to be sent;
7. The e-mail to which all communications are to be sent;
8. The telephone numbers on which the student can be contacted (mobile and where applicable, landline).

VI Review Hearing Letter

a) The Dean of Student Affairs will write to the Complainant by means of a Review Hearing Letter which will give:

1. The names of any individuals who are to appear at the Review Hearing;
2. the day, date, time and venue for the Hearing;
3. advise the Complainant of his or her entitlement to bring to the Hearing any witness and of the requirement that he or she must inform the Student Procedures Co-ordinator not less than five (5) working days beforehand of his or her intention to do so and of the name of any witness who is to attend;
4. an explanation of the Complainant’s right to be accompanied or represented under the provisions of section 7 of this document;

5. invite the Complainant to submit any witness statements to the Student Procedures Co-ordinator not less than three (3) working days before the Review Hearing, where he or she has not already done so;

6. advise the Complainant that any documents to be considered at the Hearing that are not available at the time that the Review Hearing Letter is issued will be provided to him or her before the Review Hearing;

7. advise the Complainant that should he or she fail to give notice that, for good reason, he or she is unable to attend the Hearing, the matter may be heard in his or her absence;

8. advise the Complainant that failure to attend a Hearing be considered a disciplinary offence;

9. Included with the letter will be copies of all of the documents to be considered at the Hearing, including copies of any new documents relating to the complaint not previously provided to the appellant;

10. Review Hearing Letters will be sent by recorded mail and to the email address the student has provided to GAF for all correspondence;

11. A copy of the Review Hearing Letter and all enclosures will be provided to any Respondent.

7.1.5 Confidentiality

I. Information relating to any complaint is strictly confidential;

II. All parties to the complaint and individuals who have been involved in any related investigation and/or the management and/or administration of the complaints process will observe the
requirements for confidentiality. While confidential information will need to be disclosed in order to consider the complaint, it will only be disclosed to those staff involved in the consideration of the complaint. In addition, confidential information may be disclosed to governmental, police or regulatory authorities or otherwise disclosed as by law;

iii. All personal information will be processed by GAF in accordance with GDPR;

iii. any breach of confidentiality will be regarded as a disciplinary matter.

7.1.5 Complainants’ entitlements

At any meeting to discuss the process of the Hearing, or at the Hearing itself, the Complainant will be entitled:

i. not less than three (3) working days prior the meeting or Hearing, to present any evidence or documentation that is relevant to the presentations being made; and,

ii. where the Complainant is a student either: to be accompanied by a Student’s Adviser (section 7.1.6, iv, refers) or to exercise the right to representation by a member or nominee of the Students’ Union Executive (section 7.1.8, iv, refers);

iii. Where the Complainant is an applicant:

To be accompanied and/or represented by a parent or guardian or friend (section 7.1.6, v, refers);

iv. Where the complainant is a Student

A Complainant who is a student may invite another person to accompany him or her to, and to act as his or her Student Adviser at, any Hearing or meeting (formal or informal) at which the matter is to be discussed;

Although the Complainant may, for example, invite a lawyer or a Trade Union representative to act as his or her Student Adviser it should be noted that the person attends the meeting or Hearing
purely in an advisory capacity and does not, therefore, act as the student's representative;

However, a student Complainant may elect to be represented at the Hearing or meeting by a member or nominee of the Students' Union Executive.

V Where the complainant is an Applicant

Where the Complainant is as applicant, he or she may choose to be accompanied by another person to act as his or her Adviser at any Hearing or meeting (formal or informal) at which the matter is to be discussed.

A Complainant who is an applicant may elect to be represented by a parent or guardian or friend.

Where a Complainant wishes to be accompanied by a Student’s Adviser/Adviser or represented at a meeting or Hearing in accordance with the provisions of section 7.1.6, he or she should advise UH-GAF five (5) working days beforehand, as follows:

1. FORMAL STAGE to the Dean of School/Programme Director five (5) working days beforehand;

2. REVIEW BY THE PRESIDENT / VICE-CHANCELLOR to Registrar five (5) working days beforehand.

V. A Student’s Adviser/Adviser will only be permitted to speak during a Hearing if asked direct questions by the Presiding Officer. However, the student or applicant may consult freely with his or her Adviser at any time.

VI. Although the Complainant may, for example, invite a lawyer or a Trade Union representative to act as his or her Adviser it should be noted
that the person attends the meeting or Hearing purely in an advisory capacity and does not, therefore, act as the student's representative;

7.1.6 Respondent’s entitlements and Advisers

i. WHERE THE RESPONDENT IS A MEMBER OF STAFF The Respondent may be accompanied by a ‘Friend’: a person chosen by the employee to accompany him or her to a meeting/Hearing and who is either a colleague employed by UH- GAF or an employee or official of a Trade Union. The Friend may confer with the employee but will not be permitted to answer direct questions for the employee.

ii. WHERE THE RESPONDENT IS A STUDENT OR APPLICANT The Respondent may be accompanied by a Student’s Adviser/Adviser (section 7.1.6, refers).

7.1.7 Conduct of Complaints Hearings/meetings

Presiding Officers and others responsible for administering the student complaints procedures set out in this document will comply with the following rules:

i. At each Stage of these student complaints procedures:

a) The Complainant may, if he or she so wishes, be accompanied by a Student’s Adviser/Adviser at any Hearing or meeting to which he or she has been invited at which the matter is to be discussed or may exercise his or her rights, as set out in section 7.1.6, iv;
b) The Respondent may exercise his or her rights under the provisions of section 7.1.7;

c) The Presiding Officer will be accompanied by another member of staff, not directly involved in the case, who will observe the proceedings, in later Stages of these procedures, this requirement will normally be met through the presence of the Provost (or nominee);

d) Where practicable, arrangements will take account of the needs and concerns of those involved;

e) The Hearing will be attended, as appropriate, by the individuals stipulated for each Stage of these procedures;

f) The independent Investigating Officer appointed by the Registrar will present his or her report;

g) The Investigating Officer may be questioned by the Presiding Officer and, at the invitation of the Presiding Officer, by the Complainant and the Respondent;

h) The Complainant may be questioned by the Presiding Officer and, at the invitation of the Presiding Officer, by the Respondent;

i) The Respondent may be questioned by the Presiding Officer and, at the invitation of the Presiding Officer, by the Complainant;

j) The Presiding Officer will invite the Complainant and the Respondent to call any witnesses who may be questioned by the
Complainant and the Presiding Officer and, at the invitation of the Presiding Officer, by the Respondent;

k) The Presiding Officer will invite the Respondent and then the Complainant to make any closing remarks;

l) the Presiding Officer may direct the Complainant and his or her Adviser and any other persons present to withdraw while he or she considers the matter and may recall the Complainant and any other persons present for further questioning;

m) where possible, the Presiding Officer will advise the Complainant and the Respondent of his or her decision immediately after the Hearing or will indicate to the Complainant and Respondent when he or she might expect a decision;

n) a written record will be made of the Hearing, in accordance with the detailed arrangements specified for each Stage of these procedures;

o) an audio recording of a Hearing may be permitted in exceptional circumstances, at the discretion of the Presiding Officer and with the prior written consent of all persons who will be present. The exceptional circumstances will be a matter of record.

7.1.8 Adjournment

In exceptional circumstances, at any stage of proceedings, an adjournment may be necessary for either party to obtain more evidence or for a Panel or Presiding Officer to consider the evidence further. Requests will be granted at the absolute discretion of the Presiding Officer and will not be withheld unreasonably.
7.1.9 Interface between UH-GAF’s disciplinary and complaint procedures

The process whereby a complaint is dealt with by UH-GAF is distinct from UH-GAF’s disciplinary procedures although, in some circumstances, the investigation of a complaint may result in UH-GAF taking disciplinary action against a member of staff and/or a student. Such proceedings and their outcomes are confidential and the Complainant is not entitled to challenge their outcome.

8. FURTHER REPRESENTATIONS

8.1 Office of the Independent Adjudicator (UK)

Having exhausted UH-GAF’s internal procedures and those of the University of Hertfordshire, and subject to the provisions of legislation, the student has the right to request the Office of the Independent Adjudicator (UK) to review his or her case.

9. MONITORING

The Dean of Student Affairs will monitor the operation of this complaints procedure and will make a report to the President of UH-GAF not less than once each academic year.

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<th>Date of Issue</th>
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<tr>
<td>February 2021</td>
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<tr>
<td>Signed on behalf of Academic Board</td>
<td>Dr. Vincent Emery (President)</td>
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<td>Date</td>
<td>March 23rd 2021</td>
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NOTIFICATION OF A FORMAL COMPLAINT UNDER THE PROVISIONS OF GLOBAL ACADEMIC FOUNDATION HOSTING THE UNIVERSITY OF HERTFORDSHIRE (UH-GAF) STUDENT AND APPLICANT COMPLAINTS PROCEDURE

NOTES FOR GUIDANCE AND COMPLAINT FORM – APPLICANTS

- Global Academic Foundation hosting the University of Hertfordshire (UH-GAF) aims to ensure that applicants are assessed in their application process fairly and reasonably but, as with any complex organization, it is always possible that unsatisfactory circumstances occur. If that should happen, UH-GAF has a two-stage process, Informal (Preliminary) and Formal, to deal with complaints that may arise. Complainants must complete each stage before they can progress to the next. The complete policy is detailed in the UH-GAF Student and Applicant Complaints Policy. This document is available from the Student Affairs offices. These notes provide a summary.

Informal (Preliminary Stage)

- It is always preferable if a complaint can be resolved informally and as near to the source as possible. Complaints must be made, either orally or in writing, within three (3) calendar months of the date on which the incident occurred. All complaints associated with the admissions process must be lodged, as appropriate, with the Dean of Student Affairs.

Formal Stage

- If you have already made an informal approach and are dissatisfied with the outcome, or you have good reason not to make such an approach, then you may raise a Formal Complaint by completing the attached form, ‘Notification of a Formal Complaint under the provisions of the UH-GAF Student and Applicant Complaints Procedure’, and submitting it to the relevant Dean of School / Programme Lead (Academic Complaints) or Head of Service (Non-Academic Complaints). If you are unsure to whom this form should be submitted then contact the Dean of Student Affairs.
• **Formal Complaints not submitted using the required form will not be considered.** With regard to the requirement to submit requests using the appropriate form, UH-GAF will make reasonable adjustments for students with disabilities.

• Once submitted, the recipient of the complaint will act as Presiding Officer and will appoint a person with no previous involvement in the matter as the independent Case Officer. The Case Officer will investigate the complaint fully and appropriately and prepare a report for the Presiding Officer. The process of investigation may involve speaking with you and any other relevant individual.

• The Presiding Officer, having considered the Case Officer’s report, may decide that the case can be resolved on the basis of the report and/or other documentation provided, or may decide that a formal meeting/hearing is necessary before a decision can be made. If there is to be a meeting/hearing, you will be sent full details at this point and will be expected to attend.

• The Presiding Officer will, either with or without having convened a meeting/hearing, decide whether to uphold or dismiss the complaint. If the complaint is upheld, the Presiding Officer will decide what actions will be taken in respect of rectifying the subject matter of the complaint. The decision of the Presiding Officer will be communicated in writing.

**Request for review by the President of UH-GAF**

• If you remain dissatisfied with the outcome at the conclusion of the formal stage, in exceptional circumstances and on limited grounds, outlined in the **UH-GAF Student and Applicant Complaints Policy**, the complainant may request a review by the President of GAF. You will be informed of this right at the appropriate time. The President’s decision is final.

**Request for review by the Vice-Chancellor of the University of Hertfordshire**

*(for students studying on University of Hertfordshire programmes only)*

• If you remain dissatisfied with the outcome at the conclusion of the formal stage, in the exceptional circumstances outlined in the **UH-GAF Student and Applicant Complaints Policy** – you may request review by the Vice-Chancellor of the University of Hertfordshire. You will be informed of this right at the appropriate time. The decision of the Vice-Chancellor of University of Hertfordshire will be final.
• UH-GAF expects that at the time of making a formal complaint, an applicant will bring forward all relevant evidence that is available at the time at which the Formal Complaint is lodged.

• It is expected that during the course of any complaint all parties will act courteously, fairly and reasonably towards each other and to comply with the requirements of the procedures by completing complaints’ documentation, adhering to any deadlines, responding appropriately to any requests for information or attendance at meetings/hearings and undertaking any reasonable action require to reach a satisfactory remedy. Remember that mediation is available by agreement between both/all parties.

• All complainants will be treated equally, regardless of their status or seniority, and will not be treated adversely as a result of their having made a complaint.

<table>
<thead>
<tr>
<th>Date of Issue</th>
<th>Review Date</th>
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</thead>
<tbody>
<tr>
<td>February 2021</td>
<td>February 2022</td>
</tr>
</tbody>
</table>

Signed on behalf of Academic Board: Dr. Vincent Emery (President)

Date: March 23rd 2021
NOTIFICATION OF A FORMAL COMPLAINT UNDER THE PROVISIONS OF GLOBAL ACADEMIC FOUNDATION HOSTING THE UNIVERSITY OF HERTFORDSHIRE (UH-GAF) STUDENT AND APPLICANT COMPLAINTS PROCEDURE

COMPLAINT FORM – APPLICANTS

- Applicants are STRONGLY ADVISED to read the attached Notes for Guidance before raising a formal complaint.
- Applicants are also ADVISED to read the UH-GAF Student and Applicant Complaints Procedure before submitting this form.
- Support and guidance can be sought from the Student Affairs Office.

Personal Details (please print):

Applicant Name:

Application Number:

Correspondence Address:
Contact Number:

E-mail Address:

Programme of Study applied to:

Date of initial contact regarding Informal Complaint and who this contact was with:

Outcome of Informal Complaint:

Please give details of your Formal Complaint and the desired outcome. Where you refer to supporting evidence, please number those documents. You may continue on a separate sheet if necessary.
Please list and number any documents that you are providing as supporting evidence:
Signature: ........................................

Date: ........................................

Please submit the completed form as per the instructions in the Guidance Notes

For Office use only

Date Formal Complaint received:

Dean of Student Affairs / Presiding Officer decision:

Date of Dean of Student Affairs / Presiding Officer decision:
<table>
<thead>
<tr>
<th>Date of Issue</th>
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<tr>
<td>February 2021</td>
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<tr>
<td>Signed on behalf of Academic Board</td>
<td>Dr. Vincent Emery (President)</td>
</tr>
<tr>
<td>Date</td>
<td>23rd March 2021</td>
</tr>
</tbody>
</table>
NOTIFICATION OF A FORMAL COMPLAINT UNDER THE PROVISIONS OF GLOBAL ACADEMIC FOUNDATION HOSTING THE UNIVERSITY OF THE HERTFORDSHIRE (UH-GAF) STUDENT AND APPLICANT COMPLAINTS PROCEDURE

NOTES FOR GUIDANCE AND COMPLAINT FORM – STUDENTS

Global Academic Foundation hosting the University of Hertfordshire (UH-GAF) aims to ensure that its students have a good educational and social experience but, as with any large and complex organization, it is always possible that unsatisfactory circumstances occur. If that should happen UH-GAF has a two-stage process, Informal (Preliminary) and Formal, to deal with complaints that may arise. Complainants must complete each stage before they can progress to the next. The complete policy is detailed in the UH-GAF Student and Applicant Complaints Policy but these notes provide a summary. This document is available from the Student Affairs offices.

Informal (Preliminary) Stage

It is always preferable if a complaint can be resolved informally and as near to the source as possible. A complaint raised at the Informal (Preliminary) Stage must be made, either orally or in writing, within three calendar months of the date on which the incident occurred. Academic complaints should be lodged, as appropriate, with the Tutor, Head of Department, Head of School (where appointed). Non-academic complaints should be lodged with the manager of the area in which the incident occurred.

Formal Stage

If you have already made an informal approach and are dissatisfied with the outcome, or you have good reason not to make such an approach, then you may raise a Formal Complaint
by completing the attached form, ‘Notification of a Formal Complaint under the provisions of the UH-GAF Student and Applicant Complaints Procedure’, and submitting it to the relevant Dean of School / Programme Lead (Academic Complaints) or Head of Service (Non-Academic Complaints). If you are unsure to whom this form should be submitted please contact the Dean of Student Affairs.

**Formal Complaints not submitted using the required form will not be considered.** With regard to the requirement to submit requests using the appropriate form, UH-GAF will make reasonable adjustments for students with disabilities.

Once submitted, the recipient of the complaint will act as Presiding Officer and will appoint a person with no previous involvement in the matter as the independent Case Officer. The Case Officer will investigate the complaint fully and appropriately and prepare a report for the Presiding Officer. The process of investigation may involve speaking with you and any other relevant individual.

The Presiding Officer, having considered the Case Officer’s report, may decide that the case can be resolved on the basis of the report and/or other documentation provided, or may decide that a formal meeting/hearing is necessary before a decision can be made. If there is to be a meeting/hearing, you will be sent full details at this point and will be expected to attend.

The Presiding Officer will, either with or without having convened a meeting/hearing, decide whether to uphold or dismiss the complaint. If the complaint is upheld, the Presiding Officer will decide what actions will be taken in respect of rectifying the subject matter of the complaint. The decision of the Presiding Officer will be communicated in writing.

**Request for review by the President of UH-GAF**
If you remain dissatisfied with the outcome at the conclusion of the formal stage, in the exceptional circumstances outlined in the **UH-GAF Student and Applicant Complaints Policy** – review by the President of UH-GAF. You will be informed of this right at the appropriate time.

*Request for review by the Vice-Chancellor of the University of Hertfordshire*

*(for students studying on University of Hertfordshire programmes only)*

If you remain dissatisfied with the outcome at the conclusion of the formal stage, in the exceptional circumstances outlined in the **UH-GAF Student and Applicant Complaints Policy** – you may request review by the Vice-Chancellor of the University of Hertfordshire. You will be informed of this right at the appropriate time. The decision of the Vice-Chancellor of University of Hertfordshire will be final.

UH-GAF expects that at the time of making a formal complaint, a student will bring forward all relevant evidence that is available at the time at which the Formal Complaint is lodged.

It is expected that during the course of any complaint all parties will act courteously, fairly and reasonably towards each other and to comply with the requirements of the procedures by completing complaints’ documentation, adhering to any deadlines, responding appropriately to any requests for information or attendance at meetings/hearings and undertaking any reasonable action require to reach a satisfactory remedy. Remember that mediation is available by agreement between both/all parties.

All complainants will be treated equally, regardless of their status or seniority, and will not be treated adversely as a result of their having made a complaint.
NOTIFICATION OF A FORMAL COMPLAINT UNDER THE PROVISIONS OF GLOBAL ACADEMIC FOUNDATION HOSTING THE UNIVERSITY OF HERTFORDSHIRE (UH-GAF) STUDENT AND APPLICANT COMPLAINTS PROCEDURE

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. Applicants are STRONGLY ADVISED to read the attached Notes for Guidance before raising a formal complaint.
. Applicants are also ADVISED to read the UH-GAF Student and Applicant Complaints Procedure before submitting this form.
. Support and guidance can be sought from the Student Affairs Office.

Personal Details (please print):

Student Name:

Student ID number:

Correspondence Address:
Contact Number:

E-mail Address:

Programme of Study:

Date of initial contact regarding Informal Complaint and who this contact was with:

Outcome of Informal Complaint:

Please give details of your Formal Complaint and the desired outcome. Where you refer to supporting evidence, please number those documents. You may continue on a separate sheet if necessary.
Please list and number any documents that you are providing as supporting evidence:
Signature: ..........................................

Date: ..............................................

Please submit the completed form as per the instructions in the Guidance Notes

For Office use only

Date Formal Complaint received:

Dean of Student Affairs / Presiding Officer decision:

Date of Dean of Student Affairs / Presiding Officer decision:
T1) Global Academic Foundation hosting the University of Hertfordshire: Serious Adverse Circumstances Policy and Operational Proceedings
Serious Adverse Circumstances Policy and Operational Proceedings

INTRODUCTION

This document outlines the policy and proceedings that will be followed for the submission of a claim of Serious Adverse Circumstances to a Module Board of Examiners.

This policy is aligned closely with the regulations outlined in the University of Hertfordshire Regulation UPR AS 13 Appendix I. This policy applies to all awards and all levels offered by Global Academic Foundation hosting the University of Hertfordshire (GAF hosting UH).

The proceedings set out in this policy cover the submission and consideration of serious adverse circumstances in the case of non-submission of coursework or absence from an examination. It also cover requests for a short extension, of up to 10 working days, to the submission of coursework.

GENERAL PRINCIPLES

An extension is permitted to hand in a piece of assessed work after the published hand-in date without incurring a penalty. Students are allowed to request an extension period of up to ten working days to the submission deadline for coursework, if they have significant circumstances impacting on their ability to complete the work by the deadline. Acceptance is discretionary and can only be agreed by the designated person. Students do not have an automatic right to an extension. The extension period may be shorter dependent on the student’s needs or due to the practicalities surrounding the assessment or its timing.

Students are also allowed to make the Module Board of Examiners aware if there are any significant circumstances which have caused them to miss a coursework deadline or to be absent from an examination. GAF hosting UH will make available to students a list of acceptable Serious Adverse Circumstances specifying the evidence required, as provided by
If a student, despite such circumstances, decides to sit/submit an assessment, GAF hosting UH will not accept a claim that the student has serious adverse circumstances with regard to that assessment. However, the following two circumstances are considered to be exceptions to the above:

i. where, at the time of sitting or submitting the assessment concerned, the student was not capable of understanding that his or her performance was likely to be affected seriously by ill health and/or its treatment and this view has the written support of a doctor or psychiatric practitioner; or

ii. where a student suddenly becomes unwell during an examination or in-class test and elects to leave without completing the assessment. In these circumstances, before leaving the examination room, the student must notify the Invigilator of the Serious Adverse Circumstances which have necessitated his or her leaving the examination or test.

When a Serious Adverse Circumstances application is accepted, the Module Board will recommend a deferral in the affected assessment(s), which means that submission of coursework or examination will be delayed normally until the referral /deferral period or until the following academic year.

PROCEEDINGS FOR THE REQUEST OF AN EXTENSION TO A COURSEWORK SUBMISSION DEADLINE

Students may ask for an extension of up to five working days by sending an email request to the relevant module leader. This request must be accompanied by supporting evidence. The module leader then responds to the student via email with their decision, copying in the relevant module tutor(s) if the student’s tutor is different from the module leader. If a student seeks an extension beyond five working days, the student will need to send an email request to the Programme Director who can agree up to a further five working days. The Programme

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1 The list of acceptable serious adverse circumstances must be reviewed each academic year after the publication of the Academic Handbook containing the University Policies and Regulations (UPRs).
Director will communicate their decision to the student via email, copying in the relevant module leader. It may take up to two working days after receipt of the request to confirm whether the request has been accepted.

If a student is unable to submit their work by the end of the extension period, no further extension can be requested and the student should consider submitting an application for the consideration of Serious Adverse Circumstances instead.

PROCEEDINGS FOR THE SUBMISSION AND ADMINISTRATION OF SERIOUS ADVERSE CIRCUMSTANCES APPLICATIONS

Students must submit an application for the consideration of serious adverse circumstances together with supporting evidence to the email address studentaffairs2@gaf.edu.eg using the form provided by GAF hosting UH (see Appendix 2, available via the following link)

(https://drive.google.com/file/d/1UuSnpORNpee1bKLo1zqBhGmu9d2UulYN/view?usp=sharing)

Students are asked to identify the relevant circumstance from the Table of Serious Adverse Circumstances (Appendix 1). Students can be assured that all statements of Serious Adverse Circumstances will be treated as confidential and will not be disclosed outside the Assessment Panel and Module Boards. Where circumstances are particularly sensitive, students may request that they are disclosed only to the Chair of the Assessment Panel, the Chair of the Module Board and the External Examiner(s), where applicable.

The Student Affairs Office (SAO) will acknowledge receipt of a Serious Adverse Circumstances application to the student within three working days. A system of recording receipts for

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2 The form used for making a claim to serious adverse circumstances must be reviewed each academic year after the publication of the Academic Handbook containing the University Policies and Regulations (UPRs).
Serious Adverse Circumstances applications, supporting evidence, and the outcome from the Assessment panel will be maintained by the SAO using an Excel spreadsheet. The details of Serious Adverse Circumstances claims together with recommended outcomes must be submitted to the Chair of the Module Board of Examiners, normally through the University’s Collaborative Partnerships Unit (CPU), prior to any meeting of the Module Board.

Students are informed that submissions should be no later than ten working days before the meeting of the Board of Examiners, but where the relevant assessment is within twelve working days of the Module Board of Examiners, any serious adverse circumstances must be notified no later than two working days after the assessment.

CONSIDERATION OF CLAIMS TO SERIOUS ADVERSE CIRCUMSTANCES

Serious Adverse Circumstances are considered by a Serious Adverse Circumstances Assessment Panel at GAF hosting UH, which operates on the authority of the Module Boards of Examiners.

The Clerk will provide the panel with a list of cases to consider and access to documentation relating to the applications and any accompanying evidence provided. If a student has expressed specifically that the documentation is only disclosed to the Chair of the Panel or the Chair of the Module Board, the Clerk will facilitate this ‘in-confidence’ request.

The meetings of the Panel will be minuted and the Clerk will maintain a record of decisions made and will identify any actions required, as appropriate. The minutes, which provide the recommendations to Module Boards, and other records will remain confidential, accessible only by the Chair of the Panel, the Chair and Clerk to the relevant Module Board(s) and the Module External Examiner(s).

The Panel is chaired by the Chair of a Module Board of Examiners or nominee and the membership consists of the Programme Leaders, and a SAC Administrator (Clerk).

GAF hosting UH will convene a meeting of the Assessment Panel within five working days of the deadline for submission of SAC claims.
The Panel’s decision on the validity of the application will be based entirely upon consideration of the student’s application and supporting evidence. In order to reach a decision that a student’s performance has been affected by the Serious Adverse Circumstances, the Panel will consider each application individually and all students will be treated fairly and equitably.

The Panel must be satisfied that the circumstances fall within the guidelines on Serious Adverse Circumstances set out in this policy and will take into account the following when considering the claim:

a) Is there independent third party evidence to support the case being made?

b) Does the period affected by the claim correspond with the date of the assessment?

c) Were the circumstances beyond the control of the student?

d) Could the circumstances have been reasonably accommodated by the student?

e) Has the student provided a clear supporting statement detailing the nature, severity and impact of the circumstances?

i. Where a claim of Serious Adverse Circumstances is submitted by a student, the following principles will be adhered to by the Assessment Panels and Module Boards of Examiners:

ii. Where a student has proven Serious Adverse Circumstances, the University does not award grades based on what the student may have achieved had the circumstances not existed/occurred. Instead, the University may give the student more time or repeated opportunities to demonstrate their knowledge and abilities; and

iii. GAF hosting UH and the University will treat information about a student’s Serious Adverse Circumstances with sensitivity and respect, regardless of the level of perceived severity; and

iv. GAF hosting UH and the University will treat a student’s reported circumstances with as much confidentiality as is practically possible. In very sensitive circumstances, a student may request that the circumstances are only disclosed to the Chair of the Assessment Panel, the Chair of the Module Board and the External Examiners.

v. The Module Board retains the responsibility for the final decision but it is expected that recommendations of the Serious Adverse Circumstances Assessment Panel will normally be accepted.

(For further information, please see University of Hertfordshire, UPR AS14 Section C3.8)
COMMUNICATION OF SERIOUS ADVERSE CIRCUMSTANCES DECISION TO THE STUDENT

The School Administrators will ensure that any queries from the student are answered fully and that they receive current and timely advice and guidance appropriate to their circumstances.

Students will be informed whether or not their application for Serious Adverse Circumstances has been accepted by the Module Board of Examiners by the Student Affairs Office. This will be reflected in their module results which will appear on their student record once they have been confirmed and published by the Module Board of Examiners. Full guidance about what these results mean will be available to the student through links within their student portal and will be supplemented by the details in the e-mail responses from the Student Affairs Office and communications from the Board of Examiners, as required.

ANNUAL MONITORING AND REPORTING

At the end of each academic year the number, nature and outcomes of claims to Serious Adverse Circumstances will be analysed with particular attention to claims lodged by students with protected characteristics, and any actions resulting from this will be agreed by the GAF Academic Board and any actions will be implemented at the start of the following academic year, and monitored in the same manner.

<table>
<thead>
<tr>
<th>Date of Issue</th>
<th>Review Date</th>
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</thead>
<tbody>
<tr>
<td>September 2020</td>
<td>August 2021</td>
</tr>
</tbody>
</table>

Signed on behalf of Academic Board

Professor Vincent Emery (President)

Date

23rd March 2021
APPENDIX 1: Table of serious adverse circumstances and actions (without evidence)
<table>
<thead>
<tr>
<th>Main types of serious adverse circumstance (SAC) reported</th>
<th>No evidence required as of September 2020 until further notice</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Medical (serious – not a recognised disability). Examples: broken limb, problem with eyesight, influenza, vomiting or migraine at time of assessment, infectious condition. Notes:</td>
<td>Medical certificate or there is evidence from the invigilator’s log. Only medical certificates dated within 7 working days of the assessment will be accepted.</td>
<td>Deferral.</td>
</tr>
<tr>
<td>• Influenza (‘flu’) does not refer to the common cold or conditions with similar symptoms.</td>
<td></td>
<td>Notes:</td>
</tr>
<tr>
<td>• Some conditions may be able to be accommodated by separate arrangements (e.g., the use of an amanuensis for those with broken arms) if they are reported before the cut-off date for adjustments published on StudyNet.</td>
<td></td>
<td>If, however, the student has acceptable serious adverse circumstances which prevent him/her from sitting the deferral until the same time in the following academic session, the Programme Board has discretion to offer Final Compensatory Credit with or without penalty (for a total of thirty credits) subject to the limitations set out in UPR AS14 D.4.1.</td>
</tr>
<tr>
<td>• Pregnancy is not an illness but students may experience pregnancy related-related symptoms which will be considered with appropriate medical evidence. If the birth of a child prevents a student from sitting an examination/submitting an assessment evidence of the birth will be acceptable.</td>
<td></td>
<td></td>
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<td>•</td>
<td></td>
<td></td>
</tr>
<tr>
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<td>Action</td>
</tr>
<tr>
<td>--------------------------------------------------------</td>
<td>-------------------------------------------------------------</td>
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</tbody>
</table>
| 3 Disability and Mental health  
If you were unable to sit/submit an assessment for reasons related to your disability your SAC will be considered with appropriate evidence. A diagnosis of a disability / mental health condition alone is not valid grounds for a SAC.  
3(a) An agreed adjustment as described in an SNA was not implemented.  
3(b) A late request (after the published deadline) for a disability related adjustment – you can choose to take the assessment OR not take the assessment and submit a SAC.  
3(c) You were unable to take the assessment for reasons directly related to your disability / mental health.  
3(d) You sat the assessment but your mental state at the time of sitting meant that you did not realise | 3(a) Confirmation in writing that the agreed adjustment was not implemented.  
3(b) If submitting a SAC, confirmation in writing from Student Wellbeing that the circumstances are valid.  
3(c) Confirmation in writing from Student Wellbeing that the SAC is valid or letter from a medical practitioner to confirm you were unable to sit / submit. | 3(a) Deferral  
3(b), 3(c) and 3(d) As circumstance 1; the Module Board will consider the seriousness of the condition and the extent of the student’s control |
<table>
<thead>
<tr>
<th>Main types of serious adverse circumstance (SAC) reported</th>
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</tr>
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<tbody>
<tr>
<td>you were unfit to do so, for example, due to a psychosis or post traumatic response to a recent incident.</td>
<td>3(d) Completed and signed “SAC Medical Practitioner form” (Form MP2) is the only acceptable evidence.</td>
<td></td>
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<tr>
<td>4</td>
<td>Death and Bereavement</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1 4(a) Death of an immediate relative or of a close friend.</td>
<td>4(a) or 4(b) Death certificate or letter from a religious leader or doctor, additional information (location of funeral).</td>
</tr>
<tr>
<td></td>
<td>2 4(b) Attendance at a funeral at the time of the assessment.</td>
<td>Not applicable</td>
</tr>
<tr>
<td></td>
<td>4(c) Death of a relative or friend outside the semester or attendance at a funeral at a different time from the assessment.</td>
<td>Not an acceptable SAC</td>
</tr>
<tr>
<td>5</td>
<td>Serious illness in family (particularly where the student has duty of care).</td>
<td>Medical certificate (for student or the family member) evidence of carer responsibilities from a professional. Only medical certificates dated within 7 working days of the assessment will be accepted.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Deferral (in appropriate circumstances). The Module Board will consider the timing of the illness, the closeness of the relationship, the impact on the student and the responsibilities of the student.</td>
</tr>
<tr>
<td>6a</td>
<td>Commitment outside of the student’s control (e.g. emergencies, including unexpected loss of childcare or other carer support) on the day of an assessment.</td>
<td>6(a) As appropriate (e.g. letter from employer or nursery, letter in support of a carer).</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Deferral (in appropriate circumstances). The Module Board will consider the seriousness of the event and the extent of the student’s control.</td>
</tr>
<tr>
<td>6b</td>
<td>Work commitments (for students registered as being a part-time student or studying on a degree apprenticeship programme only)</td>
<td>6(b) A letter from employer</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Deferral.</td>
</tr>
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<td>--------</td>
</tr>
<tr>
<td>7 Transport Problems</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7(a) Serious transport problem (i.e. exceptional circumstance such as a serious rail delay or road traffic accident, snow causing serious delays to traffic).</td>
<td>7(a)As appropriate (e.g. copy of ticket, compensation slip from rail company, traffic report).</td>
<td>Deferral (in appropriate circumstances). The Module Board will consider the severity of the transport incident and the extent of the student’s control</td>
</tr>
<tr>
<td>7(b) Transport problem – routine; (e.g. predictable or partly predictable transport problem (e.g. traffic jams, late train or bus etc), planned strike).</td>
<td>Not applicable</td>
<td>Not an acceptable SAC.</td>
</tr>
<tr>
<td>8 Misunderstood examination timetable.</td>
<td>Not applicable</td>
<td>Not an acceptable SAC.</td>
</tr>
<tr>
<td>9 Overslept.</td>
<td>Not applicable</td>
<td>Not an acceptable SAC.</td>
</tr>
<tr>
<td>10 Financial reasons</td>
<td>Not applicable</td>
<td>Not an acceptable SAC.</td>
</tr>
<tr>
<td>11 Religious reasons, where not working is a requirement</td>
<td>Requests must be notified to the University at least two weeks in advance, with appropriate evidence, or by the deadline published by the Examinations Office in the case of examinations.</td>
<td>The University will make reasonable attempts to make adjustments to the assessment timetable. Deferral is an option where work is prescribed on a particular day for a particular faith group. If there is doubt as to whether work is prescribed, then the University will be guided by the advice of the University Chaplain who will consult with appropriate sources. In all cases the University’s decision is final. Boards of Examiners should consult the University Chaplaincy for guidance on acceptable religious circumstances (<a href="mailto:chaplain@herts.ac.uk">chaplain@herts.ac.uk</a>). A calendar of recognised prescribed days is issued annually.</td>
</tr>
<tr>
<td>12</td>
<td>Serious personal problem not medical (e.g. separation from spouse/partner, victim of crime) within the semester.</td>
<td>As appropriate (letter from counsellor, doctor, landlord, crime reference number, etc.).</td>
</tr>
<tr>
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</tr>
</tbody>
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<tbody>
<tr>
<td>13 Computer problems</td>
<td>13(a) Receipt from repairer, or evidence of legitimate warranty claim, screen shot etc.</td>
<td>Deferral possible, but the Module Board will decide on the basis of the timing, duration and impact on completion of the assessment.</td>
</tr>
</tbody>
</table>

| Computer problems | 13(a) Failure of own computer or software – leading to loss of time to complete coursework or loss of files/data/work. | 13(b) Written evidence from technical team detailing the nature of the failure and duration. | Deferral possible, but the Module Board will decide on the basis of the timing, duration and impact on completion of the assessment. |

| (b) Failure of UH/partner supplied equipment, infrastructure or software. | 13(b) Written evidence from technical team detailing the nature of the failure and duration. | Deferral possible, but the Module Board will decide on the basis of the timing, duration and impact on completion of the assessment. |

<p>| 13(c) Failure of 3rd party equipment, infrastructure (could be ISP or power failure, or failure of 3rd party online assessment system/invigilation) or other software. | 13(c) Written evidence from provider, screen shots, support from UH technical teams etc. | Deferral possible, but the Module Board will decide on the basis of the timing, duration and impact on completion of the assessment. |</p>
<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>SAC Required</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Re-instatement following barring of access to StudyNet (but only prior to withdrawal of the student for debt by the University)</td>
<td>Quercus record</td>
<td>The Module Board will consider the closeness of the barring of access to StudyNet to the assessment point and the impact of the period of barring on the student’s studies. NB. If a student has been withdrawn by the University barring from StudyNet is not an acceptable SAC.</td>
</tr>
<tr>
<td>15</td>
<td>Holidays.</td>
<td>Booking information.</td>
<td>Deferral. Only acceptable if the booking is made prior to acceptance of the University of Hertfordshire offer.</td>
</tr>
<tr>
<td>16</td>
<td>Complaints about University of Hertfordshire staff which impact upon assessments (e.g. supervision).</td>
<td>Various (diary of missed meetings or classes, etc).</td>
<td><strong>Note</strong> A complaint is not a serious adverse circumstance as such. It is dealt with under the University’s complaints procedure as an informal or formal complaint to the School and ultimately actioned by the Module Board if the complaint is upheld.</td>
</tr>
</tbody>
</table>
APPENDIX 2: Application for consideration of Serious Adverse Circumstances (SAC) Self-Certification Form – 2020/2021

Sometimes situations outside of your control can arise that make it seem difficult to focus on your exams and assessments. If this happens, you may wish to make GAF hosting UH aware of your situation so consideration can be given to making allowances for you. Please inform your Programme Leader and/or Module Leader of your circumstances as they can provide you with advice and guidance. We care about the wellbeing of our students and in the current circumstances understand the particular challenges and difficult circumstances this may bring during your studies. GAF hosting UH can provide a range of services – please search for information on the support you may need via www.gaf.edu.eg

PLEASE NOTE THE FOLLOWING;

This form CANNOT be used as a request for an extension. If you experience circumstances whereby you may need a short amount of extra time to hand in a piece of assessed work, after the hand in-date without penalty, please ensure you request authorisation from your School. Extensions are granted at the discretion of an appropriate member of staff from your School. Extensions are only granted for up to a maximum of 10 working days. Please look at your Module/Programme information to find out to whom you send your request for an extension.

The University continues to operate a ‘fit to sit’ policy so if you decide to sit/submit an assessment, the University will not normally accept a claim that you have serious adverse circumstances with regard to that assessment (See UPR AS14 UPRs 2020 Section C.3.8.3 and C3.8.4). For all assessments submitted online on Canvas other than timed summative quizzes, students are indicating they are ‘fit to sit’ by pressing the submit button. However, by way of exception, in the case of a timed summative quiz, students are indicating that they are ‘fit to sit’ by starting the quiz.

This form CAN be used to apply for a `deferral’ which is permission to delay submission until the ‘referred /deferred period’ (usually longer than 10 days) or until the following academic year. The submission may involve an alternative piece of coursework.

Due to the outbreak of coronavirus, until further notice, you are not required to provide evidence with your application – you can self-certify by completing Section D of this form. You do need to identify the reasons why you have been unable to complete or submit assessments on time and provide an explanation in Section C of this form.
In some modules, because of the nature of the assessment, the module leader will inform you that a whole module group deferral has automatically been made. In these circumstances, you do not need to complete this form and make an individual application.

If you are a student who requires a visa to study, any changes to your studies may have implications so please ensure that you contact the Student Affairs Office for advice (studentaffairs2@gaf.edu.eg).

If you wish to submit an application for SAC, please complete the following details fully and accurately, otherwise we may not be able to process your request. Please refer to the guidance notes provided here. If you are likely to have difficulty completing this form in this format, please contact the Student Affairs Office (studentaffairs2@gaf.edu.eg) who can assist you.
Section A - Your Details

<table>
<thead>
<tr>
<th>Your <strong>FULL</strong> Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Your Student ID Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Details of Your Course (Course Name/ Course Code)</th>
</tr>
</thead>
<tbody>
<tr>
<td>(e.g. BA (Hons) Mass Communications/ HUGCMCS)</td>
</tr>
</tbody>
</table>

Section B - Modules and Assessments Affected
<table>
<thead>
<tr>
<th>1. Module Name</th>
<th>2. Module Code (e.g. 4HSK1234-0206)</th>
<th>3. Name of Assignment</th>
<th>4. Assessment Information (e.g. Exam/Coursework)</th>
<th>5. Assessment Hand in Due Date</th>
<th>6. Assessment submitted/taken</th>
<th>7. SAC reason Code (1-16) (see guidance note)</th>
<th>8. Assessment Status</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>A - I have not previously attempted this module &amp; submitting for the 1st time</td>
</tr>
<tr>
<td></td>
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<td></td>
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<td></td>
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<td></td>
<td>B - I have previously received a Deferral for this assessment</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>C - I have previously failed this module and received a referral</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>D - I have previously failed this module and I am taking it again (repeating)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>E - To the next deferral period for this module</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>F - Next Academic Year</td>
</tr>
</tbody>
</table>

9. State the period to when you would like to defer your assessment to (see guidance):

Click or tap to enter a date. Choose an item.
Section C - Reason for this application

Briefly outline how your circumstances have prevented you from completing the assessment. What is the time frame for this situation?

Section D – Self Certification

By checking this box, I certify that the information I have provided in C above is a true statement:

☐ Click or tap to enter a date.
What happens next;

Send your completed form as an attachment by email to studentaffairs2@gaf.edu.eg

Please be assured that the information you have provided will be processed under strict confidentiality protocols as per (UPR IM16-Data-Management-Policy.pdf and IM08 Data Protection Policy)

On receipt of your request, this will be processed by the appropriate team and you will be notified of the recommendation by e-mail however the outcome of your request for SAC consideration will only be a recommendation until confirmed by the Board of Examiners.

See more guidance and advice which is available via www.gaf.edu.eg.
T2) Global Academic Foundation hosting the University of Hertfordshire: Serious Adverse Circumstances Policy and Coursework Extension Guidance
INTRODUCTION

This document outlines the policy and proceedings that will be followed for the submission of a claim of Serious Adverse Circumstances to a Module Board of Examiners.

This policy is aligned closely with the regulations outlined in the University of Hertfordshire Regulation UPR AS 13 Appendix I. This policy applies to all awards and all levels offered by Global Academic Foundation hosting the University of Hertfordshire (GAF hosting UH).

The proceedings set out in this policy cover the submission and consideration of serious adverse circumstances in the case of the non-submission of coursework or absence from an examination. Guidance relating to requests for a short extension, of up to 10 working days, to the submission of coursework is also provided.

GENERAL PRINCIPLES

Coursework Extensions

An extension is permission to hand in a piece of assessed work after the published hand-in date without incurring a penalty. Students are allowed to ask for an extension period of up to ten working days after the submission deadline for coursework, if they have significant circumstances impacting on their ability to complete the work by the deadline. Acceptance is discretionary and can only be agreed by the designated person, see section 3 below.

Students do not have an automatic right to an extension. The extension period may be shorter dependent on the student’s needs or due to the practicalities surrounding the assessment or its timing.

Serious Adverse Circumstances

Students are permitted to make the Module Board of Examiners aware if there are any significant circumstances which have caused them to miss a coursework deadline or to be
absent from an examination. GAF hosting UH will make available to students a list of acceptable Serious Adverse Circumstances specifying the evidence required, as provided by the University (see Appendix 1 and at: https://herts365.sharepoint.com/:w:/s/SACsandAppeals/EfQ_rkZIVEBAvBf0IBKnIyBPCKTSk6CSHZEZVhYP9Q?e=aYe1lg).

If a student, despite such circumstances, decides to sit/submit an assessment, GAF hosting UH will not accept a claim that the student has serious adverse circumstances with regard to that assessment. However, the following two circumstances are considered to be exceptions to the above:

i. where, at the time of sitting or submitting the assessment concerned, the student was not capable of understanding that his or her performance was likely to be affected seriously by ill health and/or its treatment and this view has the written support of a doctor or psychiatric practitioner; or

ii. where a student suddenly becomes unwell during an examination or in-class test and elects to leave without completing the assessment. In these circumstances, before leaving the examination room, the student must notify the Invigilator of the Serious Adverse Circumstances which have necessitated his or her leaving the examination or test.

When a Serious Adverse Circumstances application is accepted, the Module Board of Examiners will recommend a deferral in the affected assessment(s), which means that submission of coursework or examination will be delayed normally until the referral /deferral period or until the following academic year date and which may involve an alternative piece of coursework.

PROCEEDINGS FOR THE REQUEST OF AN EXTENSION TO A COURSEWORK SUBMISSION DEADLINE

Students may ask for an extension of up to five working days by sending an email request to the relevant module leader. Whilst an extension can be requested any time up until the coursework deadline, it is reasonable to expect that it may take up to two working days after receipt of the request to confirm whether or not the request has been accepted. The request must be accompanied by supporting evidence. The module leader then responds to the

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3 The list of acceptable serious adverse circumstances must be reviewed each academic year after the publication of the Academic Handbook containing the University Policies and Regulations (UPRs).
student via email with their decision, copying in the relevant module tutor(s) if the student’s tutor is different from the module leader.

If a student seeks an extension beyond five working days, the student will need to send an email request to the Programme Leader who can agree up to a further five working days. The Programme Leader will communicate their decision to the student via email, copying in the relevant module leader. It may take up to two working days after receipt of the request to confirm whether the request has been accepted.

If a student is unable to submit their work by the end of the extension period, no further extension can be requested and the student should consider submitting an application for the consideration of Serious Adverse Circumstances instead.

**PROCEEDINGS FOR THE SUBMISSION AND ADMINISTRATION OF SERIOUS ADVERSE CIRCUMSTANCES APPLICATIONS**

Students must submit an application for the consideration of serious adverse circumstances together with supporting evidence to the email address studentaffairs2@gaf.edu.eg using the form provided by GAF hosting UH (see Appendix 2, available via the following link (https://drive.google.com/file/d/1UuSNpORNpee1bKLo1zqBhGmu9d2UulYN/view?usp=sharing)).

Students are asked to identify the relevant circumstance(s) from the Table of Serious Adverse Circumstances (Appendix 1). Students can be assured that all statements of Serious Adverse Circumstances will be treated as confidential and will not be disclosed outside the Assessment Panel and Module Boards. Where circumstances are particularly sensitive, students may request that they are disclosed only to the Chair of the Assessment Panel, the Chair of the Module Board and the External Examiner(s), where applicable.

The Student Affairs Office (SAO) will acknowledge receipt of a Serious Adverse Circumstances application to the student within three working days. A system of recording receipts for

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4 The form used for making a claim to serious adverse circumstances must be reviewed each academic year after the publication of the Academic Handbook containing the University Policies and Regulations (UPRs).
Serious Adverse Circumstances applications, supporting evidence, and the outcome from the Assessment panel will be maintained by the SAO using an Excel spreadsheet.

The SAO will forward details of Serious Adverse Circumstances applications together with recommended outcomes to the University’s Collaborative Partnerships Unit (CPU), prior to any meeting of the Module Board of Examiners. CPU will then submit this to the Chair of the Module Board of Examiners.

Students are informed that submissions should be no later than ten working days before the meeting of the Module Board of Examiners, but where the relevant assessment is within twelve working days of the Module Board of Examiners, any serious adverse circumstances must be notified no later than two working days after the assessment.

**CONSIDERATION OF SERIOUS ADVERSE CIRCUMSTANCES APPLICATIONS**

Serious Adverse Circumstances are considered by a Serious Adverse Circumstances Assessment Panel at GAF hosting UH, which operates on the authority of the Module Boards of Examiners.

The Clerk will provide the panel with a list of cases to consider and access to documentation relating to the applications and any accompanying evidence provided. If a student has expressed specifically that the documentation is only disclosed to the Chair of the Panel or the Chair of the Module Board, the Clerk will facilitate this ‘in-confidence’ request.

The meetings of the Panel will be minuted and the Clerk will maintain a record of decisions made and will identify any actions required, as appropriate. The minutes, which provide the recommendations to Module Board of Examiners, and other records will remain confidential, accessible only by the Chair of the Panel, the Chair and Clerk to the relevant Module Board(s) and the Module External Examiner(s).

The Panel is chaired by the Chair of a Module Board of Examiners or nominee and the membership consists of the Programme Leaders, and a SAC Administrator (Clerk).

GAF hosting UH will convene a meeting of the Assessment Panel within **five** working days of the deadline for submission of SAC claims.
The Panel’s decision on the validity of the application will be based entirely upon consideration of the student’s application and supporting evidence. In order to reach a decision that a student’s performance has been affected by the Serious Adverse Circumstances, the Panel will consider each application individually and all students will be treated fairly and equitably.

The Panel must be satisfied that the circumstances fall within the guidelines on Serious Adverse Circumstances set out in this policy and will take into account the following when considering the claim:

a) Is there independent third party evidence to support the case being made?
b) Does the period affected by the claim correspond with the date of the assessment?
c) Were the circumstances beyond the control of the student?
d) Could the circumstances have been reasonably accommodated by the student?
e) Has the student provided a clear supporting statement detailing the nature, severity and impact of the circumstances?

Where a claim of Serious Adverse Circumstances is submitted by a student, the following principles will be adhered to by the Assessment Panels and Module Boards of Examiners:

Where a student has proven Serious Adverse Circumstances, the University does not award grades based on what the student may have achieved had the circumstances not existed/occurred. Instead, the University may give the student more time or repeated opportunities to demonstrate their knowledge and abilities; and

GAF hosting UH and the University will treat information about a student’s Serious Adverse Circumstances with sensitivity and respect, regardless of the level of perceived severity, and

GAF hosting UH and the University will treat a student’s reported circumstances with as much confidentiality as is practically possible.

The Module Board of Examiners retains the responsibility for the final decision, but it is expected that recommendations of the Serious Adverse Circumstances Assessment Panel will normally be accepted.
COMMUNICATION OF SERIOUS ADVERSE CIRCUMSTANCES DECISION TO THE STUDENT

The School Administrators within GAF hosting UH will ensure that any queries from the student are answered fully and that they receive current and timely advice and guidance appropriate to their circumstances.

Students will be informed whether or not their application for Serious Adverse Circumstances has been accepted by the Module Board of Examiners by the Student Affairs Office. This will be reflected in their module results which will appear on their student record once they have been confirmed and published by the Module Board of Examiners. Full guidance about what these results mean will be available to the student through links within their student portal and will be supplemented by the details in the e-mail responses from the Student Affairs Office and communications from the Module Board of Examiners, as required.

ANNUAL MONITORING AND REPORTING

At the end of each academic year the number, nature and outcomes of claims to Serious Adverse Circumstances will be analysed with particular attention to claims lodged by students with protected characteristics, and any actions resulting from this will be agreed by the GAF hosting UH Academic Board and any actions will be implemented at the start of the following academic year, and monitored in the same manner.

<table>
<thead>
<tr>
<th>Date of Issue</th>
<th>Review Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2020</td>
<td>August 2021</td>
</tr>
</tbody>
</table>

Signed on behalf of Academic Board: Dr Vincent Emery (President)

Date: 23rd March 2021
# APPENDIX 1: Table of serious adverse circumstances and actions (without evidence)

<table>
<thead>
<tr>
<th>Main types of serious adverse circumstance (SAC) reported</th>
<th>No evidence required as of September 2020 until further notice</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. Medical (serious – not a recognised disability).</strong> Examples: broken limb, problem with eyesight, influenza, vomiting or migraine at time of assessment, infectious condition. Notes:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Influenza (‘flu’) does not refer to the common cold or conditions with similar symptoms.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Some conditions may be able to be accommodated by separate arrangements (e.g., the use of an amanuensis for those with broken arms) if they are reported before the cut-off date for adjustments published on StudyNet.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Pregnancy is not an illness but students may experience pregnancy related-related symptoms which will be considered with appropriate medical evidence. If the birth of a child prevents a student from sitting an examination /submitting an assessment evidence of the birth will be acceptable.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>•</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical certificate or there is evidence from the invigilator’s log. Only medical certificates dated within 7 working days of the assessment will be accepted.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deferral.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Notes:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>If, however, the student has acceptable serious adverse circumstances which prevent him/her from sitting the deferral until the same time in the following academic session, the Programme Board has discretion to offer Final Compensatory Credit with or without penalty (for a total of thirty credits) subject to the limitations set out in UPR AS14 D.4.1.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Main types of serious adverse circumstance (SAC) reported</td>
<td>No evidence required as of September 2020 until further notice</td>
<td>Action</td>
</tr>
<tr>
<td>----------------------------------------------------------</td>
<td>----------------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Disability and Mental health</td>
<td>3(a) Confirmation in writing that the agreed adjustment was not implemented.</td>
<td>3(a) Deferral</td>
</tr>
<tr>
<td>If you were unable to sit/submit an assessment for reasons related to your disability your SAC will be considered with appropriate evidence. A diagnosis of a disability / mental health condition alone is not valid grounds for a SAC.</td>
<td>3(b) If submitting a SAC, confirmation in writing from Student Wellbeing that the circumstances are valid.</td>
<td>3(b), 3(c) and 3(d) As circumstance 1; the Module Board will consider the seriousness of the condition and the extent of the student’s control</td>
</tr>
<tr>
<td>3(a) An agreed adjustment as described in an SNA was not implemented.</td>
<td>3(c) Confirmation in writing from Student Wellbeing that the SAC is valid or letter from a medical practitioner to confirm you were unable to sit / submit.</td>
<td>3(b), 3(c) and 3(d) As circumstance 1; the Module Board will consider the seriousness of the condition and the extent of the student’s control</td>
</tr>
<tr>
<td>3(b) A late request (after the published deadline) for a disability related adjustment – you can choose to take the assessment OR not take the assessment and submit a SAC.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3(c) You were unable to take the assessment for reasons directly related to your disability/ mental health.</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Main types of serious adverse circumstance (SAC) reported</strong></td>
<td><strong>No evidence required as of September 2020 until further notice</strong></td>
<td><strong>Action</strong></td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td>---------------------------------------------------------------</td>
<td>-----------</td>
</tr>
<tr>
<td>3(d) You sat the assessment but your mental state at the time of sitting meant that you did not realise you were unfit to do so, for example, due to a psychosis or post traumatic response to a recent incident.</td>
<td>3(d) Completed and signed “SAC Medical Practitioner form” (Form MP2) is the only acceptable evidence.</td>
<td></td>
</tr>
<tr>
<td>4 <strong>Death and Bereavement</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4(a) Death of an immediate relative or of a close friend.</td>
<td>4(a) or 4(b) Death certificate or letter from a religious leader or doctor, additional information (location of funeral).</td>
<td>The Module Board will consider the timing and impact of the death in relation to the assessment, the closeness of the student to the relative /friend and the responsibilities of the student. The Module Board will also have regard to cultural differences around periods of mourning and the arrangements for funeral ceremonies.</td>
</tr>
<tr>
<td>4(b) Attendance at a funeral at the time of the assessment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4(c) Death of a relative or friend outside the semester or attendance at a funeral at a different time from the assessment.</td>
<td>Not applicable</td>
<td>Not an acceptable SAC</td>
</tr>
<tr>
<td>5 <strong>Serious illness in family (particularly where the student has duty of care).</strong></td>
<td>Medical certificate (for student or the family member) evidence of carer responsibilities from a professional. Only medical certificates dated within 7 working days of the assessment</td>
<td>Deferral (in appropriate circumstances). The Module Board will consider the timing of the illness, the closeness of the relationship, the impact on the student and the responsibilities of the student.</td>
</tr>
<tr>
<td>Main types of serious adverse circumstance (SAC) reported</td>
<td>No evidence required as of September 2020 until further notice</td>
<td>Action</td>
</tr>
<tr>
<td>---------------------------------------------------------</td>
<td>---------------------------------------------------------------</td>
<td>--------</td>
</tr>
<tr>
<td>Commitment outside of the student’s control (e.g. emergencies, including unexpected loss of childcare or other carer support) on the day of an assessment.</td>
<td>6(a) As appropriate (e.g. letter from employer or nursery, letter in support of a carer).</td>
<td>Deferral (in appropriate circumstances). The Module Board will consider the seriousness of the event and the extent of the student’s control.</td>
</tr>
<tr>
<td>Work commitments (for students registered as being a part-time student or studying on a degree apprenticeship programme only)</td>
<td>6(b) A letter from employer</td>
<td>Deferral.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Main types of serious adverse circumstance (SAC) reported</th>
<th>No evidence required as of September 2020 until further notice</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport Problems</td>
<td>7(a) As appropriate (e.g. copy of ticket, compensation slip from rail company, traffic report).</td>
<td>Deferral (in appropriate circumstances). The Module Board will consider the severity of the transport incident and the extent of the student’s control</td>
</tr>
<tr>
<td>7(a) Serious transport problem (i.e. exceptional circumstance such as a serious rail delay or road traffic accident, snow causing serious delays to traffic).</td>
<td>Not applicable</td>
<td>Not an acceptable SAC.</td>
</tr>
<tr>
<td>7(b) Transport problem – routine; (e.g. predictable or partly predictable transport problem (e.g. traffic jams, late train or bus etc), planned strike).</td>
<td>Not applicable</td>
<td>Not an acceptable SAC.</td>
</tr>
<tr>
<td>Misunderstood examination timetable.</td>
<td>Not applicable.</td>
<td>Not an acceptable SAC.</td>
</tr>
<tr>
<td>Overslept.</td>
<td>Not applicable.</td>
<td>Not an acceptable SAC.</td>
</tr>
<tr>
<td>Financial reasons</td>
<td>Not applicable.</td>
<td>Not an acceptable SAC.</td>
</tr>
<tr>
<td></td>
<td>Religious reasons, where not working is a requirement</td>
<td>Requests must be notified to the University at least two weeks in advance, with appropriate evidence, or by the deadline published by the Examinations Office in the case of examinations.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>11</td>
<td>Serious personal problem not medical (e.g. separation from spouse/partner, victim of crime) within the semester.</td>
<td>As appropriate (letter from counsellor, doctor, landlord, crime reference number, etc).</td>
</tr>
</tbody>
</table>

<p>| Main types of serious adverse circumstance (SAC) reported | No evidence required as of September 2020 until further | Action |</p>
<table>
<thead>
<tr>
<th></th>
<th>Computer problems</th>
</tr>
</thead>
<tbody>
<tr>
<td>13</td>
<td>13(a) Failure of own computer or software – leading to loss of time to complete coursework or loss of files/data/work.</td>
</tr>
<tr>
<td></td>
<td>13 (b) Failure of UH/GAF supplied equipment, infrastructure or software.</td>
</tr>
<tr>
<td></td>
<td>13(a) Receipt from repairer, or evidence of legitimate warranty claim, screen shot etc.</td>
</tr>
<tr>
<td></td>
<td>13(b) Written evidence from technical team detailing the nature of the failure and duration.</td>
</tr>
<tr>
<td></td>
<td>Deferral possible, but the Module Board will decide on the basis of the timing, duration and impact on completion of the assessment.</td>
</tr>
</tbody>
</table>

|   | 13(c) Failure of 3rd party equipment, infrastructure (could be ISP or power failure, or failure of 3rd party online assessment system/invigilation) or other software. |
|   | 13(c) Written evidence from provider, screen shots, support from UH technical teams etc. |
|   | Deferral possible, but the Module Board will decide on the basis of the timing, duration and impact on completion of the assessment. |

|   | Re-instatement following barring of access to StudyNet (but only prior to withdrawal of the student for debt by the University) |
|   | Quercus record |
|   | The Module Board will consider the closeness of the barring of access to StudyNet to the assessment point and the impact of the period of barring on the student’s studies. |
|   | NB. If a student has been withdrawn by the University barring from StudyNet is not an acceptable SAC. |

|   | Holidays. |
|   | Booking information. |
|   | Deferral. Only acceptable if the booking is made prior to acceptance of the University of Hertfordshire offer. |
| 16 | Complaints about University of Hertfordshire/GAF staff which impact upon assessments (e.g. supervision). | Various (diary of missed meetings or classes, etc.). | **Note** A complaint is not a serious adverse circumstance as such. It is dealt with under the University’s complaints procedure as an informal or formal complaint to the School and ultimately actioned by the Module Board if the complaint is upheld. |
APPENDIX 2: Application for consideration of Serious Adverse Circumstances (SAC) Self Certification Form – 2020/2021

Sometimes situations outside of your control can arise that make it seem difficult to focus on your exams and assessments. If this happens, you may wish to make GAF hosting UH aware of your situation so consideration can be given to making allowances for you. Please inform your Programme Leader and/or Module Leader of your circumstances as they can provide you with advice and guidance. We care about the wellbeing of our students and in the current circumstances understand the particular challenges and difficult circumstances this may bring during your studies. GAF hosting UH can provide a range of services – please search for information on the support you may need via www.gaf.edu.eg

PLEASE NOTE THE FOLLOWING;

This form CANNOT be used as a request for an extension. If you experience circumstances whereby you may need a short amount of extra time to hand in a piece of assessed work, after the hand in-date without penalty, please ensure you request authorisation from your School. Extensions are granted at the discretion of an appropriate member of staff from your School. Extensions are only granted for up to a maximum of 10 working days. Please look at your Module/Programme information to find out to whom you send your request for an extension.

The University continues to operate a ‘fit to sit’ policy so if you decide to sit/submit an assessment, the University will not normally accept a claim that you have serious adverse circumstances with regard to that assessment (See UPR AS14 UPRs 2020 Section C.3.8.3 and C3.8.4). For all assessments submitted online on Canvas other than timed summative quizzes, students are indicating they are ‘fit to sit’ by pressing the submit button. However, by way of exception, in the case of a timed summative quiz, students are indicating that they are ‘fit to sit’ by starting the quiz.

This form CAN be used to apply for a `deferral` which is permission to delay submission until the `referred /deferred period` (usually longer than 10 days) or until the following academic year. The submission may involve an alternative piece of coursework.

Due to the outbreak of coronavirus, until further notice, you are not required to provide evidence with your application – you can self-certify by completing Section D of this form. You do need to identify the reasons why you have been unable to complete or submit assessments on time and provide an explanation in Section C of this form.

In some modules, because of the nature of the assessment, the module leader will inform you that a whole module group deferral has automatically been made. In these circumstances, you do not need to complete this form and make an individual application.
If you are a student who requires a visa to study, any changes to your studies may have implications so please ensure that you contact the Student Affairs Office for advice (studentaffairs2@gaf.edu.eg).

If you wish to submit an application for SAC, please complete the following details fully and accurately, otherwise we may not be able to process your request. Please refer to the guidance notes provided here. If you are likely to have difficulty completing this form in this format, please contact the Student Affairs Office (studentaffairs2@gaf.edu.eg) who can assist you.
**Section A - Your Details**

<table>
<thead>
<tr>
<th>Your <strong>FULL</strong> Name</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Your Student ID Number</td>
<td></td>
</tr>
<tr>
<td>Details of Your Course (Course Name/ Course Code)</td>
<td></td>
</tr>
<tr>
<td>(e.g. BA (Hons) Mass Communications/ HUGCMCS)</td>
<td></td>
</tr>
</tbody>
</table>
### Section B - Modules and Assessments Affected

<table>
<thead>
<tr>
<th>1. Module Name</th>
<th>2. Module Code (e.g. 4HSK1234-0206)</th>
<th>3. Name of Assignment</th>
<th>4. Assessment Information (e.g. Exam/Coursework)</th>
<th>5. Assessment Hand in Due Date</th>
<th>6. Assessment submitted/taken</th>
<th>7. SAC reason Code (1-16) (see guidance note)</th>
<th>8. Assessment Status</th>
<th>9. State the period to when you would like to defer your assessment to (see guidance)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>A - I have not previously attempted this module &amp; submitting for the 1st time</td>
<td>B - I have previously received a Deferral for this assessment C - I have previously failed this module and received a referral D - I have previously failed this module and I am taking it again (repeating)</td>
<td>E - To the next deferral period for this module F - Next Academic Year</td>
</tr>
</tbody>
</table>

Choose an item. Click or tap to enter a date.
Section C - Reason for this application

Briefly outline how your circumstances have prevented you from completing the assessment. What is the time frame for this situation?

Section D – Self Certification

By checking this box, I certify that the information I have provided in C above is a true statement:

☐  

Click or tap to enter a date.
What happens next;

Send your completed form as an attachment by email to studentaffairs2@gaf.edu.eg

Please be assured that the information you have provided will be processed under strict confidentiality protocols as per (UPR IM16-Data-Management-Policy.pdf and IM08 Data Protection Policy)

On receipt of your request, this will be processed by the appropriate team and you will be notified of the recommendation by e-mail however the outcome of your request for SAC consideration will only be a recommendation until confirmed by the Board of Examiners.

See more guidance and advice which is available via www.gaf.edu.eg.