



Royal Conservatoire  
*of* Scotland

## **Regulations, Codes of Procedure and General Rules**

**Session 2018/19**



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*These Regulations, Codes and General Rules apply to all programmes validated by the Royal Conservatoire of Scotland.*

*Regulations for higher degrees by research (which are validated by the University of St Andrews) are published separately.*

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## **1. Matriculation**

- 1.1 Every new and continuing student of the Conservatoire must matriculate and confirm payment of the fees appropriate to their programme of study in accordance with the published matriculation timetable. Those students required to attend personally for matriculation (i.e. new students) must do so at the designated time. Students who matriculate remotely must return/complete documentation in accordance with published deadlines. Matriculation is the administrative act of confirming an individual's status as a student of the Conservatoire.
- 1.2 No individual shall be deemed to be a student of the Conservatoire who has not completed online matriculation and received a matriculation card. Matriculation is a pre-requisite for an individual's commencement or continuation of a programme of study.
- 1.3 If an individual has not matriculated, they will not be permitted to attend classes or access any other facility of the Conservatoire.
- 1.4 The Conservatoire reserves the right to decline matriculation where an individual cannot provide evidence that they hold the appropriate immigration status to enable them to matriculate as a student.
- 1.5 Any student who is unable to produce the documentation required to matriculate or who has not confirmed arrangements for the payment of fees must nevertheless complete online matriculation.
- 1.6 Failure to confirm arrangements for the payment of fees or to produce the required documentation by the 22 October may result in a late matriculation fee of £25. Persistent failure to complete the matriculation process will result in the discontinuation of a student's programme of study.
- 1.7 Any individual who has any outstanding fees, library dues or other debts to the Conservatoire at the time of matriculation will not be permitted to matriculate until those debts have been cleared.
- 1.8 A student will be given a status of "not registered" if they fall into the following categories:
  - If they do not have evidence regarding payment of fees or has not paid fees if they are self-funding
  - If they have an outstanding PVG check (only applicable for BEd and CPP students)
  - If they have not provided evidence of educational certificates

Failure to confirm arrangements for the payment of fees or to produce the required documentation (by 22 October) will result in a student's card being deactivated. Persistent failure to complete the matriculation

process will result in the discontinuation of a student's programme of study.

- 1.9 By completing the online declaration, a student undertakes to abide by the Conservatoire Regulations, Codes of Procedure and General Rules and programme specific regulations.
- 1.10 Email is the primary means of communication between the Conservatoire and students regarding the administration of programmes and other administrative matters. Students must therefore check their Conservatoire email account at least twice a day, even if they are outwith the Conservatoire.

## **2. Enrolment**

- 2.1 Every student of the Royal Conservatoire of Scotland undertaking a Continuing Education programme must enrol on the designated day at the start of each Academic Session.
- 2.2 Students who enrol late are liable to pay a late fee of £25. No person shall be deemed to be an enrolled student who has not returned a completed and signed enrolment form, paid the fees due in accordance with the Fee Regulations and received an enrolment card. In signing the enrolment form, the student undertakes to abide by the Conservatoire Regulations, Codes of Procedure and General Rules.
- 2.3 The enrolment card will be withheld if the student has any fees, library dues or other debts outstanding to the Royal Conservatoire of Scotland at the time of enrolment.
- 2.4 Facilities available to enrolled students are limited to those detailed in IV Conservatoire Procedures and General Rules.

## **3. Temporarily Withdrawn Students**

- 3.1 Those students who temporarily withdraw or are withdrawn from a programme of study in good standing and with the permission of the Director of School/Directorate, must confirm in writing their intention to re-commence their studies. All suspended students will be contacted prior to the end of the academic year in which they have suspended their studies.
- 3.2 Students who are unable to meet the requirements of the programme may be required to suspend their studies. These students must confirm in writing their intention to re-commence their studies. All suspended students will be contacted prior to the end of the academic year in which they have suspended their studies.
- 3.3 If a student's suspension has been approved on the basis of medical evidence then, prior to re-commencement of their programme, the



student will be required to submit a medical report to the Academic Registrar which confirms that they are medically fit to resume their programme. Additionally, a student will normally be required to re-audition prior to re-commencement of their programme in order that an assessment of their skills and needs might be made.

- 3.4 Students who have not completed examinations and who are either eligible or permitted to sit outstanding degree examinations must confirm to the Director of the appropriate School/Directorate their intention to do so not less than six weeks before their examination date.
- 3.5 The maximum period allowed for the completion of a programme of study shall normally be the normal duration of the programme of study plus two years.
- 3.6 Any Tier 4 student who withdraws from or suspends their studies will be reported to UK Visas and Immigration (UKVI) as having ceased their studies. This will be done within ten working days of the decision being formally noted and as a result the Conservatoire's sponsorship of the student will end. The student will be issued with a curtailment notice by the Home Office which will state the date by which they need to leave the UK (usually sixty days from the reported date of their suspension of studies).

#### **4. Graduation**

- 4.1 Only the awards of degrees and postgraduate diplomas and postgraduate certificates shall be conferred at Graduation.
- 4.2 For all 31 week programmes, Graduation will normally be held on the first Thursday in July.
- 4.3 For all 45 week postgraduate degree programmes, Graduation will normally be held on the final Thursday in October following the end of the fourth term. This ceremony will also include those Graduands who have successfully completed an undergraduate or postgraduate diploma or certificate programme after the Resit Diet.
- 4.4 Graduands will normally be expected to attend the first Graduation after the successful completion of their programme.
- 4.5 Graduands unable or not wishing to attend the first Graduation after the completion of their programme are required to request in writing that the degree be conferred *in absentia* or that it be conferred at the next ceremony. Graduands will not normally be permitted to defer graduation beyond that next ceremony. Certificates shall bear the date of the ceremony that the Graduand would normally have been expected to attend.

4.6 No person shall receive any degree or other qualification conferred by the Royal Conservatoire of Scotland unless all arrears of fees due to the Conservatoire have been paid. This means that, normally, such students will be excluded from attendance at Graduation until arrears of fees to the Conservatoire have been paid.

4.7 No student may appeal in respect of any assessment or examination for a degree or other award for which he or she has graduated. No student who has an appeal pending may graduate.

## 5. Fees

5.1 The annual fee for **Undergraduate and Postgraduate Programmes** comprises:

- i a matriculation fee (NB: Students who matriculate late are liable to pay a late fee of £25):
- ii tuition fee:
- iii the fee for one entry to the examinations appropriate to the programme of study.

5.2 The annual fees stated below are payable for the Academic Session 2018/19

<b>Undergraduate Fees 2018/19</b>	<b>Scottish/EU</b>	<b>Rest of UK (RUK)</b>	<b>International (Non EU)</b>
Undergraduate courses (students who commenced from 2017/18)	£1,820	£9,250	£16,026
Undergraduate courses (students who commenced before 2017/18)	£1,820	£9,000	£16,026

<b>Masters, Research and Continuing Education Fees 2018-19</b>	<b>Scottish/ RUK &amp; EU</b>		<b>International (Non EU)</b>	
	Full-time	Part-time	Full-time	Part-time
MMus students who commenced from 2018/19 (excluding Opera and Vocal Studies)	£8,313	--	£16,290	--
MMus students who commenced before 2018/19 (excluding Opera and Vocal Studies)	£8,313	--	£16,026	--
MMus Opera and Vocal Studies students who commenced from 2018/19	£9,105	--	£19,581	--
MMus Opera and Vocal Studies students who commenced before 2018/19	£9,105	--	£19,263	--
MA Performance/Composition/Conducting - excluding Opera and Vocal Studies	£11,280	--	£19,581	--
MA Opera and Vocal Studies	£12,471	--	£21,957	--
MA Musical Theatre (Performance and Musical Directing)	£12,471	--	£19,581	--
MA Classical and Contemporary Text	£12,471	--	£19,581	--
Research DPerf (Performance/Composition) students who commenced from 2018/19)	£7,068	£3,627	£16,290	£8,145

Research DPerf (Performance/Composition – students who commenced before 2018/19)	£7,068	£3,627	£16,026	£8,013
Postgraduate Certificate in Learning and Teaching (all strands)	-	£3,792	-	£3,792
MA Learning and Teaching (Gaelic Arts)	--	£3,792	--	£3,792
MEd Learning and Teaching in the Performing Arts	--	£3,792	--	£3,792
Continuing Education (per unit)	--	£1,425	--	£2,256

- 5.3 International students are defined in accordance with the Education (Fees) (Scotland) Regulations 2011 and must pay the International level of fee. Fee status as a student (Scot/EU, RUK or International) will be determined by the Assistant Registrar (International & Student Experience).
- 5.4 Rest of UK (RUK) students are defined in accordance with the Education (Fees) Scotland Regulations 2011 and must pay the RUK level of fee. Fee status as a student (Scot/EU, RUK or International) will be determined by the Assistant Registrar (International & Student Experience).
- 5.5 All fees are payable in full on matriculation or enrolment unless otherwise agreed in terms of these regulations.
- 5.6 Undergraduate Scot/EU students whose assessed contribution to the payment of tuition fees is in excess of £500 may pay their fees by standing order over a maximum of six monthly payments (15 October – 15 March).
- 5.7 Students assessed to pay the International or RUK rate of tuition fee and self-funded Postgraduate RUK/Scot/EU students may pay their fees in three instalments as follows:
1. by matriculation (Monday 24 September 2018)
  2. by the first teaching day after the Winter Break (Monday 7 January 2019)
  3. by the first teaching day after Spring Break (Monday 15 April 2019)
- 5.8 Failure by a student to comply with the terms of an agreement in respect of the payment of tuition fees will normally result in the discontinuation of that student's programme of study. Students will be so notified by the Academic Registrar.
- 5.9 In the event of continued non-payment of tuition fees the student's account will be passed to an external debt collection agency. This may ultimately affect personal credit rating. The individual may also be obliged to cover any costs incurred in collecting the debt.
- 5.10 All tuition fees will be subject to annual review.

5.11 Self-funded students who withdraw from the Conservatoire during the Session may apply to the Academic Registrar for a refund of tuition fees paid. The maximum amounts which may be refunded are:

- I. for a withdrawal within 28 days of the start of the Session, 90% of the fee;
- II. for a withdrawal after 28 days of the start of the Session, but at or before the end of the first term, two thirds of the fee;
- III. for a withdrawal after the end of the first term but on or before the end of the second term, one third of the fee;
- IV. for a withdrawal after the second term no refund

For 45 Week programmes;

- I. for a withdrawal within 28 days of the start of the Session, 90% of the fee;
- II. for a withdrawal after 28 days of the start of the Session, but at or before the end of the first term, three quarters of the fee
- III. for a withdrawal after the end of the first term but on or before the end of the second term, half of the fee;
- IV. for a withdrawal after the end of the second term but on or before the end of the third term, one quarter of the fee;
- V. for a withdrawal after the third term, no refund.

5.12 Non-graduating students may be admitted to take such modules as may be agreed by the Director of the School/Directorate concerned on payment of the appropriate fee but are not eligible for any qualification of the Royal Conservatoire of Scotland.

5.13 The annual fee includes payment for one entry for the examination appropriate to the programme. Resits due to academic failure where there has been a demonstrable attempt, which can be assessed, and which meets the required word count and any other stipulations, will not incur a fee. Resits due to non-submission or non-attendance will be subject to a fee of £125 per component per resit within a module. Resits due to cheating or plagiarism shall also be subject to a fee of £125 per component per resit within a module.

5.14 Work submitted more than five working days late will not be accepted and will be recorded as a failure due to non-submission and will be subject to a fee of £125 per component per resit within a module.

5.15 **No person shall receive any degree or other qualification conferred by the Royal Conservatoire of Scotland unless all arrears of fees and any other sums due to the Conservatoire have been paid.** This means that, normally, such students will be excluded from attendance at Graduation until arrears of fees or any other sums due to the Conservatoire have been paid.

5.16 The fee for registration of submission of an application is non-refundable and will be as per current UCAS Conservatoires requirements.

## **6. Data Protection Policy**

### **6.1 Introduction**

In order for The Royal Conservatoire of Scotland (RCS) to deliver its core learning and teaching functions, operate effectively as a business and performing arts venue and meet legislative contractual and statutory obligations, it needs to process personal data relating to present, past and prospective stakeholders in order to comply with the requirements of the General Data Protection Regulation (GDPR). As our recording and processing of data continues to increase, it is more important than ever that every member of RCS staff understands the laws that exist in relation to data protection, and their responsibilities in ensuring that data is secured and protected in line with the law. The Policy should be read in conjunction with the RCS Information Security Policy.

### **6.2 Definition of “Personal Data”**

The GDPR applies to “personal data”, meaning any information relating to an identifiable person who can be directly or indirectly identified by that data. For example, this could include name, address, email address, date of birth, national insurance number etc. In order to reflect technological changes, GDPR also defines personal data to include elements such as location data or other online identifiers such as IP address.

“Special Category” (SC) data is personal data which the GDPR identifies as more sensitive, and so requires further protection. This SC data can include identifiers such as race; ethnic origin; politics; religion; trade union membership; genetics; biometrics (where used for ID purposes); health; sex life; or sexual orientation.

### **6.3 Scope**

This policy applies to all those individuals and organisations that process personal data on behalf of the RCS, including but not limited to:

- Employees, consultants, contractors and temporary staff
- Students undertaking credit bearing and non-credit bearing programmes of study offered by the RCS
- Suppliers and partners of the RCS
- Other third parties associated with the RCS

### **6.4 Policy Statement**

This policy helps provide a demonstrable commitment to, and support of, compliance with data protection legislation by the RCS and supports the RCS's core functions, which are reliant upon accurate, available and usable personal data and the trust of RCS stakeholders. Compliance with data protection legislation also enables efficient working practices and significantly reduces the likelihood of an information security breach and its wider effects including causing harm or distress to data subjects, reputational damage, potential fines and any further undertakings from the Information Commissioner.

The RCS is committed to protecting the rights and freedoms of individuals in accordance with the provisions of data protection legislation. In order to achieve this, the RCS shall ensure that personal data is handled appropriately, consistently and securely.

RCS shall ensure that personal data is:

- Processed lawfully, fairly and in a transparent manner
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed
- Accurate and, where necessary, kept up to date: every reasonable step shall be taken to ensure that personal data are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data is processed
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures

## **6.5 The Data Controller**

The Royal Conservatoire of Scotland, as a data controller, shall be responsible for, and be able to demonstrate, compliance with the principles of data protection legislation. The RCS will appoint a Data Protection Officer (DPO) to assist the RCS to monitor internal compliance, inform and advise on our data protection obligations, and act as a contact point for data subjects and the supervisory authority. The RCS's named DPO is Lisa Powell, who can be contacted at [dataprotection@rcs.ac.uk](mailto:dataprotection@rcs.ac.uk)

## **6.6 Collecting and Sharing of Personal Data**

Ensuring that personal data is collected and shared appropriately is vital to the successful operation and reputation of the RCS, and for maintaining the trust of our employees, students and other stakeholders. In order to achieve this, RCS shall:

- Undertake a data protection impact assessment for any new initiatives that involve the collecting and sharing of personal data where sharing is likely to result in a high risk to the rights and freedoms of people (particularly where new technology is involved)
- Identify a lawful basis in data protection legislation for collecting and sharing personal data
- Ensure that the collecting and sharing of personal data is necessary to achieve the identified objective(s)
- Collect, process and share the minimum amount of personal data required to achieve the objective(s)
- Use anonymised or pseudonymised data where the identification of data subjects is not required for the purpose of processing
- Provide data subjects with privacy notices and clear guidance on how to exercise their rights. The RCS Privacy Notices can be found at [rcs.ac.uk/policy/privacy](https://rcs.ac.uk/policy/privacy)
- Record all decisions to share personal data with external partners
- Ensure that a data sharing arrangement is in place where personal data is shared with external partners on a systematic basis or there is a large scale transfer of personal data
- Ensure that data is not transferred to a country outside the European Economic Area, unless that country has an adequate level of protection for personal data

## 6.7 Conditions for Processing Personal Data

Personal data can only be lawfully processed if the processing is deemed necessary under one of the following circumstances (Lawful Basis)

- In the performance of a **contract**, e.g. staff contract or student enrolment contract
- In compliance with a **legal obligation**
- In the performance of a **public task**
- In the **legitimate interests** of the data controller, unless prejudicial to the interests of the individual
- To protect of the data subject's **vital interests**
- With the **consent** of the individual

All processing of personal data in the RCS will fall under one of these lawful bases and that lawful basis must be recorded for processing to be carried out lawfully. Additionally, RCS may process special category information, which will necessitate additional safeguards. Before processing special category information, RCS will have recorded decisions about why it is necessary and assigned a lawful basis for processing.

It should be noted that children aged 13 and over, have the right to be informed and manage their own data. The same lawful bases as listed above also apply to children. (For children under 13, parental consent to process is required). When processing data for children and relying on consent, reasonable efforts (taking into account the available technology and the risks inherent in the processing) must be taken to ensure that anyone who provides their own consent is 13 years old or older, or that the person providing consent holds parental responsibility for the child.

## **6.8 Obligations and Responsibilities of Staff**

### **All staff are obliged to:**

- Ensure that any information they provide to RCS in connection with their employment is accurate and up-to-date, and inform the Human Resources Department or any changes to their information, e.g., address, contact details for next of kin, etc.
- Provide information in response to Data Protection audits and data breach investigations
- In the event of a subject access request, provide all relevant information to the DPO
- Undertake training on Data Protection and Information Security

Directors and Heads of Department are responsible for ensuring that their staff are acquainted with the requirements of data protection legislation. Data Protection training will be mandatory for all staff who handle personal data as part of their job. Guidance, advice and support can be sought directly from the Head of Information Services.

### **All staff are responsible for ensuring that:**

- Any personal data which they hold are kept securely and for only as long as is necessary (in accordance with the RCS Records Retention Schedule)
- Personal data is not disclosed either orally or in writing, accidentally or otherwise to any third party, without authorisation

Staff should note that unauthorised disclosures will usually be a disciplinary matter, and may be considered gross misconduct in some cases.



**All staff should ensure that personal data is:**

- when kept in hardcopy, is kept in a locked filing cabinet, drawer, cupboard or room
- not visible to anyone not authorised to see it, either on desks or on computer screens
- stored on private network folders and if appropriate, password protected
- be sent in a sealed envelope, if transmitted through the post, whether internally or externally
- not sent via email without password protection or encryption, if it contains special category personal data
- not put on laptops, flash drives, or other mobile media

**N.B.** Staff should always choose to work with personal data onsite, but if work must be made available offsite, staff should work with data using OneDrive and/or a VPN (Virtual Private Network) to access any documents or files.

Staff should ensure that all notes/annotations/feedback/comments are suitable and don't record unsubstantiated opinions, derogatory remarks or anything else that cannot be justified and shared with the student, should it be requested.

**6.9 Obligations and Responsibilities of Students**

Students must ensure that all personal data provided to RCS are accurate and up to date. They must ensure that changes to their personal data, for example, address, name, or contact details, are notified to the Academic Administration and Support department. Students who handle personal data as part of the studies, should be aware of their responsibilities as outlined in this policy, keeping any personal data that they handle secure and confidential at all times.

**6.10 Subject Rights and Subject Access Requests (SARS)**

The GDPR provides the following rights for individuals:

- The right to be informed
- The right of access
- The right to rectification
- The right to erasure

- The right to restrict processing
- The right to data portability
- The right to object
- Rights in relation to automated decision making and profiling

Everyone has the right of access to personal data that is being kept about them. Any person who wishes to exercise this right in connection to personal data held by the RCS should make this request via [dataprotection@rcs.ac.uk](mailto:dataprotection@rcs.ac.uk) with details of the information requested, and proof of identification. RCS will reply within 20 days.

### **6.11 Security and Retention of Data**

All records, whether electronic or manual, must be held securely so as to prevent unauthorised or unlawful processing or disclosure of data. Appropriate measures should be taken to minimise the possibility of accidental loss, destruction or damage to personal data. To this end, staff should refrain from storing or holding Conservatoire data on their personal equipment or mobile storage devices.

Access to data must be limited to legitimate users only. Access to electronic records will be controlled through password protection and varying levels of access. Manual records will be stored securely and access to them will be controlled by a designated individual. Both paper and electronic records should be kept in accordance with the RCS Records Retention Schedule. Records will only be kept for as long as necessary and then securely destroyed.

### **6.12 Breach Reporting**

A personal data breach is defined as: “a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data”.

The RCS is responsible for ensuring appropriate and proportionate security for the personal data that we hold. RCS makes every effort to avoid personal data breaches, however, it is possible that data breaches will occur. Examples of personal data breaches include:

- Loss or theft of data or equipment
- Inappropriate access controls allowing unauthorised use
- Equipment failure
- Unauthorised disclosure (e.g. email sent to the incorrect recipient)
- Human error
- Hacking attack

If a data protection breach occurs, the RCS is required in most circumstances to report this as soon as possible to the Information

Commissioner's Office, and not later than 72 hours after becoming aware of it. All breaches of this policy and data protection legislation must be reported immediately to the Head of Information Services and the DPO, via the designated data protection email address [dataprotection@rcs.ac.uk](mailto:dataprotection@rcs.ac.uk). Third parties shall report via their RCS point of contact. A breach of this policy by an employee or student may result in disciplinary action. A breach by a third party may result in a termination of contract.

### **6.13 Impact of non-compliance**

All staff and students of RCS are required to comply with this Data Protection Policy, the supporting guidance and the requirements specified in the GDPR. Any member of staff or student who is found to have made an unauthorised disclosure of personal information or breached the terms of this Policy may be subject to disciplinary action. Staff may also incur criminal liability if they knowingly or recklessly obtain and/or disclose personal information without the consent of the RCS i.e. for their own purposes, which are outside the legitimate purposes of the RCS. The RCS could be fined for non-compliance with the GDPR.

### **6.14 Data Protection contacts**

The RCS's named Data Protection Officer is Lisa Powell. In the first instance, all enquiries or requests for further information or guidance relating to data protection should be addressed to the Head of Information Services, Caroline Cochrane, or sent to [dataprotection@rcs.ac.uk](mailto:dataprotection@rcs.ac.uk)

## **7. HESA: Student Record**

The Royal Conservatoire of Scotland, in common with all other higher education institutions, is required to provide the Higher Education Statistical Agency (HESA) with information relating to students. A Graduates Outcome Survey is also carried out on behalf of HESA, the scope of which includes all graduates in any one year. HESA uses this data to produce statistical material for the Funding Council and for institutions themselves. The confidentiality of data is strictly maintained by HESA, the Funding Councils and their agents and material is published only in the form of statistical tabulations. Any student wishing to see a print-out of the information held about himself, or herself may apply to the Academic Registrar. A fee of £10.00 will be made for the provision of that information.

## **8. Library**

### **8.1 Hours of Opening**

8.1.1 The Library will be open during termtime as follows:

Monday to Thursday	08:45 to 20:30
Friday	08:45 to 17:00
Saturday	10:00 to 16:00
Sunday	11:00 to 15:00

- 8.1.2 During breaks and vacation the Library will be open from 09:00 to 17:00 Monday to Friday.
- 8.1.3 Photocopying and computing facilities will close fifteen minutes before the Library closes.
- 8.1.4 Closing times may be occasionally altered in response to specific circumstances, at the discretion of the member of staff in charge.

## 8.2 Access

- 8.2.1 The Library is open for lending and reference to staff and students of the Conservatoire and to the general public for reference purposes only. The following groups may become extra-mural borrowers on payment of the stated fee:

Category	Annual Charge
Just graduated Royal Conservatoire of Scotland students	1 <sup>st</sup> 18 months free, then £30 / £20
Ex-Royal Conservatoire of Scotland permanent staff with over 10 years' service	Extra-mural – no fee
Ex-Royal Conservatoire of Scotland permanent staff with under 10 years' service	£30 / £20
Piping Centre staff and students	free (can borrow 10 items)
Existing extra-mural readers	£30 / £20

## Honours & Professorships

Title	Library membership
Professor of the RCS	Extra mural no fee
Honorary Professorship	Extra mural no fee
Visiting Professor	Full temporary membership for duration of visit
Emeritus Professor	Extra mural no fee
Companion Emeritus	Extra mural no fee

Doctor of Music	Extra mural no fee
Doctor of Drama	Extra mural no fee
Doctor of Dance	Extra mural no fee
Doctor of Arts Education	Extra mural no fee
Doctor of Production Arts	Extra mural no fee
Doctor of Screen	Extra mural no fee
Doctor of the Conservatoire	Extra mural no fee
Fellow of the Conservatoire	Extra mural no fee

All other applicants must apply in writing to the Head of Information Services.

- 8.2.2 The granting and renewal of extra-mural membership is conditional on the borrower in question having no outstanding dues or fines.
- 8.2.3 Royal Conservatoire of Scotland will not lend choral and orchestral sets directly to individuals, societies or other organisations. Royal Conservatoire of Scotland sets are available for external loan only through other libraries via the national and international inter-library lending network, subject to availability. Royal Conservatoire of Scotland staff are able to borrow sets for internal Conservatoire use only; borrowing on behalf of other organisations will not be permitted.
- 8.2.4 University of Glasgow students undertaking components taught by the Conservatoire have reference rights only. If you have matriculated as a Junior student at the Royal Conservatoire, then you can join the Library. If you are 12 years old or over, you can come in by yourself, but if you are under 12 then you must be accompanied by an adult.
- 8.2.5 Library tickets/matriculation cards are not transferable and readers must present their card in order to be able to borrow items from the Library.

Any item borrowed on a reader's card is that reader's responsibility until it is checked in by the library staff. Any lost cards should be reported to Academic Administration and Support and a charge will be made for a replacement.

The Library staff will endeavour to provide a fully equitable service to its users, regardless of ability. We aim to make all reasonable adjustments necessary to improve the learning experience of users, and have a number of measures in place to assist those with disabilities to make the most of their library and IT use.

### 8.3 Other Library Access

The UK Higher Education SCONUL Access scheme allows reference rights to all registered UK students to HE Libraries across the UK. It may also allow limited borrowing to RCS students & staff. You can check your eligibility and apply for membership of SCONUL access at <http://www.sconul.ac.uk/sconul-access>.

### 8.4 Lending Facilities

8.4.1 The following lending limits apply:

Borrower Category	Loans
Staff	56 (inc. 4 short loan, 7 one week loan & 2 one day loan items)
Student	49 (inc. 4 short loan, 4 one week loan & 2 one day loan items)
Pre-HE	12
Extra-Mural	7
Visiting Staff	20
SCONUL Access	4

Staff and students of the Royal Conservatoire have access to all library resources, but restrictions do apply to other borrowers. The Library rules and regulations can be consulted at: [https://www.rcs.ac.uk/about\\_us/libraryandit/](https://www.rcs.ac.uk/about_us/libraryandit/)

8.4.2 Items are loaned for their standard loan period, with extensions to cover vacations, unless the items are required by another reader, when they will be recalled after one week. Items in heavy demand are issued for shorter periods and limits are imposed on the number of these items which can be issued (as outlined above). Loans may be renewed unless required by another reader. Where items are issued for one day, they will be due back on the next day that the Library is open.

### 8.5 Returning facilities

8.5.1 Loans are date-stamped with the due date for return. Readers are notified when loans become overdue but non-receipt of such a letter/e-mail does not exempt a reader from any penalties. Fines will be charged for overdue items at the following rates:

General Loan (4 weeks)	10p/item/day (max. £2/item)
One week loan	10p/item/day (max. £2/item)
Short Loan (3 day)	50p/item/day (max. £5/item)
One day loan	50p/item/day (max. £5/item)

8.5.2 Any increase in fine rates must be approved by the Academic Board. Borrowing entitlement will be suspended for readers who have items which are more than ten weeks overdue or who owe substantial fines. Failure to return an item will result in the reader being liable for the full cost of replacement and for an administration charge of £5, in addition to any fines due. The default cost for lost items, where a replacement cannot be found is £15. Lost items from Choral & Orchestral sets will incur additional costs. The Royal Conservatoire reserves the right to withhold degrees, diplomas or other qualifications conferred by the institution, unless all Library materials have been returned or paid for if lost. At the end of the third term of the Session all reader cards expire and all loans must be returned (except in the case of extra-mural readers). All readers (except graduands) then have their cards renewed provided that they have no outstanding fines.

## 8.6 Renewals

Items can be renewed 3 times without being brought in to the library. You can do this yourself via the online catalogue. After that, however, items must be brought in to the library to be renewed.

## 8.7 Reservations

Staff and students of the Royal Conservatoire may reserve items which are on loan to other borrowers.

If an item is recalled for another reader and is not returned when requested, the reader will be banned from borrowing until the item is returned and a fine will be charged.

## 8.8 Inter-Library Loan Policy

### 8.8.1 General Guidelines

Staff & students of the Conservatoire can apply for up to 5 ILL requests, free of charge per academic year, whether for articles or books. After that, the loans are chargeable to the reader's department.

The Library will monitor loan requests so that we know when any readers' allowance is used up, and we will also record which department a reader is attached to. The Head of

Department will be asked to authorise any additional spend over the individual allowance of 5 per academic year.

### 8.8.2 Provision for Distance Learners

A distance learner is one who cannot reasonably visit the library in person due to the distance involved, and is generally registered on a distance learning course or part-time research degree. It is expected that learners in the Greater Glasgow area, or attending RCS as full-time students, will visit the Whittaker Library in person.

If distance learners need one of our books, they can go to their local library and ask them to arrange an ILL from us. They Library staff will work with individual public Libraries to try to arrange this service for free. We can only waive charges if the books are being borrowed from our stock, and the local lending library is agreeable. After five such loans, the loans or photocopies are chargeable to the department, as outlined above.

Distance learners are at liberty to ask their local public library to arrange ILLs of books and journals that we don't have, from other libraries. Since these transactions do not involve the Whittaker Library, any charges will be the normal charges that their public library levies.

### 8.9 Photocopier

There are two photocopiers in the Library by the issue desk for the use of staff and students. Photocopier cards can be purchased online and in the library. All library users are bound by the Royal Conservatoire Copyright policy and the conditions of the CLA License. Details are displayed at the photocopier.

### 8.10 Choral & Orchestral Sets

Sets of orchestral material or vocal scores are kept in the Library, for use in RCS performances and repertoire rehearsals. Requests for this material should be made to Performance Library Administrator, (tel. 0141 270 8331) who will handle its distribution to performers. For material not held by RCS, Performance Library Administrator. See 8.2.3 above for the lending of Choral & Orchestral sets.

### 8.11 Electronic Resources

Access to the Library's electronic resources is open to all staff and students. Access to these resources is via your network log-in,



therefore you are obliged to accept the Royal Conservatoire's Acceptable Use for ICT and Information Security Policies, as well as any license terms and conditions as laid out by the service providers. Additional usernames and/or authentication routes are available from the Library.

#### 8.12 Library conduct

All library users are expected to adhere to the Library Good Conduct guide with regards to behaviour in the Library. We would ask all readers to respect their fellow students and the staff of the library. Noise levels should be kept minimal, food and drink (with the exception of bottled water) are not allowed, and mobile phones should be kept on silent. If readers persistently break these obligations, they will be asked to leave the Library and may be reported to their Programme Head. Serious breaches may lead to disciplinary proceedings as laid out in the Student Disciplinary Procedure Policy.

Further details on Library facilities and services, and our contact details can be found on our website at: <http://www.rcs.ac.uk/aboutus/libraryandit/>

### 9. Intellectual Property Rights

- 9.1 All students of Royal Conservatoire of Scotland are required to sign-up to the following copyright statement as part of their matriculation process (with the exception of Research and BA Filmmaking students who are subject to individual agreements published in the relevant code of practice and programme documentation respectively):

***I hereby grant to the Royal Conservatoire of Scotland ('the Conservatoire') a non-exclusive licence of the copyright and related rights (including performance rights) in any works created as part of my course of study at the Conservatoire (this includes non-curricula RCS branded performance and creative output). I agree that this licence permits the Conservatoire to use the work in any way for its legitimate purposes, including (but not limited to) marketing and promotion, commercialisation, learning, teaching, and research.***

***In addition, I hereby grant a non-exclusive licence to the Conservatoire permitting it to allow use of any recordings made by the Conservatoire of performances by fellow students for their own non-commercial purposes, including but not limited to, inclusion in digital portfolios (subject to third party copyright clearances). The Conservatoire in turn grants to you a non-exclusive licence to use Conservatoire recordings for the stated reasons. This licensing does not affect students' moral rights, including the right to be identified as the creator of a work.***

## 10. Copyright

- 10.1 It is the responsibility of all staff and students of the Conservatoire to ensure that they comply with the provisions of the Copyright, Designs and Patents Act 1988 ('the Act'). Breach of copyright regulations is a criminal offence and may expose both the individual and the Conservatoire to prosecution.
- 10.2 In simple terms, copyright in a literary, dramatic, musical or artistic work exists during the author's lifetime and for a period of 70 years from the end of the calendar year in which the author dies. During this period, a work may not be copied without the permission of the rights holder. Publishers, editors, artists, photographers and arrangers also have rights over a work. Advice on copyright issues is available from the Head of Information Services and guidelines on Copyright are available on Mahara.
- 10.3 The CLA Licence
- 10.3.1 The Conservatoire holds a Copyright Licensing Agency (CLA) Licence to allow copying within clearly defined limits from most books and periodicals published in the UK, France, Germany, Spain, Australia, Canada, New Zealand and South Africa. Certain publishers in the USA are also covered.
- 10.3.2 The Licence enables teaching, administrative and technical staff, librarians and all students at the Royal Conservatoire of Scotland to copy for any one programme of study in one academic year as follows:
- i. up to 10% or one chapter of a book;
  - ii. a single article from each issue of a periodical;
  - iii. the whole of a poem or short story of less than ten pages;
- 10.3.3 The Licence does not cover printed music or reproductions of artistic works (including photographs and diagrams).
- 10.3.4 It is a condition of the Licence that the number of multiple copies of any one item of copyright material shall not exceed the number needed to ensure that the tutor and each member of a class has one reproduction only.
- 10.3.5 The Licence permits only limited copying – it is not a licence for unrestricted copying. Permission to copy excluded items or quantities in excess of the stated limit should be sought from the individual publisher on each occasion.
- 10.4 Copying of Sheet Music

- 10.4.1 The copying of printed music is prohibited by the Act. Staff and students copying music are breaking the law unless they have first obtained permission from the publisher.
- 10.4.2 The Conservatoire is a signatory of the Music Publishers' Association Code of Fair Practice, which allows for extremely limited copying under specific circumstances. The copying of an entire piece of music is never permitted under this Accord. Guidelines on copying are available on the Portal and further information may be obtained from the Head of Information Services.

## 10.5 Copying of Artistic Works

Photographs and other artistic works may only be copied with the permission of the photographer and/or the artist. Staff planning to use photographs in publications or displays should ensure that they have the appropriate permissions.

## 10.6 Photocopying Services

- 10.6.1 The library and IT suite has a self-service photocopier for the use of students and staff (priority is given to students). Appropriate documentation is displayed by this copier and it is the responsibility of those doing the copying to comply with the law.
- 10.6.2 All teaching related photocopying will be undertaken by the Print Room. The Print Room Manager will refuse all copying requests that do not comply with the law. Staff should forward evidence of having obtained permission for the copying with their request.

## 10.7 Off-Air Recordings

The Conservatoire has an ERA Licence which allows off-air recordings of television and radio programmes to be made by staff for use in teaching. The recordings must be listed for the ERA and appropriately labelled. Staff should consult the library staff for advice. A similar licence allows the recording of Open University programmes.

## 10.8 Use of Sound Recordings

- 10.8.1 The Conservatoire has a PRS Licence which allows the use of sound recordings in Conservatoire operations. Staff should consult the Production Manager and/or the Performance Library Administrator for advice.

10.8.2 Full copyright guidelines are available on the Portal and further information on copyright may be obtained from the Head of Information Services.

## **11. Acceptable Use of Information and Communication Technology**

### Introduction

These rules cover the use of all computing facilities in the Royal Conservatoire of Scotland by staff and students. The facilities include use of the internet/intranet and related systems, software, operating systems, databases, network accounts providing access to electronic mail and the internet, and any other related networking components. This policy should be read in conjunction with Royal Conservatoire of Scotland's Information Security Policy and Online Safety Policy.

Acceptable use of ICT is a team effort involving the participation and support of every Royal Conservatoire of Scotland member of staff and student who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and conduct their activities accordingly.

### Scope

This policy applies to employees, contractors, consultants, temporaries and other members of staff at Royal Conservatoire of Scotland, including all personnel affiliated with third parties. It also applies to all registered students, and to all equipment that is owned, leased or lent by the Conservatoire.

### Acceptable Use of ICT

This policy is designed to ensure efficient and effective access to Royal Conservatoire of Scotland computer facilities for staff and students. An implication of this policy is that compliance with it will ensure that computer use contributes to staff effectiveness and to the student learning experience. Compliance with the policy will ensure that the IT staff are able to support the systems to the best of their ability and without the hindrance of extraneous factors.

## 11.1 Staff

11.1.1 Computers are connected to the JANET network to enable access to the Internet and to web email services. Users of such computers are also bound by the [JANET acceptable use policy](#) (Annex A, P71).

11.1.2 Royal Conservatoire of Scotland email accounts (address ending '@rcs.ac.uk') should be used for Royal Conservatoire of Scotland business. Messages using these addresses will

carry a disclaimer and signature information identifying the sender, their job title and contact information. The full policy on e-mail use is available via the intranet and should be read in conjunction with these guidelines.

- 11.1.3 For the purpose of 11.1.2, Royal Conservatoire of Scotland business is deemed to include any messages relating to professional matters or Royal Conservatoire of Scotland-related staff activity.
- 11.1.4 Staff should treat email as written communication and ensure that comments contained in an email comply with 11.3 below. Staff should ensure their email is not susceptible to forming grounds for any complaint or legal action against the individual or the Conservatoire. Staff should be fully aware of their obligation under the General Data Protection Regulation and also be aware of their records management obligations under the Freedom of Information (Scotland) Act 2002. Limited personal use of electronic mail and Internet is inevitable, but this must not be excessive, nor interfere with business needs or normal operations and must comply with 11.3 below.
- 11.1.5 Staff wishing to use Royal Conservatoire of Scotland machines for personal web or email access may do so outside their normal working hours provided that a machine is available and that its use complies with the Acceptable Use and E-mail policies. Staff should be aware that use of email and the web on Royal Conservatoire of Scotland machines can be monitored in accordance with the Conservatoire's Information Security and Online Safety Policy.
- 11.1.6 Royal Conservatoire of Scotland computers are pre-loaded with basic software. The IT staff will acquire and loan any other software requested by a member of staff for their work, provided that it is compatible with existing packages.
- 11.1.7 Staff may not download and install computer programs from the Internet or open files contained in email messages without first consulting the IT staff. 'Computer programs' includes packages such as screen savers which often take up more disk space than users realise and affect the running of the computer.
- 11.1.8 Staff should be aware that any customisation of the Windows desktop display carried out by them may be lost when systems upgrades are carried out.
- 11.1.9 The IT staff will make every effort to inform staff in advance when access to a computer is required and to fit in with

individual preferences for times of access. It may however, be necessary to access a computer without the knowledge of a member of staff if they cannot be contacted. In these circumstances, the IT staff will subsequently inform the staff member that the computer has been accessed and why.

## 11.2 Students

- 11.2.1 Computers are connected to the JANET network to enable access to the Internet and to web email services. Users of such computers are also bound by the [JANET acceptable use policy](#) (Annex A, P71).
- 11.2.2 Students should treat email as written communication and ensure that comments contained in an email comply with 11.3 below. Students should ensure their email is not susceptible to forming grounds for any complaint or legal action against the individual or the Conservatoire. Full e-mail guidelines are available on Mahara.
- 11.2.3 Students may not download and install computer programs from the Internet or open files contained in email messages without first consulting the IT staff. 'Computer programs' includes packages such as screensavers which often take up more disk space than users realise and affect the running of the computer.
- 11.2.4 The IT staff will make every effort to inform students well in advance when network downtime is required. It may, however, be necessary to withdraw access to the network without warning if a security issue arises or in the case of equipment failure.
- 11.2.5 Students should always endeavour to store academic work on the appropriate drive (U drive/OneDrive) as local storage may result in loss of data. All data stored should be work related and can be monitored.
- 11.2.6 The IT staff will not provide support for problems arising out of use of computers for non-programme related activities, or for software not authorised through the Conservatoire's standard procedures.
- 11.2.7 Computers are provided to enable students to carry out their studies effectively. The number of machines available is limited and students may not use them to play computer games or to participate in Internet chat rooms. Personal related web or email access is acceptable provided that a machine is available and that its use complies with the Acceptable Use and Online Safety Policy. Students should be

aware that use of email and the web on Royal Conservatoire of Scotland machines can be monitored in accordance with the Conservatoire's Information Security Policy.

### 11.3 Misuse of ICT equipment – *STAFF and STUDENTS*

To safeguard the Conservatoire and individual users, the following are unacceptable and are likely to lead to disciplinary action being taken.

- Gaining or attempting to gain unauthorised access to accounts and passwords
- Gaining or attempting to gain access to restricted areas without appropriate authorisation
- Disrupting the work of other users
- Wasting network resources, or wasting time of staff involved in the support of such resources
- Violating the privacy of other users
- Using the network connection in a way that denies other users access to computer systems
- Creating, transmitting, downloading, browsing, viewing, reproducing or accessing, any image, material or other data of any kind which contains unacceptable content, including but not limited to: sexually explicit messages, images, cartoons, jokes or any other material of a sexual nature; any other content which may offend, harass, provoke, demean, degrade or threaten any other person whether on grounds of gender, marital status, race, colour, national or ethnic origin, nationality, disability, actual or perceived sexual orientation, actual or perceived religion, religious and similar belief and age
  - Promotes or causes terrorism and/or violence
  - Is illegal
  - Includes inappropriate use of chat-rooms, newsrooms or bulletin boards
  - Is defamatory, slanderous, libellous or derogatory
  - Deliberately introduces viruses into the computer systems of the Conservatoire or any other party or is designed to corrupt or destroy the data of other users
  - Involves private business purposes or conflicts with the Conservatoire's interests or policies
  - Infringes or may infringe the intellectual property or other rights of others, such as copying or transmitting (without authority) materials accessed on the Internet
  - Involves the disclosure of information that is confidential to the Conservatoire or its users
  - Benefits any political or commercial organisation

These restrictions apply to both work and personal use.

It is recognised that certain staff, in connection with their work, may require to access to what could be classed as inappropriate material.

Such exceptions must be registered in advance and approved through the appropriate Conservatoire Director and the IT department.

#### 11.4 Legislation and Licenses

11.4.1 All users must comply with the General Data Protection Regulation and the Freedom of Information (Scotland) Act 2002, insofar as it is relevant to their computing activities. The Data Protection Policy is included in the Conservatoire Rules and Regulations.

11.4.2 All users must comply with the provisions of the Copyright, Designs and Patents Act 1998, the Computer Misuse Act 1990 and other relevant statutes.

11.4.3 No user may copy programs or data which are copyright or subject to restrictive license agreements on removable media such as USBs or on to portable computers. Users should assume that ALL software is subject to a restriction unless there is a clear indication that this is not the case.

11.4.4 The Royal Conservatoire of Scotland has a statutory duty, under the Counter Terrorism and Security Act 2015, termed "PREVENT". The purpose of this duty is to aid the process of preventing people being drawn into terrorism. In addition to the misuse outlined above, you must not create, download, store or transmit unlawful material, or material that is indecent, offensive, defamatory, threatening, discriminatory or extremist. RCS reserves the right to block or monitor access to such material in line with the information security policy.

#### 11.5 System Security and Access Restrictions

11.5.1 A user must log on to the network system or stand-alone machines only under a username or into an area which he or she has been allocated. Logging-in to a machine using someone else's username is a disciplinary offence.

11.5.2 It is the responsibility of all users to maintain the security of their own passwords. Any user who fails to take reasonable steps to do so commits a disciplinary offence and may be held liable for any consequences which follow if another person makes use of them. Failure to maintain security of a password may lead to a suspension of use.

11.5.3 Anyone authorised to use the computing resources shall treat as privileged any information about individuals or organisations which may become available through access to those resources. The disclosure of such information to third parties is a disciplinary offence.



## 11.6 Remote Facilities

Rules covering the use of remote facilities accessible through network links or any other method are the responsibility of the appropriate administering body. Those authorised by the Conservatoire to use the remote facilities must agree to abide by the appropriate rules. Network services administered by the Conservatoire must not be used for unauthorised access to, or activity on, such remote facilities.

## 11.7 Disciplinary Action

Breach of any of these Regulations by authorised users will normally be dealt with under the appropriate Disciplinary Procedures. Users may have their authorisation to use Conservatoire computing facilities or remote facilities immediately suspended pending an investigation by an authorised person in the Conservatoire. The Conservatoire may, if it considers it necessary, use an external agency to carry out appropriate investigations in cases of misuse. In the event of loss being incurred by the Conservatoire or members of the Conservatoire as a result of breach of these rules by a user, that user may be held responsible for the reimbursement of that loss. In the case of students, Royal Conservatoire of Scotland will accept no responsibility for the effect disciplinary action might have on a student's academic progress and achievement.

# 12 Information Security Policy

## 12.1 Introduction

12.1.1 The Royal Conservatoire of Scotland recognises information as a key resource. Consequently, the information assets and the information systems associated with its production – servers, desktop pcs, databases, applications, networking infrastructure - must be protected in an appropriate and cost effective manner, in line with the JANET Security and Acceptable Use Policies.

12.1.2 The Information Security Policy and the Conservatoire's procedures and structures will enable the Conservatoire to fulfil its responsibilities with regard to information security and enable a high quality service to be provided to staff, students and other clients. The Conservatoire believes that information security is an integral part of the use of information resources and that the adoption of information security will enable the Conservatoire to attain its strategic goals.

## 12.2 Definition and Objectives

12.2.1 For the purposes of this document, information security is defined in the provision of the following key concepts:

**Confidentiality:** The Conservatoire must strive to protect information from unauthorised access and disclosure. Sensitive information should only be accessed by those who have the authority to do so.

**Availability:** The systems must be robust and fault-tolerant to ensure that information is available to authorised users when it is required, within the limits of Conservatoire working practices and factors outwith its control.

**Integrity:** The systems and the information that they contain must be up-to-date and be protected from being either deliberately or inadvertently modified from previous versions.

12.2.2 The Conservatoire's objective with regard to information security is to use all reasonable, practical and appropriate security measures to maintain confidentiality, availability and integrity of information and their related information systems.

### 12.3 Applicability and Enforcement

12.3.1 The Information Security Policy applies to all members of the Royal Conservatoire of Scotland – staff, students and appropriate third parties.

12.3.2 Compliance with the policy will be deemed to be part of the contract of employment for staff and third parties. Student enrolment and matriculation will ensure compliance via Conservatoire rules and regulations.

12.3.3 Failure to adhere and comply with the policy's information security controls may lead to a loss/reduction of confidentiality, availability or integrity of the Conservatoire's information assets. Dependent upon the impact and scale of the security incident, disciplinary processes and where appropriate, legal proceedings, may be invoked.

### 12.4 Principles

The Conservatoire will adopt the following approach:

- Utilise ISO27001: the international best practice information security management standard as a framework to produce the Information Security Policy. The Conservatoire will adopt the information controls within the standard which are pertinent and relevant to the institution and its practices.
- Take all reasonable and practical security measures to fulfil the adopted control mechanisms.
- Review the Information Security Policy on a regular basis. The Conservatoire will disseminate the Information Security Policy in an effective and appropriate manner.
  - Whilst adhering to the Information Security Policy, the Conservatoire must ensure that in doing so, it complies with existing legislation. In particular, The Counter Terrorism and Security Act 2015, The General Data Protection Regulation, Copyright, Designs and Patents Act (1998), and the Freedom of Information (Scotland) Act 2002.

## 12.5 Overview of Information Security Controls

### Information Security Responsibilities

12.5.1 The Conservatoire believes that all staff and students and appropriate third parties, have an obligation to protect our information assets and systems/services. Every person that handles information or uses the Conservatoire's information systems is expected to adhere to the principles and practices within the Information Security Policy and to notify the nominated staff members of any security shortfalls or incidents.

12.5.2 The Conservatoire's Information Security Policy will be reviewed by the Head of Information Services and the Head of IT. The responsibility for reviewing and disseminating the policy lies with the Head of Information Services and the Conservatoire's Human Resources department.

### Policy Awareness and Information Security Training

12.5.3 The Information Security Policy will be made available to all staff, students and appropriate third parties. The Policy will be included in the induction process for new staff and students and existing staff and students will be made aware of the policy's availability on the Conservatoire's Internet/Intranet/VLE sites.

12.5.4 Where appropriate, those members of staff who are deemed to be users, owners and/or systems administrators of

information or information systems, will be given appropriate training in order to carry out their duties in a security-aware fashion.

#### Authorised Use

- 12.5.5 Conservatoire IT facilities and information systems and services must only be used for authorised and legal purposes. The Conservatoire may monitor the use of IT systems and services and any person found to be using Conservatoire systems without authorisation or for unauthorised purposes, may be subject to disciplinary, and where appropriate, legal proceedings.
- 12.5.6 Authorised use is provided by the provision of a legitimate User ID and password combination from the systems administrators within the IT Team. Centralised administration techniques are employed to enforce periodic password changes and to ensure a suitable password length and uniqueness.
- 12.5.7 User IDs and passwords are the sole responsibility of the intended authorised user and under no circumstances should user IDs and passwords be shared with other individuals.
- 12.5.8 Users should also consult the Conservatoire's Rules and Regulations, and in particular the Conservatoire's IT Acceptable Use Policy, Online Safety Policy and the Data Protection Policy.

#### Monitoring of Operational Logs

- 12.5.9 The Conservatoire shall only permit the inspection and monitoring of operational logs by systems administrators. The monitoring of logs will be used to conduct trends analysis of information systems use within the Conservatoire. The monitoring process will alert the systems administrators to any unauthorised or unintended use.

#### Access to Conservatoire Records

- 12.5.10 In accordance with legislation as outlined in point 12.4, the privacy of users files will be respected, however the Conservatoire reserves the right to utilize automated and manual processes to examine systems, directories, files and their contents, to ensure compliance with the law and with Conservatoire policies and regulations.

#### Protection of Software

12.5.11 To ensure that the Conservatoire complies with copyright law, only licensed software products should be installed on Conservatoire information systems and services. The licensed products should only be installed by systems administrators and requests for additional licensed software should be made via the appropriate Line Manager to the Conservatoire IT Helpdesk. Members of the IT team will from time to time audit installed software applications and may remove unauthorised or unlicensed software from information systems.

12.5.12 Unauthorised copying of software or the use of unauthorised products by staff, students or third parties may be grounds for disciplinary, and where appropriate, legal proceedings.

## 12.6 Specific Royal Conservatoire of Scotland Information Security Controls

### Staff/Students/Third Party Responsibilities

12.6.1 All staff/Students and authorised third parties must:

- Ensure that no unauthorised persons are allowed access to any of the Conservatoire's information
- Maintain network integrity by ensuring only Conservatoire equipment and Conservatoire authorised equipment and peripherals are connected to the network
- Declare any potential conflicts of interest
- Not disclose passwords, User IDs or information security access procedures, except to authorised staff
- Embrace and co-operate in the implementation of the Information Security Policy and other dependent policies e.g. AUP, Data Protection, Copyright etc.

### Specialist Advice

12.6.2 Where it is deemed appropriate, the Head of Information Services and the Head of IT will seek specialist external advice with regard to security and legislation compliance issues.

### Risk Management

12.6.3 As part of the Conservatoire's on-going Risk Management procedures, the Conservatoire's information systems will be subject to review and if needed, subsequent alteration in content or practice.

12.6.4 To assist in this process, all members of the IT Team must ensure that hardware and software asset registers are maintained and kept up-to-date, to ensure that the Conservatoire can assess the risk to its information systems with the most relevant criteria.

12.6.5 The Head of IT will ensure that the IT Disaster Recovery policy is updated to reflect any changes to the Conservatoire's Information assets and systems.

#### Third Party Access

12.6.6 Third party access will only be granted to individuals/groups who agree as part of their conditions of contract to adhere to the Information Security Policy and the Acceptable Use Policy of the Conservatoire.

12.6.7 Where access to Conservatoire information systems is granted to third parties, members of the IT Team will invoke granular access controls i.e. the third party will be granted the minimum permissions to successfully complete the tasks and also undertake close supervision of the third party's actions.

12.6.8 If outsourcing is to be adopted, the Conservatoire must be satisfied that the third party can offer similar information security controls to those adopted by the Conservatoire. In addition, where it is deemed appropriate, confidentiality agreements and Service Level Agreements (SLAs) should be specified and adopted.

#### Equipment Security

12.6.9 The Conservatoire uses a centralised communications room to store its information systems and structured cabling i.e. switches and patch panels. This area is enhanced/secured by the following features:

- Air Conditioning
- Controlled access through key-code door
- VESDA early warning system

#### Equipment Maintenance

12.6.10 All Conservatoire information systems and related infrastructure will be covered by maintenance agreements with service response levels that are appropriate to the value of the information stored within the Information Systems. This will be highlighted by the Conservatoire's continuing Risk Management processes.

## Disposal of Equipment and Media

- 12.6.11 Equipment shall only be disposed under the authorisation of the Conservatoire's Finance Officer. The removed/disposed equipment will then be removed from the asset register.
- 12.6.12 All media will be formatted before disposal, and where this is not possible, the material will be physically destroyed.
- 12.6.13 Any sensitive or confidential information relating to information systems that is no longer required or has been superseded will be shredded.

## Security Incidents and Response Mechanisms

- 12.6.14 The Head of IT and the IT Team will maintain a record of systems malfunctions and security incidents.
- 12.6.15 It is the duty of all staff/students/authorised third parties to inform the Head of Information Services/Head of IT of any suspected security incidents or potential security shortfalls.
- 12.6.16 The IT Team will be available during core hours to deal with major incidents.
- 12.6.17 The results of security incidents and responses will be documented by members of the IT Team and used within the continual security review process.

## User Access Control

- 12.6.18 The HR Department, after collaborating with the appropriate line manager, will inform the IT Team with sufficient details for:

- new employees
- employees who are leaving the Conservatoire
- employees roles and permissions that should be modified

Correspondingly, Academic Administration and Support will inform the IT Team with sufficient details for:

- New students
- Student leavers and graduates
- Changes in student status

- 12.6.19 Staff will only be given access to those information services that they are required to utilise to fulfil their duties. Line managers must ensure that their staff have been adequately

trained to ensure that the integrity of the information systems can be maintained.

- 12.6.20 If mobile devices are used for Conservatoire purposes, users must only load institutional data that is essential to their role in the Conservatoire and must abide by the requirements as laid out in the RCS Mobile Device Security Policy, located on Mahara.

#### Housekeeping

- 12.6.21 Unattended workstations and offices should be locked to prevent unauthorised access.
- 12.6.22 Information systems will have documented backup procedures. The IT Team will undertake regular check-ups of the validity of backups through test restores.
- 12.6.23 Information system owners must ensure that adequate end-user documentation exists for the operation of their systems.

#### Anti-Virus Configuration

- 12.6.24 The Conservatoire utilises a centralised anti-virus detection program, and the IT Team will ensure that this product is kept up-to-date and deployed to all Conservatoire PC's and servers
- 12.6.25 All users must report any suspected viruses to the IT Team.
- 12.6.26 Where it is deemed appropriate, the IT Team may delete files to minimise the risk of virus propagation.
- 12.6.27 When necessary, the IT team may invoke emergency procedures to isolate the Conservatoire network in order to maintain its integrity.

### 12.7 Protection of Personal Data & Individuals

- 12.7.1 The Conservatoire holds and processes information about employees, students, and other data subjects for academic, administrative, and other purposes under our Data Notification certificate. When handling such information, the Conservatoire, and all staff or others who process or use any personal information, must comply with the General Data Protection Regulation and the RCS Data Protection Policy. Responsibilities under GDPR are set out in the Data Protection Policy.



12.7.2 It is incumbent on all Conservatoire staff to ensure the integrity and confidentiality of Conservatoire information at all times. To this end, staff should refrain from storing or holding personal data about a data subject on their personal equipment or mobile storage devices.

The IT Department will from time to time monitor Data Leakage of Special Category Data as defined by the General Data Protection Regulation, the Conservatoire's Data Protection Policy and the Conservatoire's Risk Management Group.

Further to section 12.7.2, all users must ensure that any Personal Data which must to be taken / sent offsite for processing is adequately protected in terms of physical security and data encryption, as outlined in the RCS Mobile Device Policy and the RCS Data Protection Policy, which you can find on the Portal.

### **13. Social Networking Policy and Procedures**

The Conservatoire recognises that Social Networking sites have become a significant way of life for many people and that, when used appropriately, are a positive way of keeping in touch with friends and colleagues as well as providing an opportunity to communicate with our audiences through new media.

There are instances, however, where these sites can be used inappropriately in terms of content or substantial use during working hours.

The policy, given in full at Annex E (P107), is designed to provide a balance between supporting innovation and creativity and good practice procedures. When communicating online and working within the terms of this policy students are asked to uphold the Conservatoire values: Each Other, Creativity, Integrity, Generosity & Sensitivity and Passion.

The Policy aims to ensure that all students are aware of the acceptable use of Social Networking sites and, in doing so, ensure that the reputation of the Conservatoire is not adversely affected.

Students must be aware of their responsibilities in relation to using Social Networking sites appropriately and be aware of the consequences of not doing so.

Inappropriate activity on Social Networking Sites falls within the scope of the Royal Conservatoire's Student Disciplinary procedure and may constitute gross misconduct.

## **14. Student Disciplinary Procedure**

### 14.1 Application of procedure

14.1.1 The Principal and staff of the Conservatoire are charged by the Board of Governors with a duty to ensure satisfactory standards of behaviour and conduct are achieved and maintained by students. It is essential that students comply with these standards and understand that if they fail to do so this will likely lead to action by the Conservatoire. This Procedure outlines the action that will be taken when those standards are not met.

14.1.2 This Procedure applies to all the students of the Conservatoire. This Procedure is non-contractual and the Conservatoire reserves the right to alter or withdraw it at any time. In following this disciplinary procedure and deviating from it in any way, the Conservatoire will comply with the rules of natural justice. This Procedure is not intended to create rights beyond the Conservatoire's statutory and common law obligations.

### 14.2 Disciplinary Action

14.2.1 Disciplinary action against students will in the first instance normally be dealt with by the Director of the School/Directorate of which the student is a member. However, the Principal may nominate another suitable person to take the place of the Director (references to the Director of School should be read as including the possibility of an alternate being nominated).

14.2.2 The Conservatoire will deal with disciplinary issues without any unreasonable delay and as soon as is reasonably practicable, in accordance with the individual circumstances of each case.

14.2.3 Before any disciplinary action occurs the Director or an appropriate person nominated by them will normally undertake an appropriate investigation. This investigation will include a meeting with the student, if the Conservatoire considers that is appropriate. Where the student does not attend this meeting without 48 hours prior notice, the process will be escalated to a Disciplinary Hearing. In certain circumstances the Conservatoire may consider it is not appropriate to carry out an investigation e.g. where the issue is relatively minor or the student has been caught in the act and there are no mitigating circumstances or has admitted that they were in the wrong.

14.2.4 The student may be suspended by the Conservatoire as a precautionary measure, pending an investigation and/or the conclusion of the disciplinary procedure.

14.2.5 The Conservatoire will not apply, or continue to apply, this Procedure if:

(a) a party who would be involved in the procedures reasonably believes that following them would result in a significant threat to a person or to property or their further harassment; or

(b) it would be contrary to national interests;

if a student believes that the particular circumstances are such that one of these exclusions applies or may apply, they should explain this to the Principal.

14.2.6 So far as is reasonable, confidentiality will be maintained throughout all processes carried out in terms of this Policy. However students should be aware that it may be necessary to disclose certain information so that the Conservatoire can fully investigate the circumstances of a disciplinary issue.

Depending on the nature of the concern, external agencies and legal proceedings may be involved.

14.2.7 Misconduct by a student may be minor, serious or gross.

#### Minor Misconduct

The following is a non-exhaustive list of examples of minor misconduct:

- (a) minor damage to, or unauthorised use of, the Conservatoire's property;
- (b) minor poor attendance/poor timekeeping;

#### Serious Misconduct

The following is a non-exhaustive list of examples of serious misconduct:

- (a) persistent absenteeism/poor timekeeping;
- (b) failure to respond adequately to previous disciplinary warnings;
- (c) smoking at the Conservatoire;
- (d) careless disregard of the Conservatoire's rules or a breach of its policies and procedures;

- (e) being indebted to the Conservatoire, which includes (without limitation) the following debts: outstanding fees and any outstanding arrears of rent for accommodation;
- (f) breach of the Conservatoire's Acceptable Use of Communication and Information Technology Policy.

### Gross Misconduct

Gross misconduct can be defined as any act or omission on the part of a student, which represents a breach of the contract with the Conservatoire and is so grave that the mutual trust necessary between students and the Conservatoire is destroyed.

The following is a non-exhaustive list of examples of gross misconduct:

- (a) breach of the Conservatoire's Cheating and Plagiarism Policy;
- (b) serious breach of the Conservatoire's Acceptable Use of Information and Communication Technology Policy, Information Security Policy, Social Networking or Online Safety Policy;
- (c) breach of the Conservatoire's Dignity at Work and Study Policy;
- (d) the bringing of a complaint which is frivolous, vexatious, untrue or made in bad faith;
- (e) unauthorised possession, copying, alteration, destruction or retention of the Conservatoire's records;
- (f) serious breaches of safety rules which endanger the life and safety of others;
- (g) conduct likely to bring the Conservatoire into disrepute, including abusive language, violent behaviour, fighting, threatening violence, immoral or obscene conduct, whether within or outside the Conservatoire;
- (h) physical assault on persons carried out on the Conservatoire's premises or whilst engaged in Conservatoire studies;
- (i) excessive or inappropriate use of foul or abusive language or threats made to other students or Conservatoire employees, workers or contractors;
- (j) negligence causing or likely to cause unacceptable loss, damage or injury;
- (k) theft, fraud, damage or unauthorised possession of property belonging to the Conservatoire;
- (l) disorderly conduct, including being under the influence of substances such as alcohol or drugs, being in possession of unauthorised substances or misusing substances during the course of studies at the Conservatoire;
- (m) conviction of a criminal offence considered potentially

- damaging to the Conservatoire, or preventing the student from performing their studies;
- (n) frustration or fundamental breach of the student's contract with the Conservatoire;
- (o) any act of unlawful discrimination including race, sex, gender, marital status, sexual orientation, religion, belief, disability or age against any person during the course of the student's studies at the Conservatoire;
- (p) any act or behaviour constituting any form of unlawful harassment or victimisation, including harassment or victimisation on the grounds of race, sex, gender, marital status, disability, sexual orientation, religion or belief or age;
- (q) any act or behaviour attempting to draw people into terrorism, see the Conservatoire's Prevent Policy (Annex G, P121);
- (r) knowingly breaching any legislation governing the operations of the Conservatoire's business;
- (s) misrepresentation or falsification of any sort, including the Conservatoire's expense claims;
- (t) deliberate interference with the Conservatoire's operations, work or service;
- (u) unauthorised use of the Conservatoire's telephone or fax;
- (v) unauthorised use of the Conservatoire's Internet and e-mail connections.

14.2.8 At the disciplinary hearing, evidence will be heard from the student, any relevant witnesses identified by the student and any other person or body whom the Director of School/Directorate considers relevant. At or after the disciplinary hearing, a decision will be issued to the student informing them as to whether the disciplinary allegation(s) are upheld and, if so, of the sanction to be imposed.

14.2.9 This section sets out the sanctions that will be applied if the Conservatoire finds, following the appropriate formal procedure, that a student has committed an act of misconduct. The range of possible outcomes below should not be regarded as cumulative in all the circumstances. The Conservatoire reserves the right to omit any stage if it considers that is appropriate to the individual circumstances. The penalty to be imposed will be that which is fair and reasonable in all the circumstances. The following is a non-exhaustive list of the possible sanctions:

- (a) Expulsion;
- (b) Suspension from the Conservatoire or from certain facilities;
- (c) Reprimand;

- (d) Making good any damage caused by the student or making payment to the Conservatoire in order to meet the cost of repairing any such damage;
- (e) Disqualification from carrying out exams;
- (f) Repetition of course(s);
- (g) Withholding of the student's parchment;
- (h) 'Community Service' on campus;
- (i) Legal proceedings.

### 14.3 Appeals

14.3.1 Any student dissatisfied with disciplinary action may appeal in the first instance to either:

- (a) the Academic Board Appeals Committee (Discipline), in the case of a finding of gross misconduct; or
- (b) the Director of another School or Academic Unit in which the student does not attend, in the case of a finding of minor or serious misconduct;

(hereinafter each referred to as the "Appeals Committee").

Appeals must be intimated by the student giving written notice, under paragraph 14.5, to the Academic Registrar, who shall in early course arrange for a hearing before the Appeals Committee.

14.4 In the event that an appeal is being heard by the Appeals Committee (Discipline), as opposed to by a Director, the composition of the Appeals Committee shall be as follows:

- (a) the Director of the School/Academic Unit in which the Appellant is not a student;
- (b) a Head of Programme /Head of Department from that other School;
- (c) an external representative of the Academic Board.

In the event of one of the foregoing being unavailable or inappropriate due to absence, illness or other good cause, the Principal may nominate another suitable person to take the place of the person who is unavailable.

### 14.5 Lodging of an Appeal

14.5.1 A student who wishes to appeal must do so by sending a written statement of appeal to the Academic Registrar at the latest within 10 working days following the date of the decision

being appealed, provided that the student is still a student of the Conservatoire as at the date on which the Appeals Committee writes to the student with its decision. The period may be extended if the student satisfies the Appeals Committee that it was not reasonably practicable to lodge an appeal in time.

14.5.2 In the case of expulsion, the appeal may be made on any grounds considered relevant by the Appellant. In any other case, the only competent grounds for appeal are that:

- (i) New evidence has emerged that could not reasonably have been produced to the Director of the School/Directorate of which the student is a member;
- (ii) There has been a defective procedure before the Director of the School/Directorate of which the student is a member;
- (iii) The disposal by the Director of School/Directorate of which the student was a member was perverse.

14.5.3 The statement of appeal must include:

- (a) all the grounds on which the student wishes to rely;
- (b) the remedy which the student seeks;
- (c) a request, if the student wishes, to make oral representations at any hearing which may be held;
- (d) a list of witnesses whom the student considers have evidence relevant to the appeal.

14.5.4 On receipt, appeals will be referred to the Convenor of the Conservatoire Appeals Committee (Discipline) or the Director of the School/Directorate, as appropriate, who may dismiss the appeal because no competent grounds have been stated or because the appeal is out of time.

14.5.5 Provided that the appeal is not dismissed in terms of 14.5.4, an appeal hearing shall be fixed without unreasonable delay.

## 14.6 Appeal Hearing

14.6.1 The Appeals Committee will hear evidence from the Appellant and any relevant witness(es) identified by the Appellant.

14.6.2 The Appeals Committee shall inform the Appellant in writing of the date, time and place of the appeal hearing;

- 14.6.3 Appellants may be represented at the appeal hearing by a person of their choice, including a solicitor or counsel, provided the identity of such a representative is intimated in writing to the Academic Registrar at least three days prior to any hearing.
  - 14.6.4 The Appeals Committee shall inform the person or body whose decision is being appealed of the grounds of appeal and offer that person or body the opportunity of presenting oral or written evidence. Such person or body shall be required to identify any person from whom the Appeals Committee should take oral and/or written evidence. Such person or body shall be required to identify any person from whom the Appeals Committee should take oral evidence in sufficient time to enable the Appeals Committee to advise the Appellant in writing of the identity of said person(s) in advance of the hearing. Normally the Appellant will be provided with a copy of any witness statements in advance of the appeal hearing.
  - 14.6.5 The Appeals Committee may dispose of the case, notwithstanding the failure of the Appellant or any other person concerned to attend at an appeal hearing.
  - 14.6.6 The person or body who made the disciplinary decision may be asked by the Appeals Committee for a statement of the grounds on which the decision appealed against was reached, and also for such evidence and material which was available to justify the decision.
  - 14.6.7 The Appeals Committee shall have all evidence and material obtained which is relevant to the appeal.
- 14.7 Appeal decision
- 14.7.1 The appeal hearing will be conducted in such a manner as to allow the Appellant to put forward their grounds of appeal. The Appeals Committee will decide the matter at the conclusion of the hearing or without unreasonable delay thereafter.
  - 14.7.2 Decisions may be by a majority where the appeal is being determined by the Conservatoire Appeals Committee (Discipline), as opposed to by a Director of a School/Directorate.
  - 14.7.3 The Appeals Committee shall intimate the decision in writing to the Appellant and to the Principal.
- 14.8 Second Appeal to the Board of Governors Appeal Panel



- 14.8.1 A second appeal may be made to the Board of Governors Appeal Panel (“the Panel”) against a decision of the Appeals Committee, provided that the student is still a student of the Conservatoire as at the date on which the Appeal Committee writes to the student with its decision. The request for such a second appeal should be made in writing to the Academic Registrar within 10 working days of the date of the Appeals Committee’s decision and must provide details of the grounds of appeal against the Appeals Committee’s decision.
- 14.8.2 The only competent grounds of appeal by a student against the decision of the Appeals Committee are that:
- (a) new evidence has emerged which could not reasonably have been produced to the Appeals Committee;
  - (b) there has been defective procedure before the Appeals Committee;
  - (c) the disposal by the Appeals Committee was perverse.
- 14.8.3 The details of the grounds of appeal listed in 14.8.2 must specify what new evidence and why it was not produced to the Appeals Committee, or in what respects the procedure was defective or in what way the disposal was perverse, as the case may be.
- 14.8.4 The Panel shall consist of a minimum of two lay Governors and the Principal, unless inappropriate or prevented by illness, absence or other good cause, in which case there shall be three lay Governors.
- 14.8.5 The Panel shall appoint one of its members to be Convenor who, in cases of an equality of votes, shall have a second or casting vote.
- 14.8.6 The Panel shall be bound, as far as appropriate, by the same rules of procedure as apply to the Appeals Committee as are more fully set out in paragraphs 14.5.4, 14.5.5, 14.6 and 14.7, substituting the word “Panel” for the words “Appeals Committee”.

#### 14.9 Records

The Conservatoire will keep a record of disciplinary proceedings, including the written statement setting out the relevant allegations or circumstances surrounding the potential disciplinary action, all letters sent to or by it in relation to that, written statements and minutes of meetings and appeal hearings. These records will be maintained in

accordance with the Conservatoire's obligations in terms of data protection legislation.

#### 14.10 Questions or complaints

Clarification on the terms or operation of this Policy may be obtained from the Secretary. Any complaints in relation to the Policy or its operation should be directed to the Academic Registrar.

#### 14.11 The Scottish Ombudsman

In cases where the student is dissatisfied with the investigation and outcome of any complaint arising from the operation of this procedure, they may take the complaint to the Scottish Ombudsman, which is an independent, impartial and free service established by the Scottish Executive to investigate complaints against organizations providing public services (including higher education) in Scotland. Full details are available at <http://www.spsso.org.uk/>

### 15. **Complaints Procedure**

The full procedure is available in Annex C (P82). The CHP is intended to provide a quick, simple and streamlined process with a strong focus on early resolution by empowered and well-trained staff. Individuals wishing to make a complaint should do so via our website - [www.rcs.ac.uk/aboutus/complaints](http://www.rcs.ac.uk/aboutus/complaints)

Complaints from students who are dissatisfied in their dealings with the Royal Conservatoire of Scotland Students' Union or claim to be unfairly disadvantaged by reason of having exercised their right not to be members of the Union will normally be dealt with under the Union's own Complaints Procedure.

Although the Conservatoire will make every reasonable effort to provide appropriate facilities, amenities and services, students should note that such provision may be affected by conditions which prevail from time to time. In such circumstances, the Conservatoire cannot accept responsibility for a level of service which may be less comprehensive than that provided normally.

In accordance with the Conservatoire's Dignity at Work and Study Policy, all complainants will be treated equally and a student will not be treated adversely as a result of their making a complaint. However, there could be serious consequences if a complaint is subsequently deemed to have been frivolous, vexatious, untrue or made in bad faith.

### 16. **Equality and Diversity Statement**

The Royal Conservatoire of Scotland welcomes a diverse population of students and staff. We believe that excellence can be achieved through

recognising and celebrating the value of every individual. We are committed to promoting equality in all of our activities and aim to provide a vibrant performing, learning, teaching, working and research environment that respects the diversity of students and staff, enabling them to achieve their full potential, contribute fully and to derive maximum benefit and enjoyment from their involvement in the life of the Conservatoire and beyond.

We are committed to equality of opportunity both as an education institution and as an employer. Equality of opportunity means striving to ensure that no student or member of staff receives less favourable treatment on the grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, actual or perceived religion or belief, sex and actual or perceived sexual orientation.

## **17. Academic Freedom**

The Conservatoire abides by the definition of Academic Freedom as given in the HE Governance (Scotland) Act 2016 as follows:

Academic freedom

- (1) A post-16 education body must aim to—
  - (a) uphold (so far as the body considers reasonable) the academic freedom of all relevant persons, and
  - (b) ensure (so far as the body considers reasonable) that the matters mentioned in subsection (2) are not adversely affected by the exercise of academic freedom by any relevant persons.
  
- (2) The matters are—
  - (a) appointments held or sought, and
  - (b) entitlements or privileges enjoyed, at the post-16 education body by those relevant persons.
  
- (3) In this section, “relevant persons” in relation to a post-16 education body means persons engaged in—
  - (a) teaching, or the provision of learning, at the body, or
  - (b) research at the body.
  
- (4) For the purposes of this section, “academic freedom” in relation to relevant persons includes their freedom within the law to do the following things—
  - (a) hold and express opinions,
  - (b) question and test established ideas or received wisdom,
  - (c) develop and advance new ideas or innovative proposals,
  - (d) present controversial or unpopular points of view.

## **18. Dignity at Work and Study**

The Conservatoire is fully committed to creating and maintaining an environment where all students and staff treat each other fairly and with mutual respect, and to providing a work and study environment where all students and staff feel supported and equipped to challenge unacceptable behaviour.

The Conservatoire will not tolerate harassment or bullying which involves abusive or offensive behaviour with regard to age, disability, gender, race, religion or belief, real or perceived sexual orientation or transgender status. Such behaviour can constitute unlawful discrimination under UK equality legislation. Similarly, inappropriate behaviour will not be tolerated on any other grounds, including those not covered by the law.

The Dignity at Work and Study Policy makes clear the Conservatoire's position on unacceptable behaviour, provides clear guidelines for any student who feels that they have been subject to inappropriate behaviour and details how breaches of the policy will be dealt with.

The Dignity at Work and Study Policy in full is given at Annex B (P71).

## **19. Code of Practice Relating to the Royal Conservatoire of Scotland Students' Union**

19.1 This Code of Practice shall be brought to the attention of all students eligible to be members of the Conservatoire's Students' Union at the start of each Academic Session. It shall be reviewed annually by the Board of Governors during the Summer Term.

### **19.2 Membership**

In accordance with Part II of the Education Act 1994, all students eligible to be members of the Royal Conservatoire of Scotland Students' Union shall have the right to choose whether they wish to belong to the Royal Conservatoire of Scotland Students' Union without disadvantage.

19.3 The Academic Registrar shall, at the start of each Academic Session, inform all eligible students of their rights not to belong to the Conservatoire's Union. Any student wishing to opt out of the Union at any time shall inform the Academic Registrar who shall inform the Students' Union.

### **19.4 Constitution**

The written Constitution of the Royal Conservatoire of Scotland Students' Union shall be approved by the Board of Governors of the

Royal Conservatoire of Scotland and be subject to a quinquennial review.

- i. It shall be accessible to all members.
- ii. The Constitution shall require that appointment to the Executive Committee of the Union shall be by secret ballot in which all full members of the Union are entitled to vote.
- iii. All elections to the Royal Conservatoire of Scotland Students' Union shall be fairly and properly conducted as set out in Schedule One to the Constitution.
- iv. The Constitution shall require that no one shall serve as a sabbatical or paid elected officer for more than two years.
- v. The Constitution shall lay down a fair procedure for allocating resources to groups or clubs.

#### 19.5 Accountability

- i. The Finance and General Purposes Committee of the Royal Conservatoire of Scotland shall approve the Royal Conservatoire of Scotland Students' Union budget and monitor its expenditure.
- ii. The Union shall publish its audited financial accounts annually and these should be presented to the Finance and General Purposes Committee and to all full members of the Union. These accounts will include a list of affiliations to external organisations and the costs of such affiliations.
- iii. The Conservatoire Union shall obtain annually the approval of its members to all affiliations. A ballot shall be taken on the affiliation to any external organisation if called for by 5% of the membership.

## 20 Criminal Convictions

- 20.1 Applicants should not be deterred from applying to the Conservatoire if you have criminal convictions – they would not necessarily be excluded from the selection process and would certainly not be automatically excluded. We will though want to ask you about the nature of any conviction. As part of your application you will be required to declare where you have any relevant unspent criminal convictions. The help text in Apply (UCAS Conservatoire website) will explain what is classed as a relevant unspent conviction.
- 20.2 The Assistant Registrar (Admissions) will write to any applicant with a reserve or conditional offer who has declared a criminal conviction seeking details of that conviction. The applicant will be asked to complete a Basic Disclosure Scotland application form at that point.

- 20.3 Following receipt of the applicant's Basic Disclosure, and the further information received from the applicant, a panel will risk assess the criminal conviction. The panel will normally be convened by the Academic Registrar and will consist of the Director of the School/Academic Unit to which the applicant has applied, the Programme Head and the Assistant Registrar (Admissions). The Principal may appoint alternative members to such a panel in the event of one or other of the members being unavailable or otherwise unable to participate.
- 20.4 The panel will decide whether or not the application should be considered further in the light of information received regarding the criminal conviction. Each case will be looked at individually and the circumstances of each case will be considered. It is not therefore possible to give an answer as to whether any particular type of offence would result in a decision to reject an application. In arriving at its decision, the panel may take legal or other professional advice.
- 20.5 If the panel decides that the applicant poses an unacceptable risk to the Conservatoire and is unable to approve further consideration of the application, the Academic Registrar will write to the applicant accordingly, giving the reasons for that decision.
- 20.6 The applicant will have the right of appeal against the panel's decision to the Director of Finance and Administration within 28 days of its receipt. Appeals will only be considered if the applicant provides additional/relevant information or if the Conservatoire has failed to comply with the procedures set down in this document.
- 20.7 Should an applicant with a declared conviction be offered a place at the Conservatoire, the panel has the right to determine whether the manager(s) of student accommodation, the Head of Department/Programme, the Conservatoire Counsellor or any other relevant member of staff should be made aware of the applicant's criminal conviction. The number of people who would be informed about the conviction will be limited to those required to ensure the safety of others. The panel may also attach specific conditions to the offer of place to study at the Conservatoire, which may involve special arrangements being put in place for the duration of the student's studies.
- 20.8 Should an applicant fail to disclose a criminal conviction and that omission comes to light in the course of the admissions process, the applicant will be asked to explain the failure to disclose by the Academic Registrar or Assistant Registrar (Admissions) and the outcome of the application may be affected. The matter will be referred to the panel noted above, which may decide that the

application should not be considered further or it may decide to withdraw any offer made. Should an undisclosed criminal conviction come to light after the applicant has become a student of the Conservatoire, the matter will be considered through the Conservatoire's student disciplinary procedure (see section 14, P42). The outcome of that disciplinary procedure may include exclusion from the Conservatoire.

## **21. Protection of Vulnerable Groups (PVG)**

- 21.1 All new BEd and CPP students (and any other student who falls within the scope of the scheme due to their contact with relevant groups or individuals as defined by the scheme as part of their programme) will be subject to a Protecting Vulnerable Groups (PVG) Scheme check.
- 21.2 The Conservatoire will administer the PVG Scheme process in accordance with prevailing legislation (including the Data Protection Act). Details of the PVG Scheme process are available at [www.disclosurescotland.co.uk](http://www.disclosurescotland.co.uk)
- 21.3 If a PVG Scheme check reveals a relevant criminal conviction(s) which the student has not declared previously through the admissions process, that matter will be considered through the Conservatoire's Student Disciplinary Procedure (see Section 14, P42). The outcome of that disciplinary process may include exclusion from the Conservatoire.

## 22. Fitness to Study Policy

### Introduction

- 22.1 Fitness to Study is deemed to be impaired where the Conservatoire reasonably believes there is a risk of harm to the health and safety or wellbeing of a student (which may have an effect on their ability to study) or other student(s) or staff or where a student's behaviour is causing serious disruption to others (hereinafter referred to as "Fitness to Study").
- 22.2 This procedure applies if there is a concern about a student's Fitness to Study. This procedure has 3 stages depending on the level of concern: Emerging and/or initial concerns (Stage 1); Continuing and/or significant concerns (Stage 2); and Persistent and/or grave concerns (Stage 3).
- Students' studies may be suspended by the Conservatoire because of ill-health as specified by the Regulations, Codes of Procedures and General Rules (Section 3).
- 22.3 The procedure must not be used to suspend the studies of students under the following (non-exhaustive) categories:
- Approved short absences (e.g. short-term illness).
  - Situations that can be addressed through Personal Mitigating Circumstances.
  - Disciplinary cases.
  - Voluntary interruption of study on health and other grounds.
  - Students who are in debt.
  - Academic progress, this is considered by Examination Boards according to the regulations and procedures defined by the Regulations, Codes of Procedures and General Rules.
  - Crisis or emergency situations (for example where a student is threatening to harm themselves, or has harmed themselves, or has been injured); in these cases please refer to the Student Mental Health Crisis Intervention Procedure. However, this policy may be used in order to support a student following a crisis.
  - Cases where a student may be vulnerable to be drawn into terrorism – please see the Conservatoire's Prevent Policy Annex G, P121.
- 22.4 The Conservatoire has a duty of care to respond appropriately where there are concerns relating to a student's Fitness to Study.
- 22.5 Students who present with difficulties should be considered from a supportive perspective. The Conservatoire is committed to promoting positive attitudes towards students with physical or mental ill health.



- 22.6 This procedure describes the support available where there is concern about a student's Fitness to Study. It is designed to ensure a consistent and sensitive approach to managing such situations.
- 22.7 Concerns about Fitness to Study of a student can be raised by both staff and students. This document is to be used by staff. In accordance with section 22.18 students are not be expected to follow the procedure in this policy in relation to students other than themselves but should raise any concerns about other students with a member of staff, or a representative of the Students' Union.
- 22.8 Staff are expected to manage situations wherever they feel confident to do so within the parameters of their professional role and should consult with the Head of Programme, Academic Registrar or Conservatoire Counsellor and Disability Advisor if they feel unable to deal with a situation, or need advice or guidance on how best to proceed with a student.
- 22.9 If you have any questions about this policy, please do not hesitate to raise them with the Academic Registrar.
- 22.10 This policy is non-contractual and may be varied or withdrawn by the Conservatoire.

### **Guidelines**

- 22.11 The purpose of this procedure is to support students and staff in managing situations and incidents that cause concern about Fitness to Study. The procedure has 3 stages, based on the perceived level of concern about Fitness to Study. The cause for concern can result in:
- invoking the procedure at any of the 3 stages or
  - staying at a stage or
  - progressing through the stages, should the cause for concern not be remedied by actions
- 22.12 Concerns about a student's Fitness to Study may be prompted, for example, by:
- mood swings or unusual behaviour (e.g. aggressive, withdrawn, obsessive, overly effusive or elated, distressed, irritable)
  - significant non-attendance or lack of engagement
  - a sudden deterioration in performance or motivation
  - changes in appearance or obvious signs of ill health (e.g. dramatic weight loss or gain, ongoing lack of personal hygiene and care)
  - inappropriate behaviour (e.g. inappropriate touching, invading personal space, excessive, unexpected and prolonged laughter or chattering, uncharacteristically bad language such as swearing)
  - withdrawal from social, cultural, or sporting activities once considered important

- lethargy or signs of lack of sleep, or unusual disorientation
  - obvious signs of substance/ alcohol misuse
  - signs of or information about specific episodes (e.g. self-harm/suicidal thoughts or attempts)
  - changes in behaviour or health that make the student's use of equipment etc., dangerous to themselves and/or to others
- 22.13 When assessing the perceived level of concern about a student's Fitness to Study, communication is paramount. Early intervention in issues, and recommendations for support, can avoid crisis situations from occurring. Should staff feel that they are not confident about dealing with a situation or feel unsure about whether to invoke this procedure, they are encouraged to seek advice from the Conservatoire Counsellor and Disability Advisor, the Academic Registrar, or the Head of Programme.
- 22.14 To ensure appropriate levels of confidentiality, this advice should initially be sought without disclosing details of the student concerned, e.g. on an anonymous basis.
- 22.15 The implementation of this policy will be with due regard to confidentiality. The student (and anyone giving evidence under this policy) may be reassured that any evidence gathered under this policy will be treated with respect, but they should not be promised confidentiality such as to make it difficult to act reasonably in accordance with this policy. Evidence should only be shared with Conservatoire staff and external personnel who need to be directly involved. The Conservatoire will comply with relevant legislation including the Data Protection Act, the Mental Health (Care and Treatment) (Scotland) Act, the Human Rights Act and the Equality Act, and the obligation of confidence.
- 22.16 Students should be involved in the management of their own wellbeing wherever possible. However, there may be times where a student is unwilling or unable to work within these procedures. In these cases, the process should continue, with concerns being raised, advice being sought, and action being taken, as appropriate.
- 22.17 If a student elects to interrupt their study when a Fitness to Study procedure has not been concluded, the procedure will resume prior to the student's return to study.

### **Initiation of the Fitness to Study Procedure**

- 22.18 If a student has concerns about a fellow student's Fitness to Study, they should raise these with the member of the Conservatoire staff they feel most comfortable with. This might be a tutor, Level Coordinator, Head of Department, Head of Programme, Programme Support Administrator, Conservatoire Counsellor and Disability Advisor, Students' Union Officer, or other staff member. The student will not be

expected to deal with the situation themselves and, having discussed the issue with a staff member, the staff member will initiate the relevant stage of the Fitness to Study procedure unless the staff member is satisfied that there is no such concern which may impact on the student's fitness to study or present a risk of harm to themselves and/or others.

- 22.19 If concerns have been identified by, or raised with, a member of staff, then that member of staff must talk to the Academic Registrar or the Head of Programme and indicate that there are concerns about the student's Fitness to Study. The staff member will then be supported in determining if there should be an attempt at informal frontline resolution or if the level of concern means that the Fitness to Study procedure should be initiated as below.
- 22.20 If the student discloses to any staff member a medical issue which is likely to constitute a disability (i.e. a physical or mental impairment which has a substantial and long-term adverse impact on ability to carry out normal day to day activities) or the Conservatoire is otherwise on reasonable notice of such an illness then by law (the Equality Act 2010) the institution is 'deemed to know' of the disability, the staff member must inform the Conservatoire Counsellor and Disability Adviser who will arrange a Learning Agreement meeting.

### **Learning Agreements**

- 22.21 Prior to initiating any stage of the Fitness to Study procedure, the staff member in charge of each stage should first check to see if the student has a Learning Agreement in place and if any of the concerns relate to matters addressed in this.

### **Fitness to Study Meetings**

- 22.22 The student should be informed in reasonable time (at least 2 days) in advance of the purpose of each meeting convened under this policy, and be provided with any documents that may be required for the meeting.
- 22.23 The purpose of the meeting(s) will be to ascertain the student's perception of the issues that have been identified, including the impact which health and/or wellbeing are having on the student's Fitness to Study.
- 22.24 The student must be informed that they have the right to be accompanied by someone at each meeting, this could be a member of the Students' Union, a friend, a family member, or a support worker, mental health worker, or legal representative.

- 22.25 Students should be aware that, whilst the Conservatoire has a duty of care to support students with ill health, it is the student's responsibility to be fit to study.
- 22.26 Following each meeting a Support Plan will be produced. A copy of this Plan will be disseminated to the student and relevant staff in the Conservatoire as appropriate. A copy of the Support Plan should be kept on the student's file subject to the retention provisions within the General Data Protection Regulation. The purpose of keeping it on file is to ensure that the Conservatoire is providing all necessary support, to ensure that the student is sufficiently fit to continue to study.
- 22.27 The student will be informed that engaging with each stage of the policy is mandatory and refusal to engage may, if the circumstances give rise to increased concern about Fitness to Study, result in further progression to a later stage.

### **Stage 1 – Emerging and/or initial concerns**

- 22.28 Stage 1 is initiated if a Tutor, Level Coordinator, or Head of Department has emerging or initial concerns about an individual student's Fitness to Study. The student will be invited to meet with the member of staff to discuss the issues and with the member of staff who has raised the concern (if appropriate). The meeting with the student will be held by any of the following staff: Tutor / Level Coordinator / Head of Department, usually the staff member referred to in section 18 above.
- 22.29 During the meeting the nature of the concerns should be clearly identified, documented, and communicated to the student in an initial Support Plan (Appendix 1). The student should be encouraged to discuss the issues, including the potential impact on themselves and others. The Plan, which will ideally be agreed, will be devised to provide support for the student and expectations for the student and staff to observe. The Support Plan will have a review date, and the consequences of not adhering to the Support Plan must be made clear to the student. This may involve progressing to Stage 2 of the procedure.
- 22.30 A copy of the Support Plan must be sent to the student within 5 working days of the meeting. If a Support Plan cannot be agreed at Stage 1, and if the circumstances give rise to increased concern about Fitness to Study the proceedings must move to Stage 2.
- 22.31 The student and member of staff should agree a date to meet, generally within 2-4 weeks of the initial meeting, to review the situation, to confirm that the student has accessed support, and to discuss the effectiveness of that support. The key points and action points arising from this discussion should be recorded and communicated to the student and a copy of the updated Support Plan must be sent to the student within 5 working days of the meeting.

22.32 There should generally be more than one point of contact with the student at this stage before progressing to another stage or concluding the Fitness to Study procedure on the basis that there are no longer any concerns. Where there is no response to contact or the level of concern continues or has otherwise increased, the member of staff should seek advice from the Head of Programme. This may also include a decision to progress to Stage 2.

## **Stage 2 – Continuing and/or Significant Concerns**

22.33 Stage 2 is initiated if the Head of Programme has continuing and/or significant concerns about an individual student's Fitness to Study. The student will be invited to meet with the Head of Programme to discuss the issues and with the member of staff who has raised the concern (if appropriate).

22.34 During the meeting the nature of the concerns should be clearly identified, documented, and communicated to the student in an initial Support Plan (Appendix 1). The student should be encouraged to discuss the issues, including the potential impact on themselves and others. The Plan, which will ideally be agreed, will be devised to provide support for the student and expectations for the student and staff to observe. The Support Plan will have a review date, and the consequences of not adhering to the Support Plan must be made clear to the student. This may involve moving to Stage 3 of the procedure, where a suspension of studies may be considered necessary.

22.35 A copy of the Support Plan must be sent to the student within 5 working days of the meeting. If a Support Plan cannot be agreed at Stage 2, and if the circumstances give rise to increased concern about Fitness to Study the proceedings must move to Stage 3.

22.36 The student and member of staff should agree a date to meet, generally within 2-4 weeks, to review the situation, to confirm that the student has accessed support, and to discuss the effectiveness of that support. The key points and agreements, including action points arising from this discussion should be recorded and communicated to the student and a copy of the updated Support Plan must be sent to the student within 5 working days of the meeting.

22.37 There should generally be more than one point of contact with the student at Stage 2 before progressing to Stage 3 or concluding the Fitness to Study procedure on the basis that there are no longer any concerns. Where there is no response to contact or the level of concern continues or is otherwise increased, the Head of Programme should seek advice from the Director of School/Directorate. This may also include a decision to progress to Stage 3.

### **Stage 3 – Persistent and/or Grave Concerns**

- 22.38 Stage 3 is used if there are persistent and/or grave concerns about a student's Fitness to Study.
- 22.39 In initiating Stage 3, the Director of School/Directorate or other appropriate nominee will call a 'Fitness to Study Panel' meeting with the student to discuss the situation.
- 22.40 The Fitness to Study Panel will normally include:
- Director of School/Directorate
  - The Academic Registrar
  - The Head of Programme
  - Head of Department / Principal Tutor as appropriate
  - Appropriate representatives from Academic Administration and Support
  - The student and any representative they wish to bring
- but it may include such other people as the Conservatoire considers appropriate in the circumstances.
- 22.41 The Fitness to Study Panel will clearly identify the nature of the concerns and the student should be encouraged to discuss the issues, including the potential impact on themselves and others. The Panel will then determine an agreed action which will normally be one of the following:
- conclusion because there is no longer a concern regarding the student's Fitness to Study; or
  - reverting to Stage 1 or 2 because the level of concern regarding the student's Fitness to Study has decreased; or
  - a Support Plan; or
  - a recommendation for suspension on health and wellbeing grounds in whole or in part.
- 22.42 If the Fitness to Study Panel determines that there will be an updated Support Plan, the student will be invited to meet with the Director of School/Directorate and Academic Registrar or nominees to receive and discuss the Plan. The Plan will have a specified review date, and the consequences of not adhering to the Support Plan will be made clear, i.e. suspension of studies.
- 22.43 If the action is a suspension of studies, the student will be invited to meet with the Director of School/Directorate and Academic Registrar or nominees to receive and discuss this outcome. In certain cases it may be necessary to inform the student verbally indicating that the suspension is immediate and that a formal letter will follow.
- 22.44 Suspension of studies would only be recommended in the most serious of cases, and when all avenues of support have been exhausted and when the student has not chosen to suspend their studies voluntarily. Suspension of disabled students would be after all reasonable

adjustments have been made to avoid any substantial disadvantage as a consequence of this Fitness to Study policy. The suspension is intended to give the student time away from studies to address health and wellbeing issues, in order to return to the Conservatoire and resume study at the earliest opportunity.

<b>Level of Concern</b>	<b>Staff Responsible</b>	<b>Action</b>	<b>Possible Outcomes</b>
Stage 1 - Initial and/or emerging concerns	Tutor / Level Coordinator / Head of Department	Student is invited to a meeting to discuss concerns.	Identify support options and agree an initial Support Plan (Appendix 1) and set review date 2-4 weeks after initial meeting.  Or  Move to Stage 2 if the level of concern has increased
Stage 2 - Continuing and/or significant concerns	Head of Programme	Student is invited to a meeting to discuss concerns.	Identify support options and agree a Support Plan (Appendix 1) and set review date 2-4 weeks after initial meeting.  Or  Move to Stage 3 if the level of concern has increased
Stage 3 - Persistent and/or grave concern	Director of School /Directorate/Academic Registrar	Student is invited to a meeting to discuss concerns.	Identify support options and agree an updated Support Plan (Appendix 1) and set review date 2-4 weeks after initial meeting.

			Or Suspension of studies
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### **Return to Study**

22.45 Any suspension of studies will not be lifted until the student has provided appropriate medical and/or other relevant evidence from their GP or other relevant professional that persuades the Conservatoire that the student is fit to return to study and subject to section [44]. The Conservatoire may ask the medical professional to answer specific questions or consider specific issues, and will not make a decision to lift the suspension until satisfied that the student is fit to return to the Conservatoire.

22.46 The Conservatoire may also require the student to attend an interview with relevant staff to verify that the student is fit to return to the Conservatoire. Additionally, a student may be required to re-audition prior to re-commencement of their programme in order that an assessment of their skills and learning needs might be made. The student may also be required to attend an appointment with a medical professional appointed by the Conservatoire.

22.47 The Conservatoire will make every effort to allow the student to continue with their studies, within the limits set by the Conservatoire's Regulations. This may include repeating periods of study. The ability to repeat or return to study will depend upon the feasibility and reasonableness of such a proposal, and will be decided on a case by case basis.

### **Appeal Procedure**

22.4 Appeals against the decision to suspend studies may be submitted to the Appeals should be submitted in writing within 14 days of the date on which the student receives notification of suspension by the Director of School.

- 22.49 Appeals will only be considered on the following grounds:
- The Fitness to Study Panel followed a defective procedure or reached a wholly unreasonable decision.
  - There are exceptional personal circumstances that may warrant the overturning of the Panel's decision which it was not reasonably possible for the student to raise at the time of the Fitness to Study Panel meeting or earlier. The appellant must explain why such exceptional personal circumstances were not made known to the Panel. Where it was reasonably possible for an appellant to have reported exceptional circumstances to the Panel prior to its meeting, but did not do



so, those circumstances cannot subsequently be founded upon as grounds for appeal.

22.50 A Director of the School or Academic Unit in which the Appellant is not a student (or appropriate nominee) will investigate the grounds of appeal in any manner that is deemed appropriate in order to gather full and relevant information before making a judgment on the appeal. The Director's judgement will normally be issued within 14 working days of the date when an appeal is received.

22.51 The Director may reach one of the following conclusions:

- That the appeal is not upheld. The Director will write to the appellant to inform them that the appeal was not upheld and that the Conservatoire's procedures have been concluded.
- That the appeal is upheld. The Director will arrange for another Fitness to Study Panel, with different members to the original Panel, to consider the case. The Director will identify the grounds upon which the appeal was upheld.

22.52 Appeals against the decision of a reconvened Fitness to Study Panel will not normally be permitted.

22.53 In cases where the student is dissatisfied with the outcome arising from the operation of this policy, they may take the complaint to the Scottish Ombudsman, which is an independent, impartial and free service established by the Scottish Executive to investigate complaints against organizations providing public services (including higher education) in Scotland. Full details are available at <http://www.spsso.org.uk/>

### **Disciplinary Action**

22.54 If a student breaches any of the Conservatoire's regulations including this policy, the breaches will be considered under the Disciplinary Procedure. Students will not be exempt from a disciplinary investigation because they are being considered under this Fitness to Study policy. Each case will be considered on its own merits, with due regard given to issues relating to ill health.

### **Monitoring**

22.55 Data will be collected on the use of this procedure as follows:

- numbers of cases at each stage of the procedure
- numbers of suspensions of study
- final outcomes e.g. return to study

22.56 All of the above will be monitored by programme, and by gender, ethnicity, disability, age, religion/belief and sexual orientation where possible, to ensure fairness and access to opportunity.

22.57 Academic Administration and Support will collect this data and will raise any issues which arise directly with Schools as appropriate.

## Appendix 1 Support Plan

<b>Fitness to Study - Support Plan</b>	
Date	
Student Name	
Programme / Year of Study	
Staff Member / Title	
Learning Agreement	<p>No / Yes</p> <p>Please insert any relevant details as appropriate</p>
Stage (Please circle one)	<p>1 = emerging or initial concerns</p> <p>2 = continuing and/or significant concerns</p> <p>3 = persistent or grave concerns</p>
Brief outline of the concerns discussed:	
Outline of support services discussed (e.g. Conservatoire Counsellor, GP, Welfare Staff, etc.)	
Student comments	

Student Action Points (e.g. medication and support requirements, review meetings etc.)	
Staff Action Points (e.g. communication with other members of staff, assessment arrangements etc.)	
Any other information / comments	
Outcome (e.g. No action, monitor and review in 2-4 weeks, progress to next stage etc.)	
Date of review (which must be within 2-4 weeks)	(insert date)

**Declaration:**

I have read and understood the Fitness to Study policy and understand that until the Conservatoire is satisfied that the concerns about my Fitness to Study have been resolved I may progress to later stages within the policy.

I understand the nature of the concern(s) raised as explained to me and outlined in this document as well as the possible impact/consequences that this/these concern(s) may have upon my own fitness to study.

I also understand the impact that this/these concern(s) may have upon the community of staff and students who are working and studying at the Conservatoire and to which I belong. I have agreed to work towards the Support Plan outlined above, which has been developed to support me.

I understand that, if I am unable or unwilling to carry out the Support Plan, the Conservatoire will need to consider taking appropriate or remedial actions as my situation may require.

I understand and consent to information surrounding my fitness to study being shared to those people considered necessary by the Conservatoire including the Director of School/Directorate and the Academic Registrar.

I realise that any non-attendance or other failure on my part can be reported to the appropriate service and acted upon. Whilst I understand that the Conservatoire has a duty of care to support me, ultimately I am responsible for my own health and wellbeing and it is my responsibility to be fit to study.

I am also signing to agree to my progress being reviewed within the time specified above in order to review the improvement I have made.

Students

Name \_\_\_\_\_ Signature \_\_\_\_\_

Staff

Member \_\_\_\_\_ Signature \_\_\_\_\_

Date \_\_\_\_\_ Review date \_\_\_\_\_

## Appendix 2 List of contacts

### Procedural Advice

[s.daly@rcs.ac.uk](mailto:s.daly@rcs.ac.uk)

Ms Suzanne Daly, Academic Registrar

### Support

[j.balmforth@rcs.ac.uk](mailto:j.balmforth@rcs.ac.uk)

Dr Jane Balmforth, Counsellor and Disability

### Advisor

[s.ward@rcs.ac.uk](mailto:s.ward@rcs.ac.uk)

Ms Sarah Ward, Assistant Registrar  
(International and Student Experience)

### Advocacy

<https://www.rcs.ac.uk/studyhere/studentssupport/bystudentsforstudents/>

Students' Union

### Advisor

[j.balmforth@rcs.ac.uk](mailto:j.balmforth@rcs.ac.uk)

Dr Jane Balmforth, Counsellor and Disability

### External Professional Support

<http://www.nhs24.com/findlocal/>

GP

<http://www.nhs24.com/>

NHS24

[www.livewell.optum.com](http://www.livewell.optum.com)

Counselling Service

(Access Code: **RCSStudents**)

<http://www.nus.org.uk/en/nus-scotland/>

NUS Scotland

## **ANNEX A**

### **JANET Acceptable Use Policy**

Version: 12

Issued: May 2016

Last Reviewed Date: 19/03/2018

<https://community.jisc.ac.uk/library/acceptable-use-policy>

## **ANNEX B**

### **DIGNITY AT WORK AND STUDY POLICY**

#### **1. Introduction**

The Royal Conservatoire of Scotland is fully committed to creating an environment where all staff and students treat each other fairly and with mutual respect, and to providing a work and study environment where all students and staff are free from discrimination and intimidation.

#### **2. Purpose**

The policy is intended to make clear the *Dignity at Work and Study* provisions in the Conservatoire and thereby prevent all forms of offensive behaviour.

The policy specifically covers the areas of;

- Acceptable behaviour
- Staff relationships with students
- How unacceptable behaviour will be dealt with

Further detail is contained within Appendix 1 (Dignity at Work Definitions).

#### **3. Scope**

The *Dignity at Work and Study Policy* applies to all staff, students, contractors and consultants of the Conservatoire.

In relation to staff relationships with students, this policy applies to staff only. Issues arising between students are a matter for the Schools and the Registrar and will be dealt with through the Student Rules and Regulations.

Failure of a member of staff to adhere to the policy may result in disciplinary action under the Conservatoire's Disciplinary and Dismissal Policy. Failure of a student to comply with the policy may result in disciplinary action under the Conservatoire's Student Disciplinary Procedure.

This policy supports the Conservatoire's strategic commitment to Equality and Diversity. The Royal Conservatoire of Scotland also has a duty under the Counter-Terrorism and Security Act 2015, termed "PREVENT", to aid the process of preventing people being drawn in to terrorism (see Prevent Policy – Annex G, P121).

#### **4. Procedures**

If you believe that you have been the subject of unacceptable behaviour there are two courses of action you can take – informal and formal.

Details of the procedures for staff are outlined in Appendix 2 (Staff Guidelines on the Procedures).

Details of the procedures for students are outlined in Appendix 3 (Student Guidelines on the Procedures).

#### **5. Responsibility**



Everyone has a responsibility to contribute towards a working and studying environment that is free from harassment and bullying, and to report to an appropriate person any instances that are in direct contravention of this policy. The practical implementation of the Conservatoire's *Dignity at Work and Study Policy* is the responsibility of the Principal, Directors, Head of Departments, Programme Heads and Managers, in conjunction with the Director of Human Resources and the Deputy Director of Human Resources.

## **6. Advice, Counselling and Support**

Advice and counselling is available from a variety of sources. The Conservatoire Equality and Diversity Officer can provide confidential advice, information and support to both staff and students.

**Staff:** Members of staff can contact the Human Resources Department, a Trade Union representative, the confidential Employee Counselling Service, the Staff Occupational Health Provider or your Line Manager. You can also approach one of the Conservatoire's Staff Support Contacts, who have volunteered to be confidential points of contact for colleagues who feel that they are being subjected to unacceptable behaviour at work.

**Students:** Students can get assistance and support from the Conservatoire Counsellor and Disability Advisor, the Welfare and International Student Advisor, the Assistant Registrar (International and Student Experience), the Students' Union and the confidential external counselling service. Additionally, guidance can be sought from the relevant Head of Department, Programme Heads, Personal Tutor or other appropriate member of staff.

Further information on support mechanisms and contact details can be found in Appendix 4 and Appendix 5 (Guidelines on Advice, Counselling and Support).

## **7. Grievance Procedure (Staff only)**

If you raise a formal complaint under this procedure and at any stage you feel that your complaint is not being handled effectively in procedural terms, you have the right to raise a grievance.

Details of the Grievance Procedure are available on the Staff Portal or from the Human Resources Department.

## **8. Management Training**

Appropriate briefing and training is provided to managers and staff representatives to enable them to deal with issues arising under this policy.

## **9. Review**

The Director of Human Resources will review the policy at regular intervals and make recommendations on any future developments to the policy.

This policy was updated in March 2018.

## **Appendix One**

### **DIGNITY AT WORK POLICY DEFINITIONS**

#### **ACCEPTABLE BEHAVIOUR**

The Royal Conservatoire of Scotland is fully committed to creating an environment where all staff and students treat each other fairly and with mutual respect, providing a work and study environment where all staff and students feel supported and equipped to challenge unacceptable behaviour.

It is the Conservatoire's policy to make every effort to provide a working and learning environment free from bullying, sexual, racial and/or disability harassment, intimidation and any other form of harassment or bullying constituting unacceptable behaviour, which is personally offensive.

The Conservatoire will not tolerate harassment or bullying which involves abusive or offensive behaviour with regard to age, disability, gender, gender reassignment, race, religion or belief, perceived or actual sexual orientation.

Such behaviour can constitute unlawful discrimination under UK equality legislation and may result in an individual being held liable by an employment tribunal. Similarly, inappropriate behaviour will not be tolerated on any other grounds, including those that are not covered by the law.

Additionally, in line with the Counter-Terrorism and Security Act 2015, termed 'Prevent', the Conservatoire will not tolerate any act that attempts to draw people into terrorism.

#### **DEFINITION OF A BREACH OF DIGNITY AT WORK OR STUDY**

Unacceptable behaviour and harassment can be defined as unsolicited or unwelcome acts that humiliate, intimidate or undermine the individual involved.

Bullying is defined as the persistent, demeaning and degrading of human beings through words and acts which can gradually undermine an individual's confidence and self-esteem.

Harassment is defined as unwanted conduct which is offensive to the recipient. It refers to behaviour which is unsolicited, personally offensive and socially unacceptable, or which fails to respect the rights of others.

A breach of this policy will have been committed if a member of staff or student suffers bullying or harassment which causes alarm or distress. This includes:

- offensive, abusive, malicious, insulting or intimidating behaviour on more than one occasion;
- attempt to incite terrorism
- unwarranted criticism on more than one occasion;
- unjustified punishment; or
- unwarranted changes in their role without consultation (staff only)

**In relation to students only:** Any act of unlawful discrimination, including any act of harassment or bullying, is viewed very seriously by the Conservatoire and should be reported to the Director of the School in which the student studies. Such behaviour will normally be treated as a disciplinary matter. Harassment is a specific disciplinary offence in respect of which the offender

may, in appropriate circumstances, be summarily expelled from the Conservatoire.

### **STAFF RELATIONSHIPS WITH STUDENTS**

The Royal Conservatoire of Scotland believes the professional relationship between a student and a member of staff is a central part of the student's educational development. It is vital that trust and confidence exist between staff and students to ensure students maximise their learning experience.

Staff have a professional duty to develop their students' abilities and a responsibility to safeguard students' welfare. All members of the Conservatoire - staff and students - should take special care to ensure that any such personal relationship is not permitted to encroach upon the professional relationship which must at all times exist between staff and other members of staff, and staff and members of the student body.

This is particularly important when one of the parties involved in the relationship occupies a position of power or authority, for example in the role of manager, tutor, supervisor or administrator and who may be in a position to affect the employment, career, grade or qualification of the other party.

The Conservatoire expects that all staff conduct themselves in an appropriate manner at all times. Staff should, whilst encouraging all students in their learning experience, be mindful of their position of trust and must not abuse that trust by entering into a sexual relationship with a student. Such relationships could compromise the professional relationship between staff and students, and damage the teaching and learning environment for other students and staff.

### **RELATIONSHIPS BETWEEN MEMBERS OF STAFF**

In the event that a close personal relationship develops between members of staff, it is incumbent on those concerned to ensure that the essential standards of professionalism and impartiality are maintained. Where such a personal relationship exists or develops, the members of staff must inform their Director or Line Manager, to avoid situations which may potentially prejudice professionalism and integrity.

### **WHAT YOU SHOULD DO IF YOU ARE BEING BULLIED OR HARASSED BY A CUSTOMER**

If you feel that you are being bullied or harassed by a customer or someone else with whom you come into contact at work, you should raise this with your immediate manager.

Managers who receive such complaints from members of their staff must take appropriate action, which may range from speaking to the member of the public to considering prosecution of the perpetrator, or civil action to restrain the offending behaviour. Support should be offered to the member of staff concerned.

### **ACKNOWLEDGEMENTS**

The Royal Conservatoire of Scotland acknowledges the assistance of EIS in the formation of the definitions contained within this policy.

## **Appendix Two**

### **STAFF GUIDELINES ON THE PROCEDURES**

#### **Informal Procedure**

Wherever possible, you are encouraged to make it clear to the person whose behaviour is causing offence that their behaviour is unacceptable, unwelcome and must stop. Inform them that it is interpreted as unacceptable behaviour, harassment or bullying as defined by the Conservatoire's policy.

In some cases the person in question may be unaware that their behaviour is inappropriate or that their words or actions may have been misinterpreted. In such circumstances, it may be sufficient to explain to the individual that their behaviour is offensive and to ask them to stop.

If you would like some support to approach the person who is causing you offence, you could consider being accompanied by a friend, colleague or other suitable representative, such as a Staff Support Contact.

Where the informal approach fails to resolve the issue, or if the matter is of a serious nature, it may be necessary to make a formal complaint.

#### **Formal Procedure**

The Royal Conservatoire of Scotland will treat as confidential all records concerning allegations or complaints of unacceptable behaviour and will investigate complaints impartially.

If you are a member of staff, a formal complaint should be made to your Line Manager or any of the aforementioned support contacts. If the complaint is about your Line Manager, then you should liaise with their respective Line Manager or the HR department. Any formal complaint should preferably be made in writing to the appropriate person. The Conservatoire will take all reasonable steps to investigate and resolve the complaint as soon as possible.

If you believe a staff member or student is being subjected to unacceptable behaviour you should speak to the individual in question and encourage them to speak to one of the above support contacts or an identified appropriate person.

#### **Investigation Procedure**

All complaints will be handled promptly, with sensitivity and in a strictly confidential manner with respect to the complainant, the individual under investigation and any third party involved. Management investigations into a complaint will be initiated as soon as possible and will normally be completed within 10 - 15 working days of receiving the complaint.

In any investigation, the complainant and the individual under investigation will have the right of representation, either by a friend, colleague or trade union representative.

If the investigation reveals that the complaint is valid, disciplinary action designed to stop the unacceptable behaviour immediately and prevent its recurrence may be taken. If necessary, disciplinary action may include the removal of the individual under investigation from close contact with the complainant.

Staff are protected in law from intimidation, victimisation or discrimination for filing a complaint or assisting in an investigation.

## Appendix Three

### STUDENT GUIDELINES ON THE PROCEDURES

#### Informal Procedure

Wherever possible, you are encouraged to make it clear to the person whose behaviour is causing offence that their behaviour is unacceptable, unwelcome and must stop. Inform them that it is interpreted as unacceptable behaviour, harassment or bullying as defined by the Royal Conservatoire of Scotland's policy.

In some cases the person in question may be unaware that their behaviour is inappropriate or that their words or actions may have been misinterpreted. In such circumstances, it may be sufficient to explain to the individual that their behaviour is offensive and to ask them to stop.

If you would like some support to approach the person who is causing you offence, you could consider being accompanied by a friend, the Conservatoire Counsellor and Disability Advisor, the Conservatoire Equality and Diversity Officer or a representative from the Students Union.

Where the informal approach fails to resolve the issue, or if the matter is of a serious nature, it may be necessary to make a formal complaint. Detailed below are the relevant extracts from the Regulations, Codes of Procedure and General Rules for Students.

Should the matter not be resolved to the satisfaction of the complainant, they should then take up the complaint with the appropriate Director of School/Directorate, who will attempt to resolve the problem within 7 working days.

The appropriate Director of School/Directorate will record the date of receipt of the complaint, the nature of the complaint and the subsequent actions taken to resolve the matter.

The student(s) will be asked to sign that it is a true record and that the matter has been resolved satisfactorily.

Where the appropriate Director of School/Directorate considers a complaint to be frivolous or vexatious, the case will be reported to the Registrar who will investigate the matter and determine if there is alleged misconduct. If the complaint is alleged to be frivolous or vexatious, the complainants may face disciplinary action [a frivolous complaint is one that is trivial or without serious content; a vexatious complaint is one that is primarily intended to vex, harass or harm the subject of the complaint rather than to secure a remedy].

#### Formal Procedure

Students are advised that, before lodging a formal complaint, they obtain advice and support either from the Conservatoire Counsellor and Disability Advisor or the Royal Conservatoire of Scotland Students' Union.

The complainant(s) may raise the matter through the Conservatoire's formal Complaints Handling Procedure (CHP) where the complaint made is in

respect of alleged discrimination, harassment or victimisation as defined within this policy.

A student of the School of Drama, Dance, Production and Film must submit the complaint in writing to the Director of Music and a student of the School of Music must submit the complaint in writing to the Director of Drama, Dance, Production and Film. The submission must be made within 7 working days following completion of any informal process which has taken place.

Prior to a complaint being determined, an appropriate investigation will normally be undertaken.

The appropriate Director will seek to resolve the matter on the basis of the documentation provided after having sought any further information as appropriate from the persons involved in the complaint or may, at their discretion, call a hearing, normally within 10 working days from receipt of the written complaint, at which the student and other persons involved may submit their cases. If the Director considers it appropriate, they may be assisted in investigating the complaint by another Director or other appropriate senior managers of the Conservatoire.

The complainant may be accompanied by a person of their choice at a meeting but must inform the appropriate Director who the person will be, before the hearing takes place.

The Director's decision will be communicated in writing to the complainant after the complaint is received. This will normally be within 10 working days, or where a hearing has been called, within 5 working days following the conclusion of the hearing. The complainant(s) will be advised of any further steps which they or the group could take if dissatisfied with the outcome.

Where the appropriate Director considers a complaint to be frivolous, vexatious, untrue or made in bad faith (e.g. spite) the case will be reported to the Registrar who will investigate the matter. If the complaint is confirmed as allegedly frivolous, vexatious, untrue or made in bad faith, the complainant(s) will face disciplinary action in accordance with the Conservatoire's Student Disciplinary Procedure.

## **Appendix Four**

### **GUIDELINES ON ADVICE, COUNSELLING AND SUPPORT FOR STAFF**

#### **Line Managers**

Line Managers and supervisors have a specific duty to act if they become aware of or witness any acts of unacceptable behaviour, harassment, bullying or breach of dignity as outlined in this policy. They should also be a first point of contact for any staff member who is experiencing inappropriate behaviour. If a line manager is unclear about how to deal with the matter raised, support and information can be obtained from the Conservatoire Equality and Diversity Officer and the HR Department.

#### **Staff Support Contacts**

A number of volunteers have received training to equip them to provide a confidential source of information and a listening ear to colleagues who are concerned that they are experiencing unacceptable behaviour at work. Briefly their role is:

- To provide a confidential support and information service to Conservatoire staff on issues relating to unacceptable behaviour.
- To assist individuals to identify the problems they face and explore the various options available with them.
- To identify to individuals any other support services available and appropriate to their circumstances.

**For contact details of Staff Support Contacts:** please see the Staff Portal or contact the Conservatoire Equality and Diversity Officer

**Conservatoire Equality and Diversity Officer:** Roz Caplan - extension 384  
Members of staff can approach the Conservatoire Equality and Diversity Officer for confidential information, advice and support on any issue relating to diversity, discrimination, bullying or harassment.

#### **Human Resources**

The HR Department is always available to provide support and advice to staff with queries in this area. However, if a person formally reports a case of unacceptable behaviour by a member of staff to Human Resources, they will immediately ascertain the circumstances and facts of the alleged behaviour. After investigation, appropriate action will be determined and actioned.

Human Resources may contact any such persons as deemed appropriate to the investigation but will at all times ensure complaints are handled promptly, with sensitivity and in a strictly confidential manner with respect for both the complainant and the individual under investigation. Investigations into a complaint will be initiated as soon as possible and normally completed within 10 - 15 working days (except in exceptional circumstances where this may be extended to ensure a thorough investigation). When this occurs, all parties

involved will be contacted, the reason for delay explained and the timetable for dealing with the complaint agreed.

- **Deputy HR Director:** Lydia Demaison - extension 228
- **HR Advisor:** Kate Donnachie – extension 389
- **Assistant HR Advisor:** Linsey Miller – extension 397
- **Assistant HR Advisor:** Sidrah Siraj – extension 397
- **Assistant HR Advisor:** Gillian McLean – extension 397

### **Trade Union Representatives**

When a person reports a case of unacceptable behaviour to a trade union representative, they will help the complainant to clarify the circumstances and facts of the alleged harassment. They will also, if necessary, contact the Human Resources department on behalf of the complainant and assist the process of providing information to aid any subsequent investigation.

**EIS:** Martin Mallorie extension 116  
**UNISON:** Vacant

### **Employee Counselling Service and Occupational Health Provider**

The Royal Conservatoire of Scotland provides the above confidential services, which are out-with the Conservatoire, which can provide support and assistance to staff who feel that they are being bullied or harassed at work:

#### **Employee Assistance Programme**

Workplace Options is a free, confidential and independent resource to help you balance your work, family and personal life. Available any time, any day, by phone, email or online, the service provides information, resources and counselling on any of the challenges that life may bring.

Phone: 0800 243458  
Email: [assistance@workplaceoptions.com](mailto:assistance@workplaceoptions.com)  
[www.workplaceoptions.com](http://www.workplaceoptions.com)  
SMS (for call back): 07909 341229  
Minicom: 0208 987 6574

#### **Occupational Health Provider**

The Staff Occupational Health Service is provided by BUPA – please contact the HR Department to arrange a confidential appointment with the Occupational Health nurse  
All advice and counselling is strictly confidential.



## **Appendix Five**

### **GUIDELINES ON ADVICE, COUNSELLING AND SUPPORT FOR STUDENTS**

#### **Heads of Departments/ Programme**

Heads of Departments/ Programme have a specific duty to act if they become aware of or witness any acts of unacceptable behaviour, harassment, bullying or breach of dignity as outlined in this policy. They can also be a first point of contact for any student experiencing inappropriate behaviour.

#### **Conservatoire Counsellor and Disability Advisor: Jane Balmforth - extension 282**

The Conservatoire Counsellor & Disability Adviser is available to provide a confidential and neutral provision for students to explore issues that are causing them anxiety and stress. An open-door policy is operated, so it is not always necessary to make an appointment.

#### **Conservatoire Equality and Diversity Officer: Roz Caplan - extension 384**

Students can approach the Conservatoire Equality and Diversity Officer at any time for confidential information, advice and support on any issue around diversity, discrimination, bullying or harassment.

#### **Students Union: [supresident@rcs.ac.uk](mailto:supresident@rcs.ac.uk)**

The Students Union can provide moral support and confidential advice to any student who feels that they are experiencing unacceptable behaviour whilst studying at the Royal Conservatoire of Scotland.

#### **Big White Wall: [www.bigwhitewall.com](http://www.bigwhitewall.com)**

A web based supportive and anonymous community.

ANNEX C



Royal Conservatoire  
*of* Scotland

## **COMPLAINTS HANDLING PROCEDURE (CHP)**

Introduced August 2013

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## **Foreword**

This Complaints Handling Procedure (CHP) reflects the Conservatoire's commitment to valuing complaints. Students and recent students, applicants and members of the public should feel free to raise matters of concern without risk of disadvantage. Our aim is to resolve issues of dissatisfaction as close to the initial point of contact as possible and to conduct thorough and fair investigations of complaints so that, where appropriate, we can make evidence-based decisions on the facts of each individual case.

Resolving complaints early saves time and resource and contributes to the overall efficiency of the Conservatoire. Concentrating on achieving an early resolution of a complaint as close to the point of contact as possible will free up the time of academic and support staff and ultimately contribute to the continued positive experience of our students and members of the public.

# 1 What is a complaint?

For the purposes of this procedure, a complaint may be defined as:

“an expression of dissatisfaction by one or more individuals about the standard of service, action or lack of action by or on behalf of the Conservatoire.”

A complaint may relate to:

- the quality and standard of service
- failure to provide a service
- the quality of facilities or learning resources
- treatment by or attitude of a staff member, student or contractor
- inappropriate behaviour by a staff member, student or contractor
- the failure of the Conservatoire to follow an appropriate administrative process
- dissatisfaction with the Conservatoire’s policy, although it is recognised that policy is set at the discretion of the Conservatoire

The definition of a complaint is very broad and the list above is not exhaustive. However, not every concern raised with the Conservatoire is a complaint. For example, the following **are not complaints**:

- a routine, first-time request for a service
- a request under the Freedom of Information (Scotland) Act\* or General Data Protection Regulation \*\*
- a request for information or an explanation of policy or practice
- a request for compensation only
- a response to an invitation to provide feedback through a formal mechanism such as a questionnaire or committee membership will generally not be treated as a complaint
- an insurance claim
- an issue which is being, or has been, considered by a court or tribunal
- an attempt to have a complaint reconsidered where the Conservatoire’s procedure has been completed and a decision has been issued
- a grievance by a member of staff which is eligible for handling through the Grievance Procedure \*\*\*
- an appeal about an academic decision on assessment or admission \*\*\*\*.

These issues will be dealt with under the alternative appropriate processes rather than under the CHP. It should be noted, however, that some situations can involve a combination of issues, some are complaints and others are not,

and each case should be assessed on a case by case basis.

- \* For information on Freedom of Information or requests, please see <http://www.rcs.ac.uk/foi>
- \*\* For information on the General Data Protection Regulation please see <https://www.rcs.ac.uk/policy/privacy/>
- \*\*\* For information on the Conservatoire's Staff Grievance Policy, please see the Staff Extranet or request a copy from Human Resources.
- \*\*\*\* For information on the Conservatoire's Academic Appeals procedure, please see the Regulations, Codes of Procedure and General Rules (page 152).

## **1.1 Who can make a complaint?**

The CHP covers complaints from anyone who receives, requests or is affected by our services.

This includes, although is not limited to:

- a student's experience during their time at the Conservatoire (all referred to as 'students' through the remainder of this document);
- members of the public, where they have a complaint about matters which are (or which were at the time the issue arose) the responsibility of the Conservatoire; and
- members of the public who are applying for admission to the Conservatoire and whose complaint does not relate to academic judgement.

The basic processes for investigating complaints are the same for students, recent students, members of the public and applicants to the Conservatoire.

Sometimes individuals may be unable or reluctant to make a complaint on their own. The Conservatoire will accept complaints brought by third parties, as long as the individual affected has given their personal consent under the requirements of the General Data Protection Regulation. This usually means that the individual affected must give clear written authority for the third party to act on their behalf. Complaints made by a third party with the explicit permission of the complainant will be dealt with according to the same timescales.

## **1.2 Anonymous complaints**

Complaints submitted anonymously will be considered if there is enough information in the complaint to enable the Conservatoire to make further enquiries. If, however, an anonymous complaint does not provide enough information to enable us to take further action, we may decide not to pursue it

further. However, the Conservatoire may give consideration to the issues raised, and will record the complaint so that corrective action can be taken as appropriate.

Any decision not to pursue an anonymous complaint must be authorised by a senior member of staff. If an anonymous complaint contains serious allegations, it should be referred to a senior member of staff immediately.

### **1.3 Complaints involving more than one department**

If a complaint relates to the actions of two or more departments, Schools/Directorate or service areas, the staff member receiving the complaint must confer with the other area(s) to decide who will take the lead on the complaint. The complainant will be told to whom the complaint is being passed and given their contact details. Co-ordination may still be required between different areas of the Conservatoire to ensure that the complaint is fully addressed in a single response. The nature of the complaint may also require parallel procedures to be initiated (such as academic appeal or disciplinary procedures).

### **1.4 Complaints involving other organisations or contractors who provide a service on behalf of the Conservatoire**

If an individual complains to the Conservatoire about the service of another organisation, but the Conservatoire has no involvement in the issue, the individual should be advised to contact the appropriate organisation directly.

Where a complaint relates to a Conservatoire service and the service of another organisation the complaint must be handled through the CHP. In particular, the same timescales will apply. This relates to complaints that involve services provided on the Conservatoire's behalf (such as partner institutions and contractors) or to those provided by a separate organisation (such as awards agencies). If enquiries to an outside organisation in relation to the complaint are required, care must be taken to comply with Data Protection legislation and the guidance on handling personal information. Such complaints may include, for example:

- A complaint made in relation to provision of third-party services, for example IT systems.
- A complaint made about a service that is contracted out, such as catering services.
- A complaint made to the Conservatoire about a student loan where the dissatisfaction relates to the service we have provided and the service the loan agency has provided.

### **1.5 Time limit for making complaints**

Complaints should be raised with the Conservatoire as soon as problems arise to enable prompt investigation and swift resolution. This CHP sets a time limit

of six months to raise a complaint with the Conservatoire, starting from when the complainant first became aware of the problem, unless there are special circumstances for requesting consideration of a complaint beyond this time.

Beyond the six-month time limit, the Conservatoire will exercise discretion in the way that the time limit is applied. This will take account of the time limit within which a member of the public can normally ask the SPSO to consider complaints, which is twelve months from when the person first became aware of the issue about which they are complaining.



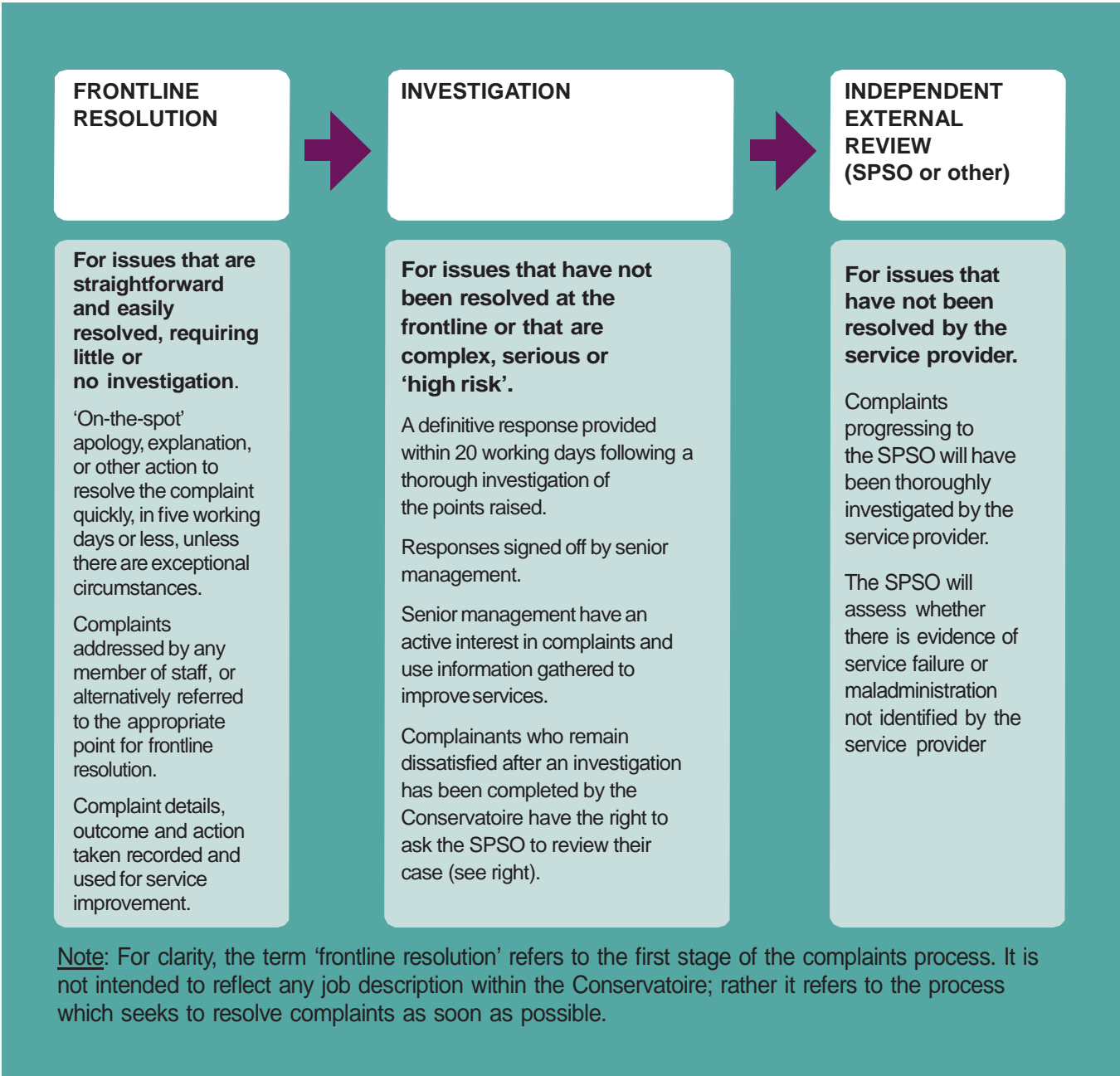
## 2 The Complaints Handling Process

The CHP is intended to provide a quick, simple and streamlined process with a strong focus on early resolution by empowered and well-trained staff.

The procedure involves up to two stages:

**Stage 1 Frontline resolution** seeks to resolve straightforward complaints swiftly and effectively at the point at which the complaint is made, or as close to that point as possible.

**Stage 2 Investigation** is appropriate where a complainant is dissatisfied with the outcome of frontline resolution, or where frontline resolution is not possible or appropriate due to the complexity or seriousness of the case.



## **2.1 Stage One: frontline resolution – to be completed within 5 working days**

Anyone who has a complaint is encouraged to raise it initially at the point of, or as close to the point of, becoming aware of it as possible and to raise it with the department in which the issue arose. Complaints at this stage may be made face-to-face, by phone, in writing or by email.

The purpose of frontline resolution is to attempt to resolve as quickly as possible complaints which are straightforward and require little or no investigation. Complaints at this stage of the process may be addressed by any relevant member of the Conservatoire's staff and may be handled by way of a face-to-face discussion with the complainant, or by asking an appropriate member of staff to deal with the complaint.

Members of staff to whom complaints are made will consider some key questions:

- Is this a complaint or should the individual be referred to another procedure?
- What specifically is the complaint (or complaints) about and which area(s) of the Conservatoire is /are involved?
- What outcome is the complainant hoping for and can it be achieved?
- Is this complaint straightforward and likely to be resolved with little or no investigation?
- Can the complaint be resolved on the spot by providing an apology/explanation/alternative solution?
- Can another member of staff assist in seeking a frontline resolution?
- What assistance can be provided to the complainant in taking this forward?

Resolution may be achieved by providing an on-the-spot explanation of why the issue occurred and/or an apology and, where possible, what will be done to stop this happening in the future.

If responsibility for the issue being complained about lies in the staff member's area of work, every attempt will be made to resolve the problem at source. If responsibility lies elsewhere, the staff member receiving the complaint will liaise with the relevant area rather than simply passing the complainant on to another office.

## **2.2 Extension to the five day timeline**

Frontline resolution should normally be completed within 5 working days, though a resolution may be achieved more quickly. In exceptional circumstances a short extension of time may be necessary to increase the possibility of resolving the complaint at the frontline resolution stage (for example, by obtaining information from other areas where no single area of the Conservatoire is responsible for the issue(s) being complained about). Where

an extension is required this must be signed off by an appropriate senior manager. The complainant must be told of the reasons for extending the deadline and advised of the new timescale for resolution. The maximum extension which can be granted is 5 working days (i.e. not more than 10 working days in total from the date of receipt of the complaint).

### **2.3 Closing the complaint at the frontline resolution stage**

The outcome will be communicated to the complainant. This may be face-to-face, by phone, in writing or by email. There is no requirement to send out further written communication to the complainant, although you may decide to do so. The response to the complainant must address all the topics for which the Conservatoire is responsible, and explain the reasons for the decision.

Once a decision has been issued, the record of the complaint must be updated on the recording system, including details of the decision reached. The complaint should then be closed.

### **2.4 Stage two: investigation – to be completed within 20 working days**

These complaints may already have been considered at the frontline resolution stage, or they may be complaints identified upon receipt as appropriate for immediate investigation.

A complaint will be moved to the investigation stage when:

- frontline resolution was attempted, but the complainant remains dissatisfied. This may be after the case has been closed following the frontline resolution stage
- the complainant refuses to recognise or engage with the frontline resolution process and is insistent that the issue be addressed by a more senior officer
- the issues raised are complex and will require detailed investigation
- the complaint relates to issues that have been identified by the Conservatoire as high risk or high profile.

Special attention will be given to identifying complaints considered high risk /high profile, as these may require particular action or may raise critical issues requiring direct input from senior management. Potential high risk /high profile complaints may:

- involve a death or terminal illness
- involve serious service failure, for example major delays in service provision or repeated failures to provide a service
- generate significant and on-going press interest
- pose a serious operational risk to the Conservatoire
- present issues of a highly sensitive nature.

A person can make a complaint in writing, in person, by telephone, by email or online or by having someone complain on their behalf. Where it is clear that a complaint will be immediately considered at the investigation stage, the complainant may be encouraged to complete the appropriate complaint form to provide full details of the complaint and any relevant documentation. If they choose not to write it down and would prefer to complain in person, the complaint form can be completed with them and a letter to confirm the scope of the complaint issued to them.

The purpose of conducting an investigation is to establish all of the facts relevant to the points made in the complaint and to provide a full, objective and proportionate response to the complainant that represents the Conservatoire's definitive position.

## **2.5 What the Conservatoire will do when it receives a complaint for investigation**

The Conservatoire will allocate the complaint to a Complaints Investigator (see Section 3 of this procedure). It is important to be clear from the start of the investigation stage exactly what is being investigated, and to ensure that both the complainant and the complaints investigator understand the scope of the investigation. In discussion with the complainant, three key questions should be considered:

- What specifically is the complaint (or complaints)?
- What does the complainant want to achieve by complaining?
- Do the complainant's expectations appear to be reasonable and achievable?

If the complainant's expectations appear to exceed what the Conservatoire can reasonably provide or are not within the Conservatoire's power to provide, the complainant will be advised of this as soon as possible in order to manage expectations about possible outcomes.

Details of the complaint must be recorded on the system for recording complaints. Where the complaint has been through the frontline resolution stage this must be shown in the complaints log. At the conclusion of the investigation the log must be updated to reflect the final outcome and any action taken in response to the complaint.

## **2.6 Timelines**

The following deadlines will be used for cases at the investigation stage of the CHP:

- complaints will be acknowledged in writing within 3 working days
- the Conservatoire will provide a full response to the complaint as soon as possible but not later than 20 working days from the time that the complaint was received for investigation.

## **2.7 Extension to the timeline**

Not all investigations will be able to meet this deadline; for example some complaints are so complex that they will require careful consideration and detailed investigation beyond the 20 working days timeline. Where there are clear and justifiable reasons for extending the timescale, senior management will exercise judgement and will set time limits on any extended investigation, with the agreement of the complainant. If the complainant does not agree to an extension but it is unavoidable and reasonable, then senior management must consider and confirm the extension. In such circumstances, the complainant must be kept updated on the reason for the delay and given a revised timescale for bringing the investigation to a conclusion. It is expected, however, that this will be the exception and that the Conservatoire will always strive to deliver a definitive response to the complaint within 20 working days.

Where an extension has been agreed, this will be recorded appropriately and the proportion of complaints that exceed the 20 working day-limit will be evident from reported statistics.

## **2.8 Mediation**

Some complex complaints (where, for example, the complainant and/or other involved parties have become entrenched in their position) may benefit from a different approach to resolving the complaint. Using mediation can help both parties to understand what is driving the complaint, and may be more likely to result in a mutually satisfactory conclusion being reached. Where the Conservatoire and the complainant agree to mediation, revised timescales should be agreed.

## **2.9 Closing the complaint at the investigation stage**

The outcome of the investigation will be communicated to the complainant in writing. The decision, and details of how and when it was communicated to the complainant, must be recorded on the system for recording complaints. The decision will also advise the complainant about:

- their right to ask the SPSO to review the complaint
- the time limit for doing so
- how to contact the SPSO.

### **3 Independent External Review (SPSO)**

#### **3.1 Role of the SPSO**

Once the Stage 2 investigation has been completed, the complainant is entitled to ask the SPSO to look at their complaint. The SPSO considers complaints from people who remain dissatisfied at the conclusion of the Conservatoire's CHP. The SPSO looks at issues such as service failure and maladministration (administrative fault) as well as the way the Conservatoire has handled the complaint.

#### **3.2 Contact information for the SPSO**

The SPSO requires the Conservatoire to use the wording below to inform complainants of their right to ask the SPSO to review the complaint.

The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about public services in Scotland. This includes complaints about Scottish universities. If you remain dissatisfied with a university after its complaints process, you can ask the SPSO to look at your complaint. The SPSO cannot normally look at complaints:

- where you have not gone all the way through the Conservatoire's complaints handling procedure
- more than 12 months after you became aware of the matter you want to complain about, or
- that have been or are being considered in court.

The SPSO's contact details are:

**In person:** Scottish Public Services Ombudsman  
Melville Street  
Edinburgh  
EH3 7NS

**By post:** **Freepost SPSO** (this is all you need to write on the envelope, and you don't need to use a stamp)

Freephone: **0800 377 7330**

Online contact: **[www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)**

Website: **[www.spsso.org.uk](http://www.spsso.org.uk)**

Mobile site: **<http://m.spsso.org.uk>**

## 4 Governance of the Complaints Handling Procedure

### 4.1 Roles and Responsibilities

All staff will be aware of:

- the CHP
- how to handle and record complaints at the frontline resolution stage
- who they can refer a complaint to if they are unable to handle the matter personally
- the need to try and resolve complaints early and as locally (within their department) as possible and
- their clear authority to attempt to resolve any complaints they may be called upon to deal with.

Senior management will ensure that:

- the Conservatoire's final position on a complaint investigation is signed off by an appropriate senior officer in order to provide assurance that this is the definitive response of the Conservatoire and that the complainant's concerns have been taken seriously
- it maintains overall responsibility and accountability for the management and governance of complaints handling within the Conservatoire
- it has an active role in, and understanding of, the CHP (although not necessarily involved in the decision making process of complaints handling)
- mechanisms are in place to ensure a consistent approach to the way complaints handling information is managed, monitored, reviewed and reported at all levels in the Conservatoire, and
- complaints information is used to improve services, and this is evident from regular publications.

**Principal:** The Principal provides leadership and direction to the Conservatoire. This includes ensuring that there is an effective CHP with a robust investigation process which demonstrates that organisational learning is in place. The Principal may delegate responsibility for the procedure, but must receive assurance of complaints performance by way of regular reporting. They should also ensure that complaints are used to identify service improvements, and that these improvements are implemented, and learning is fed back to the wider organisation as appropriate.

**Senior Management:** May be involved in the investigation. As a senior officer they may be responsible for preparing and signing response letters to complainants and therefore must be satisfied that the investigation is complete and that their response addresses all aspects of the complaint.

**Complaints Investigators:** The Complaints Investigator is a suitably trained staff member responsible for the conduct of the complaints investigation and is

involved in the investigation and the co-ordination of all aspects of the response to the complainant. This may include preparing a comprehensive written report, including details of any recommended procedural changes to service delivery. Complaints Investigators must have a clear remit to investigate effectively and reach robust decisions on more complex complaints. This also requires clear direction and support from senior management on the extent and limits of discretion and responsibilities in investigating and resolving complaints, including the ability to identify failings, take effective remedial action and apologise, where it is appropriate to do so.

**SPSO liaison officer (or officer with this responsibility):** This staff member's role may include providing complaints information in an orderly, structured way within requested timescales, providing comments on factual accuracy on behalf of the Conservatoire in response to SPSO reports, confirming recommendations have been implemented, and providing evidence to verify this.

**All staff:** A complaint may be made to any member of staff. All staff must, therefore, be aware of the CHP and how to handle and record complaints at the frontline resolution stage. They should also be aware of whom to refer a complaint to, in case they are not able to personally handle the matter. We encourage all staff to try to resolve complaints early, as close to the point of service delivery as possible, and quickly to prevent escalation.

#### **4.2 Complaints about senior staff**

Complaints about senior staff can be difficult to handle as there may be a conflict of interest for the staff investigating the complaint. When serious complaints are raised against senior staff it is particularly important that the investigation is conducted by an individual who is independent of the situation. We must ensure that there are strong governance arrangements in place that set out clear procedures for handling such complaints.



## **5 Recording, reporting, publicising and learning**

Valuable feedback is obtained through complaints. One of the objectives of the CHP is to identify opportunities to improve provision of services across the Conservatoire.

Staff must record all complaints so that we can use the complaints data for analysis and management reporting. By recording and using complaints information in this way, the causes of complaints can be identified, addressed and, where appropriate, training opportunities can be identified and improvements introduced.

### **5.1 Recording complaints**

To collect suitable data, it is essential that all complaints are recorded in sufficient detail. The minimum requirements are as follows:

- name and contact details of the complainant and student matriculation number (if applicable)
- date of receipt of the complaint
- how the complaint was received
- category of complaint
- staff member responsible for handling the complaint
- department to which the complaint relates
- action taken and outcome at frontline resolution stage
- date the complaint was closed at the frontline resolution stage
- date the investigation stage was initiated (if applicable)
- action taken and outcome at investigation stage (if applicable)
- date the complaint was closed at the investigation stage (if applicable)
- underlying cause and remedial action taken (if applicable)
- response times at each stage

The Conservatoire has structured systems for recording complaints, their outcomes and any resulting action so that the complaint data can be used for internal reporting as indicated below.

### **5.2 Reporting of complaints**

The Conservatoire has a system for the internal reporting of complaints information. Regularly reporting the analysis of complaints information helps to inform management of where improvements are required. Information reported internally will include:

- *performance statistics, detailing complaints volumes, types and key*

*performance information, for example on time taken and stage at which complaints were resolved*

- *the trends and outcomes of complaints and the actions taken in response including examples to demonstrate how complaints have helped improve services.*

This information will be reported at least quarterly to senior management and at least annually to the Board of Governors.

### **5.3 Publicising complaints performance information**

The Conservatoire will publish on a quarterly basis a summary of complaints outcomes, trends and actions taken to improve services, with a focus on case studies and examples of how complaints have helped improve services. This may also include positive feedback from students and members of the public.

This demonstrates the Conservatoire's approach to improving services on the basis of complaints and shows that complaints can influence our services. It also helps ensure transparency in our complaints handling service and will help to demonstrate to our students and members of the public that we value their complaints.

The Conservatoire will report on complaints handling performance annually in line with SPSO requirements. This includes performance statistics showing the volume and type of complaints and key performance details, for example on the time taken and the stage at which complaints were resolved.

### **5.4 Learning from complaints**

The Complaints Investigator will always satisfy themselves that all parties involved understand the findings of the investigation and any decisions made. Senior management will ensure that the Conservatoire has procedures in place to act on issues that are identified. These procedures facilitate:

- using complaints data to identify the root cause of complaints
- taking action to reduce the chance of this happening again
- recording the details of corrective action in the complaints file
- systematically reviewing complaints performance reports to improve performance.

The analysis of management reports detailing complaints performance will help to ensure that any trends or wider issues which may not be obvious from individual complaints are quickly identified and addressed. Where the Conservatoire identifies the need for service improvement:

- an officer (or team) will be designated the 'owner' of the issue, with responsibility for ensuring that any identified action is taken
- a target date will be set for the action to be implemented, and followed up

on to ensure delivery within this timescale

- where appropriate, performance in the service area will be monitored to ensure that the issue has been resolved.

## **5.5 Maintaining confidentiality**

Confidentiality is an important factor in conducting complaints investigations. The Conservatoire will always have regard to any legislative requirements; for example, data protection legislation and also internal policies on confidentiality and the use of complainant information. Complaints will be handled with an appropriate level of confidentiality and information released only to those who need it for the purposes of investigating or responding to the complaint. No third party will be told any more about the investigation than is strictly necessary in order to obtain the information required from them.

Where a complaint has been raised against a student or member of staff and has been upheld, the complainant will be advised of this. However, it would not be appropriate to share specific details affecting specific students or staff members, particularly where disciplinary action is taken.

## **6 Managing unacceptable behaviour**

### **6.1 Basic principles and expectations**

It is recognised that people may act out of character in times of trouble or distress. The circumstances leading to a complaint may result in the complainant acting in an unacceptable way. Complainants who display difficult behaviour may still have a legitimate grievance, and the Conservatoire must therefore treat all complaints seriously and assess them properly.

Complainants are subject to the same expectations regarding their behaviour as all others who interact with the Conservatoire, its staff and students. Complainants should feel free to raise matters of concern without risk of disadvantage, but where a complainant's behaviour over the complaint is deemed to be unacceptable, the Conservatoire reserves the right to invoke other procedures as necessary. In the case of applicants for admission to the Conservatoire, unacceptable behaviour may result in consideration of an application being terminated, or an offer of admission being withdrawn. In the case of students, unacceptable behaviour may result in referral to the Student Disciplinary Procedure. If such action is deemed necessary, the complainant will be advised of this and attempts will nevertheless be made to complete the investigation of the complaint, though contact with the complainant may be restricted.

### **6.2 Protection of staff, time and resources**

Where complainants are angry, unreasonably demanding or persistent, this can result in unacceptable behaviour towards Conservatoire staff and place unreasonable demands on time and resources. The Conservatoire has a duty to protect its staff from such behaviour, whilst allowing investigation of the complaint to proceed where possible. Should it prove necessary to take action to protect staff, there is a requirement to inform the complainant of any decision to restrict their access, their right of appeal, and of any procedures for reviewing such a decision to restrict contact. Any decision to restrict access will be made by a senior member of staff, and the complainant will be advised in writing of the decision and the reasons for it. The Conservatoire's decision on this will normally be final, and the complainant will be advised of their right to ask the SPSO to review the Conservatoire's handling of the complaint.

### **6.3 Aggressive or abusive behaviour**

While the Conservatoire understands that many complainants are angry about the issues they have raised in their complaint, if that anger escalates into aggression towards staff is considered unacceptable. Any violence or aggressive or abusive behaviour towards staff will not be tolerated. Violence is not restricted to acts of aggression that may result in physical harm. It also includes behaviour or language (whether verbal or written) that may cause staff to feel afraid, threatened or abused, and may include threats, personal verbal abuse, derogatory remarks and rudeness. Inflammatory statements and unsubstantiated allegations are also considered unacceptable. The Conservatoire will report all cases where physical violence is threatened or used to the police. In cases where other behaviour is considered abusive to

staff or contains unsubstantiated allegations, the complainant will be advised that their language is considered unacceptable. They will be asked to moderate their behaviour and warned that if the unacceptable action or behaviour continues, the Conservatoire will cease to respond to them.

#### **6.4 Unreasonable demands**

Whilst the Conservatoire will make every attempt to fully resolve complaints and respond to reasonable requests from complainants within the published timescales, its staff should not be subjected to unreasonable demands. A demand becomes unacceptable when complying with it impacts substantially on the work of the staff and in doing so disadvantages others with a legitimate call on that staff member's time. Examples of unacceptable behaviour under this heading includes:

- repeatedly demanding responses within an unreasonable timescale
- insisting on seeing or speaking to a particular member of staff when that is not possible
- repeatedly changing the substance of a complaint or raising unrelated concerns

#### **6.5 Unreasonable levels of contact**

Sometimes the volume and duration of contact made to our office by an individual causes problems. This can occur over a short period, for example, a number of calls in one day or over the life-span of a complaint when a complainant repeatedly calls (by telephone or in person), emails or submits unreasonable volumes of information which has already been sent or which is irrelevant to the complaint. The level of contact will be regarded as unacceptable when the amount of time spent dealing with a complainant impacts on the ability of the staff to investigate that complaint, impacts adversely on the staff's ability to attend to other business, or is considered disproportionate to the issue(s) being complained about.

#### **6.6 Unreasonable use of the complaints procedure**

Individuals have the right to complain to the Conservatoire more than once, if subsequent issues arise. However, this contact becomes unreasonable when the effect of the repeated complaints is to harass staff or prevent the Conservatoire from pursuing its legitimate business or implementing a legitimate decision. Access to the Complaint Handling Procedure is important and the Conservatoire will only consider its repeated use unreasonable in exceptional circumstances, but we reserve the right to refuse to consider repeated complaints in those exceptional cases.

#### **6.7 Unreasonable persistence and/or refusal to accept a decision**

Persistent refusal to accept a decision made in relation to a complaint, persistent refusal to accept explanations relating to what can or cannot be done about the complaint, and/or continuing to pursue or attempting to re-open a

complaint without presenting new evidence will be considered unreasonable. The Conservatoire will advise the complainant when consideration of the complaint has been completed and of the complainant's right of review by the SPSO, but further communication thereafter is likely to result in contact being restricted and/or further communications being ignored.

#### **6.8 Progressing cases where behaviour is unreasonable**

When unreasonable behaviour limits the Conservatoire's ability to communicate with the complainant, attempts will nevertheless be made to investigate and report on the complaint, on the basis of written evidence produced up to the point at which contact was restricted.

## **7 Supporting the complainant**

Anyone who receives, requests or is directly affected by the services the Conservatoire provides has the right to access the Conservatoire's CHP. Complainants who do not have English as a first language may need help with interpretation and translation services. Other complainants may have specific needs which the Conservatoire will seek to address to ensure easy access to the CHP by making reasonable adjustments to help the complainant.

There are a number of support services available which can provide helpful support to those who wish to pursue a complaint with the Conservatoire such as:

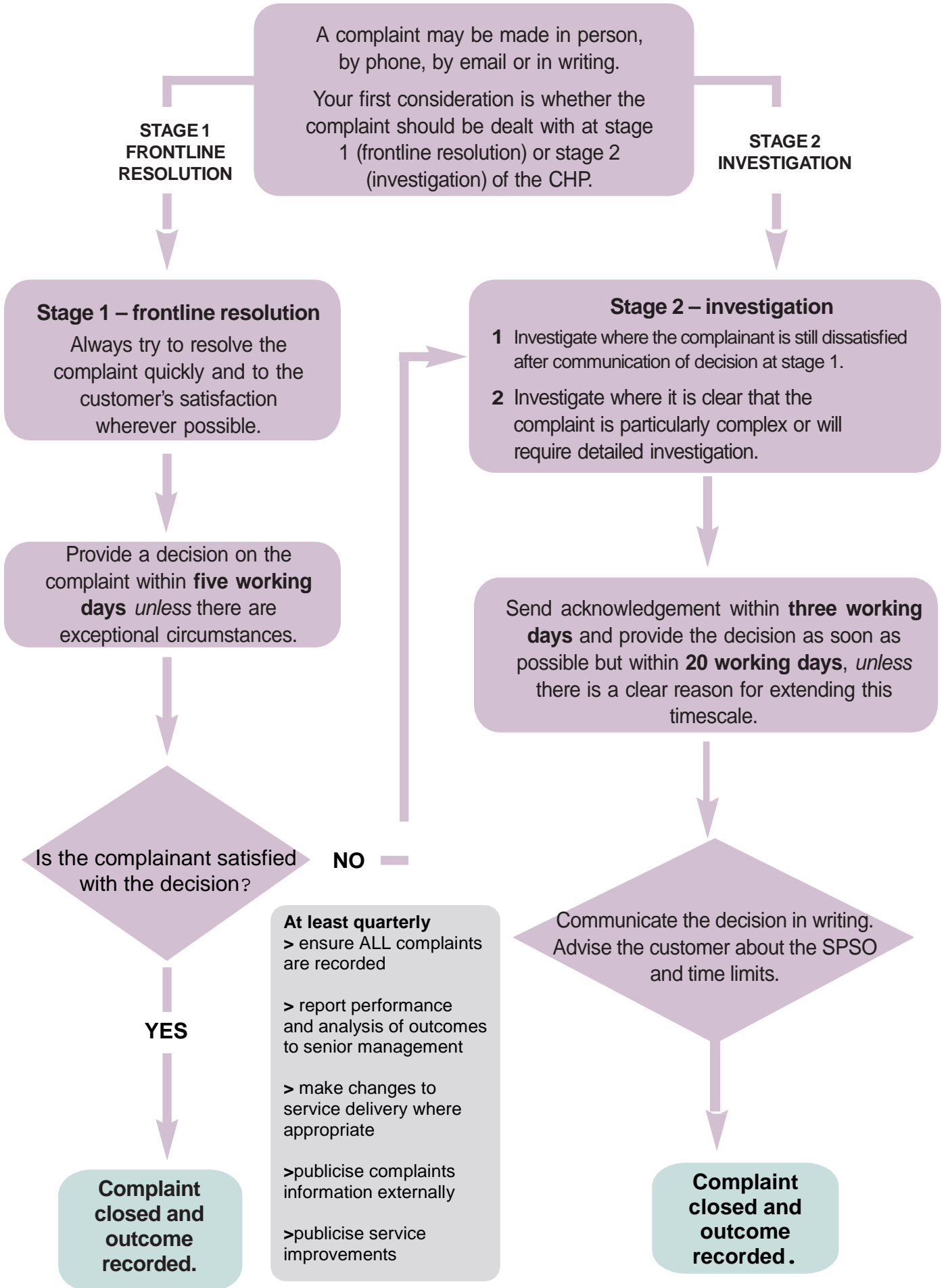
For current students only:

- Students' Union
- Assistant Registrar (International and Student Experience)
- Academic Registrar

For former students, applicants and members of the public:

- Advocacy
- Citizens Advice Bureau

The complaints handling procedure





## **ANNEX 1**

The following staff will undertake the roles as specified in the Conservatoire's Complaints Procedure:

### **Senior Management**

Alan Smith, Director of Finance and Estates

Ewan Hainey, Conservatoire Secretary

### **Complaints Investigators**

Gordon Munro, Director of Music

Hugh Hodgart, Director of Drama, Dance, Production and Film

Andrew Comrie, Director of Fair Access

Suzanne Daly, Academic Registrar

Dee McCrory, Assistant Registrar (Secretariat)

Fiona Gage, Assistant Registrar (Student Records)

Susan Lee Kidd, Assistant Registrar (Admissions)

Sarah Ward, Assistant Registrar (International and Student Experience)

Marie Green, Assistant Registrar (Programme Support)

Lydia Demaison, Deputy Director of Human Resources

Denise Emslie, Deputy Director of Finance

Caroline Cochrane, Head of Information Services

Stephen Broad, Head of Research and Knowledge Exchange

Fraser Ross, Head of IT

Alistair MacDonald, Lecturer in Creative and Contextual Studies, School of Music

Susan May Hawley, Lecturer in Stage Management, School of Drama, Dance Production and Film

### **Complaints/SPSO Liaison Officers**

Suzanne Daly, Academic Registrar

Dee McCrory, Assistant Registrar (Secretariat)

## **ANNEX D**

### **HESA Student Collection Data Protection Notice**

The Royal Conservatoire of Scotland, along with every other Higher Education provider in the UK, is legally required to provide statistical information regarding our students to the [Higher Education Statistics Agency \(HESA\)](#). HESA is the official agency for the collection, analysis and dissemination of quantitative information about higher education in the UK.

We collect the majority of this information from your application record but there is also some additional data required by HESA that we collect during the matriculation process.

The confidentiality of this personal data is strictly maintained by the Conservatoire and HESA and will only be published in an anonymous statistical format. Further information about what HESA use your data for can be found at <https://www.hesa.ac.uk/about/regulation/data-protection/notices>

If you have any concerns, please let us know by emailing [aas@rcs.ac.uk](mailto:aas@rcs.ac.uk)

### **STUDENT AND LEAVER SURVEYS**

Your contact details may be passed to survey contractors to carry out the [National Student Survey](#) (NSS) and surveys of student finances, on behalf of some of the organisations listed below under Purpose 1. These organisations and their contractors will use your details only for that purpose, and will then delete them.

About six months after you graduate, we will contact you to ask you to confirm your contact details in advance of the Graduate Outcome Survey by the Higher Education Statistics Agency (HESA). You may also be included in longitudinal surveys of leavers in the years after you graduate. If so, we will pass your contact details to the organisation that has been contracted to carry out that survey. That organisation will use your details only for that purpose, and will then delete them.

ANNEX E



# Royal Conservatoire *of* Scotland

Social Networking

Policy and Procedures for Students

## INTRODUCTION

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It is recognised that Social Networking sites have become a significant way of life for many people and that, when used appropriately, are a positive way of keeping in touch with friends and colleagues as well as providing an opportunity to communicate with our audiences through new media.

There are instances, however, where these sites can be used inappropriately in terms of content or substantial use during working hours.

The following policy is designed to provide a balance between supporting innovation and creativity and good practice procedures. When communicating online and working within the terms of this policy students are asked to uphold the Conservatoire values: Each Other, Creativity, Integrity, Generosity & Sensitivity and Passion.

## PURPOSE

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The purpose of this policy is to ensure that all students are made aware of acceptable use of Social Networking sites and, in doing so, ensure that the reputation of the Conservatoire is not adversely affected.

Students must be aware of their responsibilities in relation to using Social Networking sites appropriately and be aware of the consequences of not doing so.

Inappropriate activity on Social Networking Sites falls within the Scope of the Royal Conservatoire's Student Disciplinary procedure and may constitute gross misconduct.

## SCOPE

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The Use of Social Networking Sites policy applies to all students, staff, contractors, consultants and temporary workers at the Conservatoire. The policy should be read in conjunction with the following other policies;

- Acceptable Use of Communication and Information Technology Policy
- Information Security Policy
- Online Safety Policy
- Disciplinary Procedure

You should also be aware of the law in relation to Computer Misuse, Data Protection, and Copyright.

This policy applies to the use of any online communication tools or platforms, including Royal Conservatoire of Scotland owned websites and any activity on external sites where your association with the Royal Conservatoire of Scotland is visible. This includes wikis, social networks (e.g. LinkedIn, Facebook, Twitter), social media sites (e.g. Flickr, YouTube) or even your own personal blog.

## TERMS OF USE

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If a student refers to the Conservatoire in any way in their personal internet presence, either on one of the Conservatoire official sites or on their own personal site, then the information posted must comply with the content below;

- A student should not refer to any confidential information relating to their enrolment at the Conservatoire. This includes potentially sensitive or confidential information about the Royal Conservatoire of Scotland, including future plans, partnerships, internal consultations, or business intelligence (e.g. current trends in student applications).
- Any misuse of a Social Networking site that may bring the Conservatoire into disrepute, may result in disciplinary action against the student and could constitute gross misconduct.
- Acts committed on social networking sites which could amount to breach of contract or trust; customer relations or bring the Conservatoire into disrepute could amount to gross misconduct even if committed outside of work.
- Social Networking sites should not be used for accessing or sharing illegal content.
- If a student is concerned by information or content posted on one of the Conservatoire official sites (i.e. Twitter, FaceBook, YouTube or Flickr) they should raise this concern with the Communications Manager at [K.Bell@rcs.ac.uk](mailto:K.Bell@rcs.ac.uk).
- Students should refrain from using language which could cause offence to other students and staff of the Conservatoire, or members of the public.
- Privacy should be respected at all times – if a student wishes to post a photograph or information on an individual, they should gain prior permission from the individual.
- Students should consider the propriety of sharing information via Social Networking sites. Conservatoire staff who use social networking sites (e.g. FaceBook) personally are not permitted to ‘friend’ a student and should apply privacy settings to a level that prevents student having the ability to send friend requests. For more information, please refer to the Conservatoire Child Protection Policy.
- Students should also be aware that they are personally responsible for ensuring the correct privacy and access settings are established on any social media accounts they have and be fully aware of what content is available in the public domain.

- If your presence will be on behalf of the Royal Conservatoire of Scotland - or appears to be - you must consult with the Communications Team before you set it up. The Royal Conservatoire of Scotland's name or abbreviations may not be used in any social media identities without prior approval from the Communications Team.

## EFFECTIVE USE OF SOCIAL NETWORKING SITES

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**A Social Media Toolkit** has been devised by the Royal Conservatoire Communications Team which provides some general guidelines for using Social Media effectively. The Toolkit can be found in Appendix 1.

For advice on setting up a social media presence and using these tools effectively, contact the Communications Team or the Learning Technologist before starting or refer to the Social Media pages on Moodle.

## RESPONSIBILITY

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The implementation of the Use of Social Networking Sites policy is the responsibility of the Directors and Heads of Programme and will be monitored by the IT department as required.

All students are responsible for complying with the Terms of Use outlined above.

A student is personally responsible for content they publish online, whether externally or on the Royal Conservatoire of Scotland's own sites. Many social media users include a disclaimer that they're not speaking officially on behalf of their organisation however this is not a defence against inappropriate conduct.

## REVIEW

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This policy may be subject to change as necessary.

The Director of Human Resources will review the policy in conjunction with the IT Department and Communications Team and make recommendations on any future developments to the policy.

## APPENDIX 1: SOCIAL MEDIA TOOLKIT FOR STAFF AND STUDENTS

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The term 'social media' refers to any facility for online publication and commentary, including blogs, wikis, forums, social networking sites such as Audiobook, Facebook, LinkedIn, Pinterest, Twitter, Flickr, and YouTube.

This document is designed to provide some general pointers for using social media appropriately and effectively.

- Make your communication fun and conversational in tone; show your personality whilst remaining professional. It's ok to use abbreviations and colloquialisms.
- Avoid the temptation to spam – A couple of messages promoting an event are fine but too many and your followers may become annoyed and 'unfollow' you.
- Social Media content is permanent, it can be easily copied, republished or archived, regardless of whether you later delete it. With this in mind consider how easy it is for your content to be taken out of context and how it may look in future. Never say anything you wouldn't say to someone's face and in the presence of others.
- Never use profanity or demeaning language.
- Consider whether it's worth setting up a new social media account instead of utilising the broad reach of the official Conservatoire profile which are Broadcast (<http://broadcast.rcs.ac.uk>) Twitter (@RCStweets) and our Facebook account ([www.facebook/rcsofficial](http://www.facebook/rcsofficial)).
- Set realistic targets about the frequency of updating. It's better to have one dynamic account working well than lots of different accounts which become a struggle to maintain.
- If you make an error, be up front about it and correct it. If you edit a post state that you've made a change to correct the error or clarify your original statement.
- Protect your own privacy – by making sure you are happy with the information others can see about you. Sites such as Facebook by default share considerable amounts of personal information – you need to actively change privacy settings.

## PRIVACY

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Here are the major types of privacy you need to be aware of as a Facebook user:

- Inter-user privacy: Friends with your boss on Facebook? Consider adding him or her to a "list." Then you can choose what updates they can view
  - Public profile: You can control the information non-friends can see on your public profile. Almost every feature of your profile has an edit option, which allows you to select who can view it
- Don't reveal or mention anything you may want press coverage for in the future. Work with Katie Bell, Media Relations Manager ([k.bell@rcs.ac.uk](mailto:k.bell@rcs.ac.uk)) to make sure information is released at the best time to achieve maximum coverage.
  - Respect copyright. Do not post content created by someone else unless you are familiar with copyright law and have the necessary permission, particularly in relation to reproducing excerpts of performances. You should always abide by our Copyright Guidance. Never quote more than short excerpts of someone else's work, and always attribute such work to the original author/source. As good general practice you should link to others' work rather than reproduce it

## DEALING WITH NEGATIVE COMMENTS

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Social media is an open forum where people have the opportunity to voice their opinions and air opposing views. It's important to provide a fair response to any comments or questions, provided that they aren't abusive, profane or spam. It's better to encourage appropriate dialogue and acknowledge a difference of opinion than ignore a negative comment.

- Proactively engage with the negative poster to explain your own view, keep it conversational, not confrontational.
- Don't take negative comments personally.
- If someone swears or posts offensive material it's fair to delete their comments and report their actions to IT.

## BROADCAST: HOW TO USE

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<http://broadcast.rcs.ac.uk/>



Broadcast is our main social media hub. It's the place to find the latest news interviews and views about the Royal Conservatoire of Scotland. It's updated regularly, content is created by staff, students and guest bloggers.

It's a blogging site which collects all of our blogs and audio and video in one dynamic place. Broadcast is integrated with social media buttons allowing users to share content with their own social networks.

Staff and students are encouraged to create content which reflects their experiences of life at the Royal Conservatoire for inclusion in the blog.

To find out how to get involved with our broadcast community, contact: [digital@rcs.ac.uk](mailto:digital@rcs.ac.uk)

## FACEBOOK: HOW TO USE

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<https://www.facebook.com/FacebookPages>

- Facebook started in the United States and is one of the largest social networks in the world. The Conservatoire has its own Facebook page, which you can add: <https://www.facebook/rcsofficial>
- Contact the Communications Team to create an event on the official Royal Conservatoire Facebook page. As administrator of the event you will be able to invite your Facebook friends.
- Consider whether you need to set up a new Facebook page for your event as by posting on the official Royal Conservatoire of Scotland Facebook page ([www.facebook/rcsofficial](http://www.facebook/rcsofficial)) you are communicating with an already established audience.
- We welcome 'likes', 'comments' or 'shares' to the official Conservatoire Facebook page ([www.facebook.com/rcsofficial](http://www.facebook.com/rcsofficial)) and its content published on its timeline. However, if you do choose to participate within the discussion, we ask you to disclose that you are a Conservatoire member of staff and that your views are your own.
- Should you detect a comment within the official Conservatoire Facebook page you feel is inappropriate, or if you have other questions revolving around Facebook and its use for staff members, please contact the administrators via the Conservatoire Facebook page or send an e-mail to [digital@rcs.ac.uk](mailto:digital@rcs.ac.uk)

## TWITTER: HOW TO USE

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<http://support.twitter.com/groups/31-twitter-basics>

- It's a platform where users share their thoughts, news, and information in 140 characters of text or less. Profiles are (usually) public - anyone in the world can see what you write, unless you elect to make your profile private. Users "follow" each other in order to keep tabs on and converse with specific people. The Conservatoire has its own Twitter feed, which you can follow:
- You can communicate with the official Royal Conservatoire of Scotland Twitter account by tagging your message @rcstweets
- We encourage you to state in your public Twitter profile that you work at the Conservatoire but please include the text 'views expressed are my own and not those of my employer'.
- By clicking the @mentions column you see anyone who has tagged you in a message. You can also search for specific terms such as 'Royal Conservatoire'.
- If you find an interesting message or tweet we can reply to it or 'retweet' to post it onto our own newsfeed.
- People on twitter also use hashtags to tag their content. By adding the # icon to words such as #brassband you are creating a hyperlink to any content which has been tagged in the same way.

*Twitter is a great way to post photos instantly of an event You can take a picture of an event such as graduation with a cameraphone and instantly post to our followers however you should always seek the consent of those within the photograph if this is an official event within the Conservatoire and parental consent would be required for anyone under the age of 16..*

## LINKEDIN: HOW TO USE

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- Please feel free to include in your LinkedIn profile your role at the Conservatoire and top-line indications about the nature of your job role and your qualifications.
- If your LinkedIn account is connected to an external website or social media platform (Twitter, personal blog...), please include in your public

profile: 'All views expressed on this site are my own and not those of my employer'.

- If you enclose in your public profile that you work for the Conservatoire, we would like to ask you to be sensible as to what groups you choose to follow on LinkedIn to not risk a potential harm to the reputation of the Conservatoire. If in doubt, please contact Katie Bell, Media Relations Manager Katie ([k.bell@rcs.ac.uk](mailto:k.bell@rcs.ac.uk))
- If you would like to give a public recommendation to another person you have worked with in a professional capacity other than as an Conservatoire member of staff and have identified yourself as a Conservatoire member of staff, we again would like to ask you to include the following text in your recommendation: 'These are my own views and do not necessarily form a public endorsement of this individual by the Royal Conservatoire of Scotland'.

## PINTEREST: HOW TO USE

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Pinterest is a social bookmarking site where users collect and share photos of their favorite events, interests and hobbies. One of the fastest growing social networks online, Pinterest is the third-largest such network behind only Facebook and Twitter

### **The Pinterest homepage**

- The Pinterest homepage is the first thing you see when you sign-in
- Your main board is called the 'following board.' It displays all the pins from the boards you are following including information on how many likes, repins and comments the pin has
- At the top of the Pinterest homepage you can filter between other pins aside from the ones you are following. You can select a category you wish to view, for example "food and drink" and view boards and pins that are tagged with that description

- On the homepage you can filter between 'all' which is every-one's images/pins pulled into one board
- You can also view "popular pins," which will display pins that have a considerable amount of likes, repins or comments

## **ANNEX F**

### **Online Safety Policy**

#### Introduction

The Royal Conservatoire of Scotland recognises the benefits and opportunities which new technologies offer, both to teaching & learning and to being an engaged and active citizen within the world. RCS provide internet access to all learners and staff and encourage the use of technologies in order to enhance skills, promote achievement and enable lifelong learning. However, the accessibility and global nature of the internet and different technologies available mean that we are also aware of potential risks and challenges associated with such use. The Royal Conservatoire of Scotland also has a duty under the Counter-Terrorism and Security Act 2015, termed "PREVENT", to aid the process of preventing people being drawn in to terrorism.

Our approach is to implement appropriate safeguards within the Conservatoire while supporting staff and students to identify and manage risks independently and with confidence. We believe this can be achieved through a combination of security measures, training, guidance and implementation of our policies. In furtherance of our duty to safeguard learners, we will do all that we can to make our learners and staff stay e-safe and to satisfy our wider duty of care. This online safety policy should be read alongside other relevant Conservatoire policies including (but not limited to) the ICT Acceptable Use, Information Security, Dignity at Work & Study, Disciplinary and Child Protection Policies.

#### Policy Scope & Objective

The policy applies to the entire Conservatoire community who have access to the Conservatoires IT network, both on the premises and remotely: it applies irrespective of the owner of the device used. Any users of the network must adhere to and sign a copy of the ICT Acceptable Use Policy. The Online Safety Policy applies to all use of the internet and all forms of electronic communication such as email, mobile phones, social media sites, professional networks, games consoles, chatrooms, video conferencing and web cameras. The objective of this policy is to explain in an open, transparent and accessible way how RCS views the safety of its community when using the internet and to recommend steps which users can employ to maintain their safety when using the internet and other technologies.

#### Online Safety

RCS recognises the key role that technology plays in supporting both our educational and business administration needs. We are committed to ensuring that both staff and students have access to the necessary facilities and support, and remain safe while doing so. The breadth of issues surrounding online safety is considerable, but can be categorised into three main areas of risk:

**Content:** being exposed to illegal, inappropriate or harmful material

**Contact:** being subjected to harmful online interaction with other users

**Conduct:** personal online behaviour that increases the likelihood of, or causes, harm.

**Staff and students have a responsibility to protect themselves and others by ensuring that they conduct their online activity and behaviours in an accountable and responsible manner. To that end, the following guidance should be followed at all times and in all situations:**

**DO NOT:**

- Share your passwords, personal information, phone number or location during online activity as this could have unwanted results, including theft of your identity.
- Agree to meet anyone you have only 'met' online; engage in any communication of a sexual nature – either by phone text ('sexting'), email, social media or any other form of internet based communication.
- Send pictures online or over a mobile unless you know the person in real life. It is easy for people to take your pictures and alter them and send them on.
- Expose yourself to inappropriate content, websites or images, even just out of curiosity.
- Expose yourself or others to any content promoting hate, discrimination, extremism, terrorism or violence.
- Illegally download any copyrighted content – including music, video, games and applications.
- Engage in any illegal online activity – including hacking, financial scams, spreading viruses/ malicious software or creating / uploading inappropriate material.
- Use a webcam with people you don't know in real life: webcam images can be recorded and copied and also shared with other people.
- Spend long periods online without taking a break. Every hour or so move around and give your eyes a rest.

**DO:**

- Conduct yourself online in a professional and responsible manner; be mindful of how you present yourself in the digital domain.
- Always think of your personal safety first when using ICT or your mobile phone: remember it is easy for anyone to lie about who they

are online, so you can never really be sure about who you are talking to.

- Be considerate of other users.
- Use privacy settings when setting up social media accounts or groups. This is so people who you don't want to see your profile can't.
- Remember that once it's out there, you cannot get it back. Who is looking at all the personal information you are freely giving away? Think before you share;
- Beware of in-app purchasing and financial scams which could result in your financial risk.
- Remember that strangers can hide behind false identities
- Remember that visiting certain sites may result in Conservatoire action and in some cases Police action

#### Responsibilities & Reporting an Online Safety Incident

Concerns about online safety reported to a member of staff (or any concern that a member of staff has her/himself about a student or colleague) should be relayed immediately to the Head of Information Services, the Academic Registrar or any member of the Conservatoire's Senior Management Team. The matter will then be referred to the Conservatoire's Risk Management Group (as the Conservatoire's Prevent group). However, depending on the nature of the concern and the immediacy of the threat to student(s) and/or staff, action may be taken by the appropriate member of staff in advance of any consideration of the concern by the Risk Management Group in accordance with Conservatoire policies. Depending on the nature of the concern, external agencies (including Police Scotland) may be involved. Upon hearing a report of an online safety incident, staff should take care not to guarantee any measure of confidentiality to any individual reporting any concerns regarding online safety.

The Conservatoire's primary concern in this matter is safeguarding our community to ensure our staff & students can operate in the digital world in a secure, safe, legal and responsible manner. The Conservatoire has a clear understanding of our responsibilities, including the need to ensure full academic freedom whilst having due regard for the welfare of our students, staff and visitors. The Conservatoire will always react in a proportionate and, where possible, supportive way to any issues that may arise in respect to online safety.

#### Feedback and Further Information

The Royal Conservatoire of Scotland welcomes all constructive feedback on this and any other Conservatoire Policy. Training and guidance on online safety will be part of the induction process for all new staff and students, and further briefings will be delivered periodically. If you would like further

information on online safety, please contact Caroline Cochrane, Head of Information Services.





Royal Conservatoire  
*of Scotland*

**Prevent Policy**

**What is the Prevent Duty?**

Within higher education institutions, the term 'Prevent' refers to measures taken to safeguard students and/or staff who might be at risk of being drawn into terrorism. Prevent is about early intervention to protect people from the risk they may face before illegality relating to terrorism occurs and therefore is a safeguarding measure.

The Prevent Duty flows from the Counter-Terrorism and Security Act 2015, which requires all public bodies '*to have due regard to the need to prevent people from being drawn into terrorism*'. In response to that duty, the Scottish higher education sector has produced a Good Practice Guide (for link see *Further information and acknowledgements* below) that explains and describes the statutory duty, important elements of which are to:

- Provide information and training to staff engaged in the provision of student welfare and pastoral support;
- produce and oversee a protocol on the management of speakers and events; and
- maintain an effective dialogue with the Students' Union to manage the process among the student community.

This document, which accords with the Good Practice Guide, sets out the Conservatoire's Prevent Policy.

**Terrorism**

Terrorism is defined as:

*an act that endangers or causes serious violence to a person/people and/or damage to property; or seriously interferes with or disrupts an electronic system.*

There are various forms of terrorist activity ranging from 'lone actors' to organised groups. In addition to physical forms of attack, terrorists may also try to access information that may be of use to them, for example by infiltrating an organisation or securing the assistance of an "insider".

## **Context**

The Conservatoire embraces and promotes academic and artistic freedom and resolutely upholds both the letter and spirit of academic freedom as defined in the Higher Education Governance (Scotland) Act: 2016. The Conservatoire's Academic Board is content that the application of this policy will not compromise the Conservatoire's commitment to academic and artistic freedom.

The Conservatoire is a small, close-knit yet diverse community of students and staff, united in the common purpose of learning, teaching and research in, and for, the performing arts. The Conservatoire explicitly celebrates diversity and robustly promotes equality in all of its activities. Contact between students and staff (and within staff and student groups) is regular and close, and the Conservatoire has well-developed and understood academic and pastoral support processes for both students and staff. The relationship between the Students' Union and the management of the Conservatoire is characterised by mutual trust and respect, and there is no history of the Conservatoire community being disrupted by political activity that could potentially facilitate the radicalisation of any individual. Following separate risk assessments undertaken in respect of the possible radicalisation of a member of staff or of a student, the risk of either occurrence has been categorised as 'low'.

### **What does the Prevent Duty mean for the Conservatoire?**

In line with our obligations under the law, the Conservatoire's Risk Management Group will maintain an oversight of the Conservatoire's response to the Prevent Duty – in that regard the Risk Management Group will be the Conservatoire's Prevent Group. The members of the Prevent Group are:

Professor Jeffrey Sharkey, Principal  
Andrew Comrie, Director of Fair Access  
Ewan Hailey, Secretary  
Janette Harkess, Director of External Relations  
Hugh Hodgart, Director of Drama, Dance, Production and Film  
Dr Gordon Munro, Director of Music  
Jackie Russell, Director of Human Resources  
Alan Smith, Director of Finance and Estates

The President of the SU will be in attendance when the Prevent Group meets to consider a referral via the Gateway process and/or when the Group reviews the application of this Policy, or considers amendments to it.

Where a member of staff and/or a student raises concerns regarding the wellbeing of a member of the Conservatoire community, or the invitation of speakers, or the hosting of events that are perceived to have the potential to draw a student or a member of staff into terrorism, the Prevent Group will provide advice and, ultimately, will make decisions on the Conservatoire's

behalf as to the best course of action, taking account of all of the Conservatoire's statutory duties. If the Prevent Group believes that an individual is at risk of being drawn into terrorism, then a referral will be made to the appropriate external agency. If the Prevent Group believes that an individual is attempting to draw others into terrorism, then a referral will be made to the appropriate external agency and internal disciplinary procedures will be applied.

The Prevent Group will report annually to the Audit Committee on the operation of this Policy.

### **Guidance on identifying individuals at risk of being drawn into terrorism**

Many members of staff contribute to the provision of welfare and pastoral support to students. In cases where students are experiencing difficulties at the Conservatoire for whatever reason, a range of advice and support is available – in the specific context of the Conservatoire's Prevent Duty, staff who have responsibility for student facing services will receive appropriate training. Various support mechanisms are also in place for members of staff, and appropriate Human Resources staff will receive appropriate training.

If you have concerns that a student or a member of staff might be at risk of being drawn into terrorism, you should seek advice from your Director, Head of Department/Programme, Academic Registrar, Conservatoire Counsellor or Human Resources staff. (Note: under the Terrorism Act (2000), if you believe or suspect that another person is **already** engaged in illegal terrorist-related activity, you **must** report this to the Police – you should also notify a member of the Prevent Group as soon as practicable of your actions.)

Where you are concerned about the wellbeing of a student, it is reasonable for you to share personal information about the student with a colleague whose role is to provide support. Should you have concerns regarding sharing personal information, you should take advice from the Conservatoire's Data Protection Officer, Caroline Cochrane, Head of Information Services.

### **Indicators of Vulnerability**

There is no typical profile for a UK-based terrorist. On-going research is contributing to the body of knowledge about how and why individuals become involved with terrorist-related activity; it highlights that the radicalisation process or path to engagement with terrorist-related activity is neither linear nor predictable and the length of time involved can differ greatly, ranging from a few weeks to a number of years.

According to *Understanding Radicalisation* published by the NHS Scotland Resilience Team the following characteristics have been found to contribute to vulnerable people joining certain groups that support terrorist-related activity:

- Need to express or act on feelings of anger, grievance or injustice;
- desire for excitement, comradeship or adventure;

- fascination with violence, weapons and uniforms;
- them-and-us thinking;
- need for identity, meaning and belonging; and
- need for status.

It should not be assumed that these characteristics necessarily indicate, or lead to, individuals being either committed to terrorism or becoming a terrorist. Individuals may well exhibit one or more of these characteristics in their day-to-day lives and/or through their art without being remotely in danger of being drawn into terrorism. Neither are these indicators the only source of information required to make an appropriate assessment about an individual's vulnerability – the Conservatoire rightly prides itself on engaging with the whole person and the application of this Policy will sensitively reflect that holistic approach.

*Guidance on Identifying Students at Risk*, published by Channel Guidance, HM Government in October 2012 provides further information in respect of indicators of vulnerability – see link below.

#### Susceptibility to exploitation

In terms of personal vulnerability, various factors may make individuals susceptible to exploitation. None of these are conclusive in themselves, or exclusive of each other. Therefore, they should not be considered in isolation, but in conjunction with the particular circumstances of the individual and any other signs of radicalisation.

#### Identity crisis

Young adults exploring issues of identity can feel distant from their parents/family, cultural and religious heritage and uncomfortable with their place in society around them. Radicalisers exploit this by providing a sense of purpose or feelings of belonging. Where this occurs, it can often manifest itself in a change in a person's behaviour, their circle of friends, the way they interact with others and the way they spend their time.

#### Personal crisis

This may for example, include significant tensions within the family that produce a sense of injustice within the vulnerable individual and alienation from what may have been the traditional or familiar certainties of family life.

#### Fitness to Study Policy

The Conservatoire's Fitness to Study Policy (para 12) lists a number of characteristics that may give rise to concern about the wellbeing of an individual student. Some of those characteristics may indicate vulnerability to radicalisation and therefore such cases should be considered in the context of this Policy.

**Management of Speakers and Events** *(this procedure applies only to those events that fall within the scope of the Gateway process i.e. routine curricular activity is excluded from this procedure)*

The Conservatoire upholds the fundamental importance of freedom of speech and of artistic expression under the law. Within that context, the Conservatoire may require to place conditions on certain speakers or events where it is believed that there is an evidence-based and serious risk that the speaker or event will break the law; will pose a significant risk to the wellbeing of students, staff or visitors and/or will pose a significant reputational risk to the Conservatoire.

Under the Counter-Terrorism and Security Act 2015 (referred to as the Prevent Duty):

*Encouragement of terrorism and inviting support for a proscribed terrorist organisation are both criminal offences. HEIs should not provide a platform for those offences to be committed. [Scottish Government (2015) Prevent Duty Guidance: for Scotland]*

The following process addresses the Prevent Duty in respect of speakers and events.

In assessing **productions/performances**, the Gateway process should consider the following questions:

- Will the production/performance promote a proscribed terror group or organisation as designated by the UK Government or will such a group benefit in any way from the production/performance? See:

<https://www.gov.uk/government/publications/proscribed-terror-groups-or-organisations--2>

- Is the production/performance likely to draw people into terrorism?
- Will the production/performance pose a reputational risk for the Conservatoire in the context of its Prevent Duty?

In assessing events that will involve **external speakers**, the Gateway process should consider the following questions:

- Does the proposed speaker have links to, or represent, a proscribed terror group or organisation as designated by the UK Government?
- Is the proposed speaker likely to draw people into terrorism?
- Will hosting the event pose a reputational risk for the Conservatoire in the context of its Prevent Duty?
- What is the focus of the event and might the subject matter or title be extremist or cause distress in the context of the Prevent Duty? Will both sides of the argument be represented?

- Who will run the event and are they sufficiently experienced to ensure its smooth running?
- Has the speaker any recent history of extremism as used in the context of the Prevent Duty, particularly at an HE institution?
- What security provisions are proposed, and are they considered to be sufficient?
- What materials will be available at the event (e.g. leaflets, DVDs, CDs, memory sticks)?

If, separately or cumulatively, the answers to any of the above questions give rise to concern, the matter should be referred to the Conservatoire's Risk Management Group (i.e. the Conservatoire's Prevent Group), which will decide if any conditions should be attached to the event or, in extreme cases, whether the event should proceed.

### **Working with the Students' Union**

As noted above, the President of the SU will be in attendance when the Prevent Group meets to consider a referral via the Gateway process and when the Group reviews the application of this Policy or considers amendments to it. The Secretary will seek the views of the SU on the application of this Policy so as to inform the Prevent Group's annual report to the Audit Committee. The Academic Registrar will ensure that the SU is aware of the Prevent Duty and its own obligations in terms of that Duty.

### **Online Safety Policy**

An Online Safety Policy that sets out how the Conservatoire promotes the safety of its staff and students when using the internet and recommends steps that users can employ to maintain their safety when using the internet and other technologies in the context of the Prevent Duty is published separately.

### **Research Ethics Policy**

A Research Ethics Policy that sets out how research undertaken by either staff or students should be considered for approval in the context of the Prevent Duty is published separately.

### Further Information and acknowledgements:

Understanding Radicalisation: Published with the Permission of the NHS Scotland Resilience Team

Guidance on Identifying Students at Risk: *Taken from Channel Guidance, HM Government, October 2012.*

Prevent Duty Guidance: for higher education institutions in Scotland

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/445921/Prevent\\_Duty\\_Guidance\\_For\\_Higher\\_Education\\_Scotland\\_-\\_Interactive.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/445921/Prevent_Duty_Guidance_For_Higher_Education_Scotland_-_Interactive.pdf)

Counter-Terrorism and Security Act 2015: Good practice guide for Scottish Higher Education Institutions

[http://www.ed.ac.uk/files/atoms/files/good\\_practice\\_guide\\_2015.pdf](http://www.ed.ac.uk/files/atoms/files/good_practice_guide_2015.pdf)

Royal Conservatoire of Scotland: Online Safety Policy

### Document Revision History

Version No.	Version Date	Prepared By	Approved By	Summary	Date of next review
1	August 2016	Secretary	Academic Board	Prevent Policy in accordance with statutory duty under the Counter-Terrorism and Security Act 2015	August 2017

## II REGULATIONS GOVERNING THE AWARD OF DEGREES, DIPLOMAS AND CERTIFICATES OF THE ROYAL CONSERVATOIRE OF SCOTLAND AND OTHER PROGRAMMES OF STUDY

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## **Introduction**

These regulations apply to all programmes of study offered by the Royal Conservatoire of Scotland, with the exception of higher degrees by research.

Any questions of principle or procedure regarding the operation of these Regulations shall be determined by the Academic Board or, in an emergency, the Principal as Convenor of the Academic Board.

These regulations and regulations contained within Programme Handbooks shall be subject to periodic review and any amendments will be notified to staff and students as and when required.

Each programme of study shall have a Programme Handbook which will set out any specific requirements relevant to that programme of study. Individual components of study may have additional, separately published, syllabuses. Any mention of Programme Handbooks in these regulations also applies to separately published component syllabuses.

The Programme Handbook shall specify the components of study, including elective components, for each year of each programme of study. The Handbook shall also specify any components which are pre-requisites for the study of other components.

The Programme Handbook shall specify the progress and assessment arrangements for each year of each programme of study and the assessment requirements for the final award.

The Programme Handbook shall specify the exact award titles and the titles of any associated exit awards.

## **23. Royal Conservatoire of Scotland Qualifications and Credit Framework**

### 23.1 Introduction

The Royal Conservatoire of Scotland Qualifications and Credit Framework sets out the requirements for awards of the Conservatoire. These requirements accord with the QAA Framework for Qualifications of Higher Education Institutions in Scotland and the Scottish Credit and Qualifications Framework (SCQF). The framework is intended for guidance and, as such, should not be regarded as a straitjacket. However, any minor deviations from the precise requirements of the Framework must be justified through the validation process and should not undermine the principles of the Framework.

### 23.2 Structure of Taught Awards

All awards of the Conservatoire, with the exception of Honorary Degrees and Aegrotat Degrees, shall be credit rated using the Scottish Credit and Qualifications Framework. All programmes of study shall be organised into Units which shall be assigned a level and credit rated on the basis of one credit involving 10 hours of notional student learning effort.

### 23.3 Levels of Study

Units in undergraduate programmes of study shall be offered at one of five levels (SCQF levels 6, 7, 8, 9 and 10). Units in postgraduate programmes of study shall be offered at SCQF level 11 but, subject to students achieving the minimum number of credits required at that level, may include units at lower levels.

### 23.4 Levels of Award

Undergraduate programmes of study shall provide opportunities for students to exit with the following awards:

Certificate of Higher Education  
Diploma of Higher Education  
Degree (either with or without Honours).

Taught postgraduate programmes of study which lead to the award of a Masters Degree shall provide opportunities for students to exit with the following awards:

Postgraduate Certificate  
Postgraduate Diploma  
Masters Degree.

Programmes of study which terminate with the award of the Postgraduate Diploma will provide an opportunity for students to exit with a Postgraduate Certificate.

### 23.5 Acceptance of an Award

If an undergraduate student exits voluntarily with an award below the level of an Honours Degree that student may, at a point in the future, re-apply for entry to the subsequent stage of the programme of study. Re-entry will always be conditional on the outcome of an audition/interview. However, if a student receives an award below Honours Degree level on the basis of academic performance, then they will not normally be allowed to re-enter the subsequent stage of the programme of study.

If a taught postgraduate student exits voluntarily with an award below the level of a Masters Degree that student may, at a point in the future, re-apply for entry to the subsequent stage of the programme of study. Re-entry will always be conditional on the outcome of an audition/interview. However, if a student receives an award below Masters Degree level on the basis of academic performance, then they will not normally be allowed to re-enter the subsequent stage of the programme of study.

### 23.6 Degrees, Diplomas and Certificates of the Conservatoire

#### 23.6.1 The degrees of the Conservatoire shall be:

##### (a) First Degrees

Bachelor of Arts	BA
Bachelor of Education	BEd
Bachelor of Music	BMus

##### (b) Higher Degrees

Master of Arts	MA
Master of Music	MMus
Master of Performance	MPerf
Master of Education	MEd

##### (c) Honorary Degrees

Doctor of the Conservatoire	DAcad
Doctor of Drama	DDra
Doctor of Music	DMus
Doctor of Dance	DDan
Doctor of Film	DFilm
Doctor of Production Arts	DProd
Doctor of Arts Education	DArtsEd

23.6.2 The Certificates and Diplomas of the Conservatoire shall be:

(a) Undergraduate

Certificate of Higher Education	Cert HE
Diploma of Higher Education	Dip HE

(b) Postgraduate

Postgraduate Certificate	PG Cert
Postgraduate Diploma	PG Dip

23.7 Minimum General Requirements for the Conferment of Undergraduate Awards

23.7.1 Certificate of Higher Education

The Certificate of Higher Education may be conferred upon a candidate who has completed an approved programme of study totalling at least 120 credit points of which a minimum of 90 are at level 7 or above.

The Certificate of Higher Education may not be awarded to a candidate who has accumulated sufficient credits for the award of the Diploma of Higher Education or for the award of a degree of the Conservatoire.

Every candidate for the Certificate of Higher Education must undertake an approved programme of study at the Conservatoire and must attend the Conservatoire for not less than one academic year if studying full-time or the part-time equivalent.

23.7.2 Diploma of Higher Education

The Diploma of Higher Education may be conferred upon a candidate who has completed an approved programme of study totalling at least 240 credits points of which a minimum of 90 are at level 8 or above.

The Diploma of Higher Education may not be awarded to a candidate who has accumulated sufficient credits for the award of a degree of the Conservatoire.

Every candidate for the Diploma of Higher Education must undertake an approved programme of study at the Conservatoire and, normally, must attend the Conservatoire

for not less than two academic years if studying full-time or the part-time equivalent.

### 23.7.3 Degree of Bachelor of Arts

The Degree of Bachelor of Arts may be conferred with or without honours.

There shall be three grades of honours to be called First, Second and Third Class. The Second Class shall be divided into an upper and lower division.

The Degree of Bachelor of Arts may be conferred upon a candidate who has completed an approved programme of units totalling at least 360 credits points of which a minimum of 60 are at level SCQF 9 or above.

The Degree of Bachelor of Arts with Honours may be conferred upon a candidate who has completed an approved programme of units totalling at least 480 credits points of which a minimum of 90 are at level SCQF 10 or above.

Every candidate for the degree of Bachelor of Arts or Bachelor of Arts with Honours must undertake an approved programme of study at the Conservatoire. An undergraduate admitted to the Conservatoire after having satisfactorily completed a programme of study in another Conservatoire or other institution of higher education may be awarded credits on the basis of that programme of study in the other institution. Normally, a maximum of 240 credits as deemed appropriate by the Conservatoire may be permitted to count as part of the overall requirements of the student's programme of study. An applicant may also be awarded credit on the basis of prior experiential learning. The precise volume and level of credit to be awarded on either basis will be determined by the appropriate Director of School (or their nominee) on the basis of advice offered by the Audition Panel.

### 23.7.4 The Degree of Bachelor of Education

The Degree of Bachelor of Education may be conferred with or without honours.

There shall be three grades of honours to be called First, Second and Third Class. The Second Class shall be divided into an upper and lower division.

The Degree of Bachelor of Education may be conferred upon a candidate who has completed an approved programme of

units totalling at least 420 credits, at least 60 of which must be at SCQF level 9 or above.

The Degree of Bachelor of Education with Honours may be conferred upon a candidate who has completed an approved programme of units totalling at least 480 credits points of which a minimum of 90 are at level SCQF 10 or above.

Every candidate for the Degree of Bachelor of Education or Bachelor of Education with Honours must undertake an approved programme of study at the Conservatoire. An undergraduate admitted to the Conservatoire after having satisfactorily completed a programme of study in another Conservatoire or other institution of higher education may be awarded credits on the basis of that programme of study in the other institution to a maximum of 240 as deemed appropriate by the Conservatoire and may be permitted to count such credits as part of the overall requirements of the student's programme of study. An applicant may also be awarded credit on the basis of prior experiential learning. The precise volume and level of credit to be awarded on either basis will be determined by the appropriate Director of School (or their nominee) on the basis of advice offered by the Audition Panel.

#### 23.7.5 Degree of Bachelor of Music

The Degree of Bachelor of Music shall be conferred with or without honours.

There shall be three grades of honours to be called First, Second and Third Class. The Second Class shall be divided into an upper and lower division.

The Degree of Bachelor of Music with Honours may be conferred upon a candidate who has completed an approved programme of units totalling at least 480 credits with a minimum of 180 at SCQF 9 or above and a minimum of 90 must be at SCQF 10 or above. If a candidate fails to achieve the standard required for the award of the degree with Honours they may, in accordance with programme of study's regulations, be considered for the award of Bachelor of Music.

Every candidate for the degree of Bachelor of Music with Honours must undertake an approved programme of study at the Conservatoire. An undergraduate admitted to the Conservatoire after having satisfactorily completed a programme of study in another Conservatoire or other institution of higher education may be awarded credits on the basis of that programme of study completed in the other

institution to a maximum of 240 as deemed appropriate by the Conservatoire and may be permitted to count such credits as part of the overall requirements of the student's programme of study. An applicant may also be awarded credit on the basis of prior experiential learning. The precise volume and level of credit to be awarded on either basis will be determined by the appropriate Director of School (or their nominee) on the basis of advice offered by the Audition Panel.

### 23.8 Designated Undergraduate Awards

The designated undergraduate awards of the Conservatoire shall be:

Bachelor of Arts (Acting)  
Bachelor of Arts (Composition) (3)  
Bachelor of Arts (Contemporary Performance Practice)  
Bachelor of Arts (Digital Film and Television)  
Bachelor of Arts (Joint Performance/Composition/Conducting) (3)  
Bachelor of Arts (Music) (1)  
Bachelor of Arts (Music Performance) (3)  
Bachelor of Arts (Music Performance: Jazz) (3)  
Bachelor of Arts (Musical Studies)  
Bachelor of Arts (Music Education) (2)  
Bachelor of Arts (Performing Arts)  
Bachelor of Arts (Performance in British Sign Language and English)  
Bachelor of Arts (Production Arts and Design)  
Bachelor of Arts (Production Technology and Management)  
Bachelor of Arts (Modern Ballet)  
Bachelor of Arts (Musical Theatre)  
Bachelor of Education (Music)  
Bachelor of Music (Composition)  
Bachelor of Music (Jazz)  
Bachelor of Music (Performance/Composition/Conducting)  
Bachelor of Music (Joint Performance)  
Bachelor of Music (Traditional Music) Bachelor of Music (Traditional Music - Piping)

*(1) This award shall only be available as an exit award of the BMus (Performance)*

*(2) This award shall only be available as an exit award of the BEd (Music)*

*(3) These awards shall only be available as exit awards of the BMus (Honours)*

Diploma of Higher Education (Acting)  
Diploma of Higher Education (Contemporary Performance Practice)  
Diploma of Higher Education (Composition)  
Diploma of Higher Education (Digital Film and Television)  
Diploma of Higher Education (Music Education)  
Diploma of Higher Education (Music Performance)  
Diploma of Higher Education (Music Performance: Jazz)

Diploma of Higher Education (Traditional Music)  
 Diploma of Higher Education (Traditional Music - Piping)  
 Diploma of Higher Education (Musical Studies)  
 Diploma of Higher Education (Performance in British Sign Language  
 and English)  
 Diploma of Higher Education (Production Arts and Design)  
 Diploma of Higher Education (Production Technology and  
 Management)  
 Diploma of Higher Education (Modern Ballet)  
 Diploma of Higher Education (Musical Theatre)  
 Diploma of Higher Education (Joint  
 Performance/Composition/Conducting)

Certificate of Higher Education (Acting)  
 Certificate of Higher Education (Contemporary Performance Practice)  
 Certificate of Higher Education (Composition)  
 Certificate of Higher Education (Digital Film and Television)  
 Certificate of Higher Education (Music Education)  
 Certificate of Higher Education (Music Performance)  
 Certificate of Higher Education (Music Performance: Jazz)  
 Certificate of Higher Education (Traditional Music)  
 Certificate of Higher Education (Traditional Music - Piping)  
 Certificate of Higher Education (Musical Studies)  
 Certificate of Higher Education (Performance in British Sign Language  
 and English)  
 Certificate of Higher Education (Production Arts and Design)  
 Certificate of Higher Education (Production Technology and  
 Management)  
 Certificate of Higher Education (Modern Ballet)  
 Certificate of Higher Education (Musical Theatre)  
 Certificate of Higher Education (Joint  
 Performance/Composition/Conducting)

#### Graduate Certificate in Instrumental Teaching

Any candidate who fails to meet the requirements for the designated  
 degree award associated with their programme of study may, at the  
 discretion of the Board of Examiners, be given the opportunity to  
 achieve sufficient credits for the award of an ordinary degree of  
 Bachelor of Arts (Performing Arts) through the completion of additional  
 units to be specified by the appropriate Director of School. If those units  
 involve a candidate's attendance in the other School, the Director of  
 that School must approve the proposal prior to its final approval by the  
 Board of Examiners.

### 23.9 Minimum General Requirements for the Conferment of Postgraduate Awards

#### 23.9.1 Postgraduate Certificate



The Postgraduate Certificate may be conferred upon a candidate who has completed an approved programme of study totalling at least 60 credits, at least 40 of which must be at SCQF level 11.

#### 23.9.2 Postgraduate Diploma

The Postgraduate Diploma may be conferred upon a candidate who has completed an approved programme of study totalling at least 120 credits, at least 90 of which must be at SCQF level 11.

#### 23.9.3 Masters Degree

The Masters Degree may be conferred upon a candidate who has completed an approved programme of study totalling at least 180 credits, at least 150 of which must be at SCQF level 11.

### 23.10 Designated Postgraduate Awards

The designated postgraduate awards of the Conservatoire shall be:

Master of Arts (Arts in Social Contexts)  
Master of Arts (Classical and Contemporary Text - Acting)  
Master of Arts (Classical and Contemporary Text - Directing)  
Master of Arts Learning and Teaching (Gaelic Arts)  
Master of Arts (Accompaniment)  
Master of Arts (Chamber Music)  
Master of Arts (Composition)  
Master of Arts (Conducting)  
Master of Arts (Historically Informed Performance Practice)  
Master of Arts (Jazz)  
Master of Arts (Opera)  
Master of Arts (Performance)  
Master of Arts (Piano for Dance)  
Master of Arts (Repetiteurship)  
Master of Arts (Scottish Music)  
Master of Arts (Musical Theatre - Performance)  
Master of Arts (Musical Theatre - Musical Directing)  
Master of Education (Learning and Teaching in Performing Arts)  
Master of Music (Accompaniment)  
Master of Music (Chamber Music)  
Master of Music (Composition)  
Master of Music (Conducting)  
Master of Music (Jazz)  
Master of Music (Opera)  
Master of Music (Performance)  
Master of Music (Piano for Dance)  
Master of Music (Repetiteurship)

Master of Music (Scottish Music)

Postgraduate Diploma in Arts in Social Contexts  
Postgraduate Diploma in Learning and Teaching (Gaelic Arts)  
Postgraduate Diploma in Learning and Teaching in Performing Arts  
Postgraduate Diploma in Drama (Classical and Contemporary Text – Acting)  
Postgraduate Diploma in Drama (Classical and Contemporary Text – Directing)  
Postgraduate Diploma in Drama (Musical Theatre)  
Postgraduate Diploma in Drama (Musical Theatre - Performance)  
Postgraduate Diploma in Drama (Musical Theatre - Musical Directing)  
Postgraduate Diploma in Music (Accompaniment)  
Postgraduate Diploma in Music (Composition)  
Postgraduate Diploma in Music (Conducting)  
Postgraduate Diploma in Music (Chamber Music)  
Postgraduate Diploma in Music (Historically Informed Performance Practice)  
Postgraduate Diploma in Music (Jazz)  
Postgraduate Diploma in Music (Opera)  
Postgraduate Diploma in Music (Performance)  
Postgraduate Diploma in Music (Piano for Dance)  
Postgraduate Diploma in Music (Repetiteurship)  
Postgraduate Diploma in Music (Scottish Music)

Postgraduate Certificate in Arts in Social Contexts  
Postgraduate Certificate in Learning and Teaching (Gaelic Arts)  
Postgraduate Certificate in Learning and Teaching in Performing Arts  
Postgraduate Certificate in Drama (Classical and Contemporary Text – Acting)  
Postgraduate Certificate in Drama (Classical and Contemporary Text – Directing)  
Postgraduate Certificate in Drama (Musical Theatre)  
Postgraduate Certificate in Drama (Musical Theatre - Performance)  
Postgraduate Certificate in Drama (Musical Theatre - Musical Directing)  
Postgraduate Certificate in Music (Accompaniment)  
Postgraduate Certificate in Music (Chamber Music)  
Postgraduate Certificate in Music (Composition)  
Postgraduate Certificate in Music (Conducting)  
Postgraduate Certificate in Music (Historically Informed Performance Practice)  
Postgraduate Certificate in Music (Jazz)  
Postgraduate Certificate in Music (Opera)  
Postgraduate Certificate in Music (Performance)  
Postgraduate Certificate in Music (Piano for Dance)  
Postgraduate Certificate in Music (Repetiteurship)  
Postgraduate Certificate in Music (Scottish Music)  
Postgraduate Certificate in Learning and Teaching in Arts Education  
Postgraduate Certificate in Learning and Teaching in Higher Arts Education

Postgraduate Certificate in Learning, Teaching, Support and Administration

23.11 Approved Programme of Study

23.11.1 Every candidate for the award of a Degree, Diploma or Certificate or any other credit bearing programme of study of the Conservatoire must have matriculated or, in the case of continuing education, enrolled as students of the Conservatoire and have completed an approved programme of study.

23.11.2 Each approved programme of study leading to a designated award shall have a Programme Handbook which shall set out the specific requirements relevant to that award and to any other exit awards associated with the programme of study. Individual components of study may have additional, separately published, syllabuses. Any mention of Programme Handbooks in these regulations also applies to separately published component syllabuses.

23.11.3 The Programme Handbook shall specify the components of study, including elective components, for each stage of each programme of study. The Programme Handbook shall also specify any components which are prerequisites for the study of other components.

23.11.4 The Programme Handbook shall specify the progress and assessment regulations for each stage of each programme of study and the assessment requirements for all awards associated with that programme of study.

23.11.5 The maximum period allowed for the completion of a programme of study shall normally be the normal duration of the programme of study plus two years.

23.11.6 The Programme Handbook shall specify the award titles associated with each stage of each programme of study.

20.11.7 Any module offered by the other School that a student elects to undertake will have the credit awarded for that module counted towards the requirements of their designated award.

**24. Aegrotat Degree**

24.1 A Board of Examiners may, taking account of a student's attendance, academic record, progress and performance, recommend the award of an aegrotat degree to a student who has matriculated in the final year of a programme of study (or, in the case of a masters degree, has completed  $\frac{3}{4}$  of the duration of that programme of study) and who

provides the Board of Examiners with sufficient evidence of ill health, or any other extenuating circumstances, that clearly confirms that the student will not be able to complete the prescribed programme of study in the foreseeable future.

- 24.2 In the case of a degree with honours, a student to whom an aegrotat degree is awarded shall be deemed to have obtained a degree with honours, but without classification. In the case of a masters degree, a student to whom an aegrotat degree is awarded shall be a pass.

## **25. Honorary Degrees**

By virtue of the powers granted by the Privy Council to the Royal Conservatoire of Scotland, the Conservatoire may confer an Honorary Degree of Doctor upon any person it may deem worthy of such distinction. The honorary degrees of the Conservatoire shall be:

### Degree

Doctor of the Conservatoire

### Criteria for award

Awarded for outstanding service to the arts and to culture.

### Degree

Doctor of Dance

### Criteria for award

Awarded for distinction in the field of dance.

### Degree

Doctor of Drama

### Criteria for award

Awarded for distinction in the field of drama.

### Degree

Doctor of Music

### Criteria for award

Awarded for distinction in the field of music.

### Degree

Doctor of Arts Education

### Criteria for award

Awarded for distinction in the field of arts education.

### Degree

Doctor of Production Arts

### Criteria for award

Awarded for distinction in the field of production arts.

### Degree

Doctor of Screen

### Criteria for award

Awarded for distinction in the field of screen.

## **26. Regulations**

- 26.1 Every candidate for the Degree, Diploma or Certificate programmes of study at the Royal Conservatoire of Scotland must attend the relevant programmes of instruction and undertake the programme of study's requirements and assessments as stipulated in the appropriate Programme Handbook. However, the Academic Board of the Royal Conservatoire of Scotland may recognise and credit attendance and attainment in other programmes of study at the Royal Conservatoire of Scotland or at another institution, provided that every candidate whose attendance or attainment is thus recognised shall attend an appropriate qualifying programme of study and shall pass the appropriate examinations.
- 26.2 Students are required to attend all lessons, classes, rehearsals and performances as specified in their Programme Handbook. Unauthorised absence is not permitted.
- 26.3 Normally a student may progress on the programme of study provided that:
- i. they have attended classes regularly and has completed all of the work of the programme of study;
  - ii they have met the appropriate assessment requirements to the satisfaction of the appropriate Progress Committee or Board of Examiners.
- 26.4 To obtain a pass in a module of the programme of study a student must normally complete all prescribed assessments to the satisfaction of the Board of Examiners. Where a module has a final examination, a student shall not be permitted to sit this if there is evidence (as per the Disciplinary Policy) that they have not attended regularly and completed the work of the module.
- 26.5 All assigned and assessable course work which contributes to a final grade in any given component of a programme of study must be completed by the due submission date, unless prior permission has been given. Non-submission or incomplete assessment of any assessable element of a component of a programme of study will automatically lead to a failure being recorded in that component by the Board of Examiners. Assessments which remain outstanding after the first diet Board of Examiners (without prior permission having been given), will require to be submitted by a specified date prior to the resit Board of Examiners (which normally meets in late August) and such assessments will receive a mark no higher than a minimum pass. Failure to submit outstanding assessments prior to the resit Board of

Examiners may affect progress to the subsequent years of the programme of study or graduation.

- 26.6 Work submitted late (up to five working days late) will be penalised two increments on the Common Assessment Scale per day (e.g. an essay assessed as C1, submitted two days late, will be penalised down to D2). The penalty will not turn a pass mark into a fail, therefore, a grade of D2 will become D3 and D3 will remain unchanged. Work submitted more than five working days late will not be accepted and will be recorded as a failure due to non-submission (necessitating the submission of new assignments as resits).

Work submitted late with prior permission (i.e. through having been granted an Extension) or where a Personal Mitigating Circumstances form is accepted by the Special Circumstances Board of Examiners, will not be penalised.

- 26.7 The Progress Regulations for each programme of study shall prescribe the conditions for pass and resit.
- 26.8 Students shall be required to comply with such programme of study instructions as are prescribed. These instructions may require students:
- i. to provide themselves with such books, equipment and other materials as are necessary for the programme of study
  - ii. to submit items of work, including essays, dissertations and project reports, by such dates as may be instructed.

All such instructions will be given to students in writing at the beginning of study in the component concerned. Reasonable notice of any alterations to them will also be given. A student who fails to comply with programme of study instructions may be disallowed from presenting herself/himself for examinations in the subject.

## **27. Examiners**

- 27.1 The Schools shall submit recommendations for the appointment of External Examiners and Moderators to the Quality and Standards Committee, following the procedures outlined in the Quality Assurance Handbook (QAH). The Quality and Standards Committee shall submit for appointment by the Academic Board the names of External Examiners and Moderators. The roles of External Examiners and Moderators are detailed in the QAH.
- 27.2 A Board of Examiners shall be appointed by the Academic Board for each programme of study leading to an award of the Royal Conservatoire of Scotland in accordance with validated programme of study documentation.

- 27.3 The Board of Examiners, and through it any authorised subsidiary examination committee, is accountable to the Academic Board for the fulfilment of its responsibilities.
- 27.4 The Director of Fair Access, the Director of Music and the Director of Drama, Dance, Production and Film shall chair the Boards of Examiners and authorised subsidiary examination committees, including Progress Committees and Internal Examination Boards in their respective Schools. This responsibility may only be delegated with the approval of the Convenor of the Academic Board.
- 27.5 Internal Examiners shall be nominated by the appropriate Programme Leader/Head of Department, and approved by the Director of the appropriate School or Academic Unit. For practical examinations in Music Studies for the BEd (Music), Internal Examiners shall be nominated by the Director of Music.
- 27.6 Any lecturer (including part-time, probationary or temporary lecturers) of the Conservatoire may be nominated as an Internal Examiner.

## **28. Practical Examinations**

- 28.1 Detailed information of the membership of examining panels and on the conduct of practical examinations for each programme of study is set out in the appropriate Programme Handbook.
- 28.2 It is the responsibility of the Convenor of the assessment panel to ensure that practical examinations are conducted fairly, timeously and professionally.

## **29. Preparation of Papers**

The Head of Department/Head of Programme (Music) shall ensure that all Examiners, including External Examiners, shall have the opportunity to submit questions as appropriate and that the papers are approved by External Examiners and checked internally before submission for printing.

## **30. The Right to Present for Examination**

- 30.1 Students will be allowed to present themselves for examination only if they are in good standing in terms of degree regulations and attendance requirements. Students who fail to meet degree and attendance requirements and who fail to respond positively to written warnings on these matters may be disallowed from presenting themselves for examination in the relevant components at the appropriate diet and may therefore be recorded as having failed at this diet.

30.2 In the School of Music failure to submit required documentation for practical examinations (e.g. Examination Entry forms) by the published deadline may result in students being disallowed from presenting themselves for examination in the relevant components at the appropriate diet and may therefore be recorded as having failed at this diet.

### **31. Invigilation of Written Assessments**

31.1 For each written examination the relevant Head of Department / Head of Programme shall nominate Invigilators and ensure that they are familiar with the Rules of Invigilation (see Annex H, page 168).

31.2 Examination arrangements for any candidate with special needs or disability should accord with that student's Learning Agreement.

### **32. Conduct at Written Examinations**

32.1 Candidates are required to obey the instructions of the Invigilator(s).

32.2 No candidate shall take food or drink into an examination room (unless this has been previously agreed on a Learning Agreement as necessary for a medical condition e.g. diabetes.).

32.3 Every candidate shall display for the Invigilator's inspection a current matriculation card.

32.4 No calculator or other hand-held electronic device may be used by a candidate. Mobile phones must be switched off.

32.5 Students whose first language is not English may take a paper dictionary into their examination. No other paper or book shall be brought into the examination room by a candidate except on the special instruction of the examiners.

32.6 No part of an answer-book shall be torn out or removed from the examination room.

32.7 No candidate shall be allowed to enter the examination room after the first 30 minutes have expired.

32.8 No candidate shall leave his or her seat without the express permission of an Invigilator; any candidate desiring to communicate with an Invigilator should raise a hand and wait for attention.

32.9 No candidate shall be allowed to leave the examination room within the first 30 minutes after the examination's commencement.

32.10 In no case shall a candidate leave until an Invigilator has collected the candidate's scripts.



32.11 Collusion between students in the examination room is strictly forbidden. In the event that this occurs the incident will be reported to the Director of School by the Invigilator after the examination has finished.

### **33. Cheating and Plagiarism**

33.1 Work submitted for assessment shall be the student's own except in cases where group work is a specific requirement of an assignment. Students should not obtain specific help which could be regarded as cheating.

33.2 Work submitted for assessment shall be the student's own and should not include material borrowed or stolen from published or unpublished work unless the correct conventions for referring to other people's work are observed. That is, if parts of the text, tables or diagrams are copied from books, journals or other publications this must be made clear by giving the name of the author and publication.

33.3 Work submitted for assessment must be original and should not include previously submitted work by the student or another individual unless the correct conventions for referring to other people's work are observed.

33.4 All assessable work must be signed and dated by the student following this standard declaration 'I confirm that this assignment is my own original work and where I have drawn on other sources, I have provided appropriate references.'

33.5 A student (singularly or in conjunction with others) who is suspected of having violated the obligation to present work that is their own, or to have cheated in an examination, will be reported to the Academic Registrar on behalf of the Quality and Standards Committee, or their nominee, who will explain the regulations, procedures and possible penalties to the student(s).

33.6 If the student voluntarily admits to cheating or plagiarism (or the attempt to do so), the decision on the consequences for the assessment of the relevant component will be at the discretion of the Board of Examiners.

33.7 If the student(s) does not voluntarily admit to cheating or plagiarism (or the attempt to do so) the Convenor of the Quality and Standards Committee will establish a review body from the Quality and Standards Committee (to meet as soon as is practicable after the alleged offence and certainly before the meeting of the relevant Board of Examiners) to determine whether there has been any form of cheating or breach of regulations in order to gain an unfair advantage in terms of their assessments. No member of this review body should have been

involved in the assessment of the student or be Convenor of the relevant Board of Examiners.

- 33.8 If the allegation(s) is substantiated, the review body will recommend the appropriate course of action to the appropriate Convenor of the Board of Examiners. Depending on the seriousness of the infringement this could entail failure of the component concerned (with or without the opportunity for resit or retake), or failure of all assessments taken in that term or academic year (with a recommendation that these be either resat or retaken), or withdrawal from the programme of study.
- 33.9 The decision on the review body recommendations will be at the discretion of the Convenor of the relevant Board of Examiners.

#### **34. Marking of Scripts**

- 34.1 Examination scripts shall be marked only by the relevant Internal and External Examiners.
- 34.2 For written examinations, the principle of double-marking by Internal Examiners shall apply, and shall be carried out as far as is practicable.
- 34.3 All Honours scripts shall be made available to the External Examiners for the purposes of moderation. In other examinations, External Examiners shall be provided with such scripts in each examination in order to inform them of the whole range of performance by candidates and in order to make decisions on all candidates in regard to whose performance there is doubt after internal marking.

#### **35. Illness and Incomplete Examinations**

- 35.1 In the case of illness or other debilitating circumstances at the time of examination, a medical certificate must be submitted as expeditiously as possible to the Convenor of the Board of Examiners preferably before the examination itself, and in all but exceptional circumstances before the meeting of the relevant Board of Examiners. Students should refer to the Personal Mitigating Circumstances process as published in programme handbooks. Students who are prevented by illness or other such circumstance from taking an examination will be allowed to take the missed element at the next appropriate diet of examinations.
- 35.2 If a candidate, having duly completed the required work of an Honours programme of study, is prevented by illness medically certified or other good cause from presenting himself or herself for the Honours examination or, having begun it, from completing it, at the discretion of the Board of Examiners the candidate will be able to take the missed components at the next appropriate diet of examinations. In these cases, the classification of Honours will be decided by the sum of the findings of the relevant Board of Examiners.

## **36. Students with Disabilities**

A written Learning Agreement must be made with each student assessed as having a disability or medical condition, stating what provisions or arrangements will be made in respect of continuous assessment and examination. The procedure detailed in Annex I (P169) must be adopted, unless the student has requested confidentiality.

The Conservatoire's Disability Policy is given at Annex J (P172).

## **37. Board of Examiners**

37.1 The Board of Examiners is responsible for all assessments for an academic award. No other body has the authority to recommend to the institution the conferment of an award nor to amend the decision of a properly constituted Board of Examiners acting within its terms of reference and in accordance with the regulations for the programme of study, other than when an appeal against its decision is formally upheld.

37.2 If any member of a Board of Examiners, or any other member of staff, becomes aware of an error(s) made by a Board of Examiners, that individual should immediately notify the Convenor of the Board of Examiners and the Academic Registrar. In cases of a confirmed error(s), the Convenor of the Board of Examiners, after secured the agreement of the Board of Examiners and in consultation with the Academic Registrar, will take the appropriate action to resolve issues in respect of the student or students who have been affected.

37.3 The Convenor of the Board of Examiners will report any cases of simple errors to the Convenor of the Academic Board as soon as they become apparent. A full report, including action(s) taken in response to an acknowledged simple error(s), will be made to the next meeting of the Academic Board by the Convenor of the Board of Examiners.

37.4 For each Board of Examiners there shall be a specified core membership of internal academic staff. The Board of Examiners for the BA (Traditional Music / Traditional Music – Piping) shall include teaching staff from The National Piping Centre within its membership. Each Board shall also include the specified External Examiners(s). (See Annex G, P121).

37.5 In order for a Board of Examiners to be properly constituted at least one of the External Examiners specified for that programme of study shall be present in addition to the core membership. If an External Examiner is unavoidably unavailable then the Convenor of the Board of Examiners must ensure that they are appropriately consulted and that they approve decisions taken.

37.6 A list of names of External Examiners and the membership of the Board of Examiners for each programme of study shall be available in the Academic Registrar's Office, where it may be consulted by staff and students.

37.7 The Board of Examiners for each programme of study has responsibility to implement the appropriate assessment regulations for that programme of study. The responsibilities of the Board include:

- i to receive and ratify the results of all assessments for each student on the programme of study
- ii to decide on the awards, including Honours' classifications; on progress to the next stage of the programme of study; and on failure

37.8 The focus of the Board of Examiners shall be on the individual student in the context of the student cohort. In reaching its decision on assessments and progression, the Board of Examiners shall take account of:

- i the performance of each individual student on each assessable component in relation to the progress and assessment regulations of the programme of study;
- ii information on any special circumstances as reported by Special Circumstances (see Section 4, P171) affecting student performance including any known medical evidence or evidence relating to other personal circumstances considered by the Convenor to be relevant to the fair assessment of each student;
- iii whether each marginal or fail case has been given full consideration for every possible alternative course of action open to the Board according to the programme of study and/or Conservatoire Regulations;
- iv any moderation that has been applied to the individual marks or grades;
- v the grades achieved in the current academic year in comparison with previous years.

The Board of Examiners shall have access to all information necessary to make these judgements.

37.9 The decisions of each Board of Examiners shall be formally recorded on an assessment grid.

37.10 The record of decisions shall be signed by the Convenor of the Board of Examiners and the External Examiner(s) present.

37.11 The Board of Examiners may, in accordance with programme of study regulations, permit a student to Resit or Retake specified modules.

37.12 The membership of the Resit Board of Examiners for each programme of study shall be as specified in Annex K (P181) or such alternative membership as the Board shall determine at its main meeting. The requirement for the involvement of external examiners shall be the same as for the first diet Board.

37.13 The responsibilities of the Resit Board of Examiners shall be as stated in 37.7 and 37.8.

37.14 Where a student is allowed by the Board of Examiners to progress on the programme of study subject to certain conditions, the Board of Examiners may delegate to its Convenor the decision on whether the conditions have been met. This decision shall be reported to the next meeting of the Board of Examiners.

### **38. Subsidiary Examination Committees and Progress Committees**

38.1 The Board of Examiners may delegate specific responsibility for appropriate interim or deferred assessments to a subsidiary examination committee. This committee shall report its findings to the subsequent meeting of the Board of Examiners which shall ratify the results.

38.2 The membership of a Progress Committee shall be stated in Annex K (P172).

38.3 The Progress Committee, on behalf of the Board of Examiners;

- i receives and monitors interim grades
- ii monitors student progress
- iii instigates feedback and appropriate action
- iv may require a resit of appropriate components in accordance with the assessment regulations for the programme of study.

### **39. Compensation, Resit and Retake**

39.1 The Board of Examiners may, in exceptional circumstances, permit a student's overall performance to compensate for marginal failure (E1) in a module following resit or retake. Compensation does not turn a fail into a pass, but it allows a student to progress without having to be re-assessed in this module.

39.2 Compensation will only be applied to a maximum of 20 credits per year and a maximum of 40 credits over a student's whole programme. Results as they appear on transcripts will be flagged to indicate compensation has been applied. For music degrees only compensated overall module grades will be factored into the calculation to determine the classification of Honours and normally the resultant classification will be lowered by one classification (e.g. Honours 1 will become Honours 2i).

- 39.3 All students shall be permitted to resit individual components of a module once although failure to achieve 60 SCQF credits or more, within any level of study, will normally lead to termination of studies.
- 39.4 If a student fails a module at resit, there may, in exceptional circumstances, be one further opportunity to resit within the resit diet or to retake the whole modules in the following academic session.
- 39.5 In all cases of resit, the method of re-assessment shall be the same or, as far as is practicable, equivalent to that for the original assessment.
- 39.6 No additional teaching of any component of any programme of study is allowed between the first sitting of an examination and the resitting of that examination.
- 39.7 In certain circumstances the Board of Examiners may determine that a student needs to retake a module before being re-assessed. In these circumstances the student will be notified that they must retake that module.
- 39.8 Students may be permitted to retake module(s) up to a maximum of 30 credits in a single year and 60 credits over a whole programme. Students may be permitted only one opportunity for retake of any module.
- 39.9 Students may not normally progress between levels of study, carrying a fail of more than 30 credits (i.e. failure of more than 30 credits would necessitate suspension of studies, normally for one year).
- 39.10 In exceptional circumstances, and at the discretion of the Board of Examiners, a student may be offered the opportunity to retake an entire level of study.

#### **40. Assessment**

- 40.1 The assessment requirements for all components of study shall be made known to students in the relevant Programme Handbook.
- 40.2 Examination schedules shall be posted on the appropriate School's information platform and to the Student Timetable System (ASIMUT). Any changes made to these schedules shall be authorised by the Convenor of the Board of Examiners and intimated to students in good time.
- 40.3 Interim results shall be notified to students via their Student Contracts as soon as is practicable after the Progress Committees. These results are, in every case, provisional until ratified by the relevant Board of Examiners (see Annex L, P182).

- 40.4 End of session examination grades and results shall be notified to students via their Student Contracts as soon as is practicable after the relevant Board of Examiners (see Annex L, P182).
- 40.5 It is the responsibility of students to acquaint themselves with the assessment regulations and examination schedules which apply to their programme of study.
- 40.6 It is the responsibility of students to attend the appropriate examinations and submit the appropriate work for assessment as required. If a student fails to attend an examination or submit required work for assessment without good cause, the examiners shall have the authority to deem the student to have failed the assessment(s) concerned.
- 40.7 It is the responsibility of students to inform the Convenor of the Board of Examiners in the case of illness or other debilitating circumstances that prevents their attending an examination or submitting required work for assessment (see 32).
- 40.8 It is the responsibility of students to inform themselves of the results of all assessments and whether or not they are required to undertake any resits or retakes.
- 40.9 All programmes will adopt the following assessment scale:

Common Assessment Scale	'Background scale'	Descriptor	Degree Classification
A1	17	Excellent	First Class
A2	16		
A3	15		
A4	14		
A5	13		
B1	12	Very Good	Second Class, upper division (2i)
B2	11		
B3	10		
C1	9	Good	Second Class, lower division (2ii)
C2	8		
C3	7		
D1	6	Satisfactory	Third Class
D2	5	Adequate	
D3	4		
E1	3	Inadequate/ Fail	Not Honourworthy
E2	2		
F	1	Serious fail	
NS	0	Non-submission/ Non-appearance	

Staff will assess students according to the column headed Common Assessment Scale and students will receive the alpha-numeric grade

from that column attached to their work/on assessment reports. It is those grades which will be presented to Progress Committee and Boards of Examiners and which will appear on a student's transcripts.

Where a module has several component assessments, the aggregate grade is arrived at by translating the alpha-numeric grade into the 'background scale'. The numbers derived from the background scale are then aggregated according to specified weightings, with decimal points of 0.5 and above rounded up. The rounded grade is then translated back into the alpha-numeric Common Assessment Scale.

The first two columns of this grid will appear on transcripts to provide a 'key' to interpret the Common Assessment Scale.

#### **41. Registration and Publication of Results**

41.1 Results will be published via Student Contracts as soon as practicable following the Board of Examiners.

41.2 For year-long modules, an **indicative** grade can be given during feedback tutorials. All results remain provisional until ratified by the relevant Board of Examiners. The Board reserves the right to moderate results and to correct erroneous grades therefore it is important that if any unconfirmed marks (or indicative grades) are provided, students are aware that these are provisional until considered by the Board. Students should also be aware that where a module has several component assessments, the grade they receive for one assessment may not be the final module grade.

41.3 Final year students will be issued with a transcript as soon as possible following the Board of Examiners. Continuing students will receive their grades via their Student Contracts. The Academic Board reserves the right to correct an erroneous published result.

41.4 It is the responsibility of students to inform themselves of the results of examinations.

#### **42. Code of Procedure for Appeals to the Academic Board Appeal Committee and the Board of Governors Appeal Panel for all Programmes of Study Validated by the Royal Conservatoire of Scotland**

42.1 Preamble

42.1.1 Prior to submitting an appeal, students are advised to discuss any concerns about a decision of a Board of Examiners informally with their Head of Programme/Department, Director of School or the Academic Registrar to attempt to resolve the issue. In cases where a simple error has been made, this will normally be resolved by the Convenor of the Board of



Examiners, after having secured the agreement of the Board of Examiners and in consultation with the Academic Registrar, taking the appropriate action, without the need for the student to make a formal Academic Appeal.

- 42.1.2 If a simple error is found to have affected more than one student, the Convenor of the Board of Examiners, after having secured the agreement of the Board of Examiners and in consultation with the Academic Registrar, will take the appropriate action to resolve all issues in respect of those students who have been affected, whether or not they have engaged in this procedure.
- 42.1.3 The Convenor of the Board of Examiners will report any cases of simple errors to the Convenor of the Academic Board as soon as they become apparent. A full report, including action(s) taken in response to an acknowledged simple error(s) will be made to the next meeting of the Academic Board by the Convenor of the Board of Examiners.
- (If any member of a Board of Examiners, or any other member of staff, becomes aware of an error made by a Board of Examiners, that individual should follow the process detailed in the Conservatoire's Regulations, Codes of Procedure and General Rules: Board of Examiners.)*
- 42.1.4 An academic appeal cannot be considered until the decision in question has been ratified by the relevant Board of Examiners.
- 42.1.5 The Academic Board is responsible for all assessments that contribute to awards of the Conservatoire. The Board of Governors and the Academic Board have approved this Code to deal with appeals by students against decisions taken by Boards of Examiners relating to assessment and progress.
- 42.1.6 Disagreement with the academic judgement of a Board of Examiners in reaching any decision based on a student's performance in assessment cannot in itself constitute grounds for an appeal by a student. No student may appeal in respect of any assessment for a degree or other award for which he or she has graduated. No student who has an appeal pending may graduate.
- 42.1.7 In line with the QAA UK Quality Code for Higher Education, Chapter (B9): Managing Academic Appeals and Student Complaints, this Code is designed to provide a process that is fair, accessible and timely and its operation will reflect those principles.

42.1.8 No student will be disadvantaged as a consequence of lodging an appeal in good faith.

#### 42.2 Composition of the Academic Board Appeal Committee (“the Committee”)

The Committee shall consist of:

- (a) The Academic Board’s member from another Academic Institution or their nominee;
- (b) A Director of School or Academic Unit of which the Appellant is not a student, or a senior member of staff of that School/Academic Unit in the event of the Director being unavailable or inappropriate due to absence, illness or other good cause;
- (c) An elected member of Academic Board from the School in which the Appellant is not a student;
- (d) A member of the Students’ Union Executive, nominated by the President of the Students’ Union.

In the event of any member of the Committee declaring a conflict of interest in a particular case, the Principal or Secretary to Academic Board shall identify another appropriate and disinterested senior member of staff from the School not attended by the Appellant to participate in the Committee’s consideration of that particular case.

The Convenor shall be the Assistant Principal. In the event of them being unavailable, the Committee shall elect one of its own number who is a member of the Academic Board to be Convenor.

#### 42.3 Subject of Appeal

##### 42.3.1 Decisions of Board of Examiners

An appeal can be made to the Committee against a decision reached by a Board of Examiners on only two grounds:

- i If the student considers that the assessment in question was improperly conducted or that the Board of Examiners was improperly constituted;
- ii Illness, either immediately before or during the assessment, or other personal circumstances which the student claims has negatively affected their performance in the assessment which it was not reasonably practicable for the student to disclose or fully disclose before the Board of Examiners met to reach its decision.

Please note 42.1.6 above.

#### 42.3.2 Progress

Unless dismissed or referred back to the Board of Examiners for further consideration in terms of 42.4.4, any appeal against the application of the programme of study's Progress Regulations shall be heard by the Committee. An Appellant may present relevant evidence which was not presented to the relevant Board of Examiners or one of its subsidiary Committees provided that evidence could not in the opinion of the Committee have been reasonably available for the relevant Board of Examiners or subsidiary Committee. An Appellant will be required to explain why any new evidence was not previously presented to the Board of Examiners.

#### 42.4 Lodging of Appeal

42.4.1 The Academic Registrar (deputy or alternate) is available to offer procedural advice on the operation of this Code. Students are reminded that the Office Bearers of the Students' Union can also be consulted for advice and assistance.

42.4.2 A student who wishes to appeal ("the Appellant") must do so by sending a written statement of appeal to the Assistant Principal (as Convenor of the Academic Board Appeal Committee), at the latest within 14 days of the publication of the decision appealed against. This period may be extended if the Appellant satisfies the Committee that it was not reasonably practicable to lodge the appeal in time.

*\*NB: In the event of intimation being by post, the date of intimation will be 2 working days after the date of posting.*

42.4.3 The form to be used in the submission of an appeal is given in Appendix 1. The form requires the Appellant to provide:

42.4.3.1 All grounds on which the Appellant wishes to rely (no other grounds will be admissible in the disposal of the appeal);

42.4.3.2 The outcome which the Appellant seeks;

42.4.3.3 The Appellant's intention, if any, to make oral representations at any hearing which may be held and details of any witnesses that the Appellant would wish to have called to the hearing;

42.4.3.4 An appropriate report if the Appellant wishes to appeal on medical grounds. Any medical report upon which an Appellant intends to rely should be

obtained as expeditiously as possible. This should be submitted, if possible, with the form detailing the appeal, or as soon as available and, in any event, no later than the commencement of any hearing;

42.4.3.5 Any other written evidence which the Appellant considers relevant to her or his case.

42.4.4 On receipt, the Convenor of the Committee, after consultation with the other members of the Committee, may dismiss the appeal because:

42.4.4.1 No competent grounds have been stated or;

42.4.4.2 The appeal is out of time or;

42.4.4.3 The appeal is deemed to be vexatious or frivolous or in bad faith.

The Convenor may, where it is clear that the Board of Examiners was unaware of the full or any medical or personal circumstances detailed in the appeal, refer the matter back to the Board of Examiners for further consideration.

Alternatively, the Convenor, after consultation with the other members of the Committee, may, exceptionally, uphold the appeal on the ground that there is an acknowledged breach of the regulations. In order to arrive at a decision, the Convenor will send copies of the appeal and evidence to the Convenor of the appropriate Board of Examiners with a request for a response (form for response given in Appendix 2).

42.4.5 If the appeal is not dismissed or referred back to the Board of Examiners for further consideration in terms of 42.4.4, the Convenor shall cause a hearing of the Committee to be fixed as soon as is practicable, and normally within four weeks.

## 42.5 Appeal Hearing

42.5.1 The Committee shall regulate its own procedure subject only to the rules of natural justice and the requirement to hear evidence from the Appellant or any relevant witness identified by the Appellant should the Appellant so desire. In regulating its own procedure, the Committee may allow the Appellant (or their representative) to present their evidence, including any witness evidence, before inviting the Board of Examiners to respond, to which the Appellant (or their representative) may be invited to respond.

42.5.2 An Appellant may be represented by a person of their choice provided that the identity and status of such a representative is given in writing to the Assistant Principal (as Convenor of the Committee) at least five days prior to any hearing.

Additionally (or alternatively), an Appellant may be accompanied by a 'friend' who may act as an observer. The Committee may be advised by a person of its choice. A representative of the student may address the Committee to put and sum up the Appellant's case, respond to any views expressed at the hearing and discuss with the Appellant during the hearing. A representative may not answer questions on behalf of the Appellant nor may they prevent any other party from presenting its case. In the case of an adviser of the Committee, they may act on behalf of the Committee in carrying out the advocacy at the hearing and they may advise the Committee.

- 42.5.3 The Convenor shall inform the Appellant and any witnesses which he or she wishes to have called to the hearing in writing of the date, time and place of the hearing. The Appellant, and any witnesses, shall be given adequate notice of the date of the hearing having regard to the circumstances of the case.
- 42.5.4 Prior to the meeting of the Committee, the Convenor shall send copies of the Appellant's appeal and evidence to the Convenor of the appropriate Board of Examiners who will be requested to provide, within 14 days, a statement of the grounds on which the decision appealed against was reached, and also for such evidence and material as was available to justify the decision reached (form given in Appendix 2). A copy of this statement, together with any other papers circulated to the Committee, will be given to the Appellant forthwith.
- 42.5.5 The Convenor of the Board of Examiners shall be required to identify any person from whom the Committee should take oral evidence in addition to any witnesses identified by the Appellant. The Convenor will advise the Appellant in writing of the identity of said person(s) forthwith.
- 42.5.6 The Convenor shall place before the Committee all evidence and material obtained by her/him relevant to the appeal.
- 42.5.7 The Committee may instruct and/or consider an opinion of an expert, if relevant to the determination of the appeal.
- 42.5.8 Electronic recording of the hearing is forbidden, unless prior express consent of the Convenor of the Committee is given.

#### 42.6 Decision

- 42.6.1 The Committee shall dispose of the appeal, notwithstanding the failure of any person concerned to appear, at the

conclusion of the hearing or as soon as possible thereafter. The Committee may dispose of the appeal by:

- i Dismissing the appeal;
- ii Upholding the appeal to the extent of referring the matter back to the Board of Examiners for further consideration where the Committee is satisfied that there were adverse circumstances as described in 42.3.1 (ii) in which it was not reasonably practicable for the student to have brought to the attention of the Board of Examiners prior to its meeting. In such cases the Committee will identify to the Convenor of the Board of Examiners the adverse circumstances which it considers the Board of Examiners requires to take into account when it reconsiders its original decision;
- iii Upholding the appeal to the extent of referring the matter back to the Board of Examiners for further consideration where the Committee is satisfied that the examination was improperly conducted or that the Board of Examiners was improperly constituted and that the nature of the impropriety was such that it would be appropriate to refer the matter back to the Convenor of the Board of Examiners. In such cases, the Committee will identify to the Convenor of the Board of Examiners the specific grounds on which the appeal was upheld;
- iv Otherwise upholding the appeal and taking such steps as seem to the Committee to be appropriate and practicable in the circumstances.

42.6.2 In cases determined under 42.6.1 (iv) or where it is impracticable to reconvene a Board of Examiners, the Committee will, unless it is inappropriate and/or impracticable in the particular circumstances of the case, refer the matter to the Academic Board which shall be responsible for putting in place such arrangements as are appropriate and practicable for the reassessment of the Appellant. The arrangements which the Academic Board put in place may include the appointment of new External Examiners and the establishment of an *ad hoc* sub-committee of the Board of Examiners.

42.6.3 Any members of the Board of Examiners who were directly responsible for the error or irregularity which has justified the appeal must not be included in such a sub-committee.

42.6.4 In the event that there has been an error or irregularity which has affected more than one student, the Academic Board shall have the power to annul the results of the assessment (or part of it) of all students who have participated in the assessment (whether or not they have appealed) (or, if

appropriate, only those affected by the error or irregularity) and put in place such arrangements as are appropriate and practicable for the re-assessment of the students whose assessment results have been annulled.

- 42.6.5 Decisions of the Committee may be by a majority.
- 42.6.6 The Convenor of the Committee will inform the Appellant, the Convenor of the Board of Examiners and the Convenor of the Academic Board of its decision and the grounds for that decision, normally within five working days.
- 42.6.7 The Convenor of the Board of Examiners will inform the Appellant, the Convenor of the Committee and the Convenor of the Academic Board of its decision and the grounds for that decision regarding the reconsideration of the Appellant's case, normally within five working days.
- 42.6.8 The decision of the Board of Examiners on reconsideration is final, unless the Committee is satisfied that its decision has been perverse, in which event the Committee may annul the decision of the Board of Examiners and substitute its own decision, taking such advice as it considers appropriate in the circumstances. A "perverse" decision would be one at which no reasonable Board of Examiners, properly advising itself, could arrive.
- 42.6.9 The Committee will report annually to the Academic Board and may wish to make general recommendations to the Academic Board arising from its consideration of individual appeals and any appeals against its decisions.

#### 42.7 Appeal to the Board of Governors' Appeal Panel

- 42.7.1 In cases where the Committee has dismissed an appeal, a further appeal may be made to the Board of Governors' Appeal Panel ("the Panel"). The request for such an appeal should be made in writing (using the form given in Appendix 3) by the Appellant to the Secretary to the Board (deputy or alternate) within seven days of being informed of the Committee's decision, and must provide details of the grounds of appeal against the Committee's decision.

42.7.2 The only competent grounds of appeal by a student against the decision of the Committee are that:

- i New relevant evidence has emerged which could not reasonably have been available for the Committee;
- ii The procedure adopted by the Committee was defective;
- iii The disposal by the Committee was perverse.

- 42.7.3 The details of the grounds of appeal mentioned in 42.7.2 must specify what new evidence and why it was not produced to the Committee or in what way the disposal was perverse.
- 42.7.4 The Panel shall consist of a minimum of two lay Governors and the Principal, unless inappropriate or prevented by illness, absence or other good cause, in which case there should be three lay Governors.
- 42.7.5 The Panel shall appoint one of its number to be Convenor, who in cases of an equality of votes, shall have a second or casting vote.
- 42.7.6 The Panel shall be bound, so far as appropriate, by the same Rules of Procedure as apply to the Committee and shall have the same powers as the Committee as are more fully set out in paragraphs 42.4, 42.5 and 42.6 hereof, substituting the word "Panel" for the word "Committee" and substituting other appropriate persons/bodies/committees, etc. where relevant.

#### 43 Abuse of Process

Should there be any abuse (e.g. false, vexatious or frivolous appeals) of this Code by a student, the Conservatoire may invoke disciplinary action under its Student Disciplinary Procedure.

#### 44 Review of Code

This Code will be reviewed by Academic Board every five years.

#### 45 Complaints to the Scottish Public Services Ombudsman

There are no internal appeal procedures beyond those detailed above. Any individual who is dissatisfied with the way their appeal has been dealt with by the Conservatoire has the right to complain to the Scottish Public Services Ombudsman (SPSO). The SPSO will consider the case and make a decision on whether or not to investigate. It is important to note that the SPSO can only investigate whether an appeal has been dealt with appropriately by the Conservatoire, it does not look again at the substance of the original appeal case. The SPSO can only consider cases when consideration is complete within the Conservatoire. Referral to the SPSO should take place within 12 months of receipt of the final decision arising from the Conservatoire's consideration of the appeal.

SPSO contact details are:

**In person:** Scottish Public Services Ombudsman  
Melville Street



Edinburgh  
EH3 7NS

**By post: Freepost SPSO** (this is all you need to write on the envelope, and you don't need to use a stamp)

Freephone: **0800 377 7330**

Online contact: **[www.spsso.org.uk/contact-us](http://www.spsso.org.uk/contact-us)**

Website: **[www.spsso.org.uk](http://www.spsso.org.uk)**

Mobile site: **<http://m.spsso.org.uk>**

## Form for Academic Appeals

<b>Name:</b>	
<b>Programme:</b>	
<b>Year:</b>	
<b>Decision being appealed against:</b>	
<b>Grounds for appeal:</b>	<b>Tick <input type="checkbox"/> all that apply</b>
<b>(i) You consider that the assessment in question was improperly conducted or that the Board of Examiners was improperly constituted.</b>	
<b>(ii) Illness, either immediately before or during the assessment, or other personal circumstances which you claim has negatively affected your performance in the assessment in question.</b>	If ticked, please explain why it was not reasonably practicable for you to disclose or fully disclose this information before the Board of Examiners met to reach its decision.
<b>Details of appeal:</b> (Use an extra sheet if required)	

<b>If you are citing illness as a ground for appeal, you must normally attach medical evidence confirming that claim. If you have not, you must explain why. ?</b>	Have you attached medical evidence: Yes / No  If no, why not?
<b>If you wish to present any other written evidence in support of your appeal, you should detail that evidence here.</b>	Do you wish to submit written evidence other than medical evidence: Yes / No  Detail here and explain its relevance to your appeal.
<b>Outcome of appeal sought:</b>	
<b>Are you available to attend a hearing if required?</b>	Yes / No
<b>If applicable - list names and emails for any relevant witnesses:</b> (Use an extra sheet if required)	Name: Email:  Name: Email:  Name: Email:

## Form for Response to Appeal

<b>Name of Appellant:</b>	
<b>Programme:</b>	
<b>Year:</b>	
<b>Decision being appealed against:</b>	
<b>Grounds on which the Board of Examiners arrived at its decision. Include an extract from the minute of the Board of Examiners dealing with this case and any information that the Board used to inform its decision.</b>	
<b>Response to appeal:</b> Please respond individually and factually to each point raised in the appeal. Do not make a judgement on the validity of the appeal. (Use an extra sheet if required)	
<b>In the case of a hearing please provide the name(s) of any person(s) from whom the Committee should take oral evidence:</b>	

<b>Name and Signature of Convenor of Board of Examiners:</b>	
<b>Date:</b>	

## Form for Academic Appeals to the Board of Governors

<b>Name:</b>	
<b>Programme:</b>	
<b>Year:</b>	
<b>Decision being Appealed:</b>	
<b>Grounds for Appeal:</b>	<b>Tick <math>\checkmark</math> all that apply</b>
<b>(i) New relevant evidence has emerged which could not reasonably have been available for the Committee.</b>	If ticked, please attached new evidence and state why it was not provided to the Appeals Committee.
<b>(ii) The procedure adopted by the Committee was defective.</b>	If ticked, please outline in which way the procedure was defective.
<b>(iii) The disposal by the Committee was perverse.</b>	If ticked, please outline in which way the disposal was perverse.
<b>Details of appeal:</b> (Use an extra sheet if required)	

<p><b>If you are citing illness as a ground for appeal, you must normally attach medical evidence confirming that claim. If you have not, you must explain why. ?</b></p>	<p>Yes / No</p>
<p><b>If you wish to present any other written evidence in support of your appeal, you should detail that evidence here.</b></p>	<p>Do you wish to submit written evidence other than medical evidence: Yes / No</p> <p>Detail here and explain its relevance to your appeal.</p>
<p><b>: Outcome of appeal sought:</b></p>	
<p><b>Are you available to attend a hearing if required?</b></p>	<p>Yes / No</p>
<p><b>If applicable - list names and emails for any relevant witnesses:</b> (Use an extra sheet if required)</p>	<p>Name: Email:</p> <p>Name: Email:</p> <p>Name: Email:</p>

## **ANNEX H**

### **Rules of Invigilation**

Invigilators must ensure that examinations are conducted in accordance with the following:

1. Each written examination shall normally require the presence of two Invigilators. At all times during the examination there should be one Invigilator present in the examination room.
2. One of these Invigilators shall be deemed as the Invigilator in charge of the examination.
3. The named Invigilator shall be responsible for ensuring that all examination materials are collected at the end of the examination.
4. The named Invigilator shall hold a list of candidates eligible for the examination, including those candidates to be granted extra time in respect of special needs, and shall record the presence of candidates.
5. Invigilators should record any instances of collusion or other malpractice and report any such incidents to the appropriate Director of School at the conclusion of the examination.
6. The Director of School will ensure that any such report be conveyed to the appropriate Board of Examiners.
7. If the improper behaviour of a candidate(s) is clearly established, the Invigilator may require the candidate(s) concerned to leave the examination room. The circumstances must be reported to the appropriate Director of School at the conclusion of the examination.
8. Candidates with justifiable reason needing to leave the room should be accompanied by one of the Invigilators who must remain with the candidate during their absence from the examination room.
9. No candidate absent from the examination room for more than 15 minutes shall be allowed to return.
10. Invigilators should endeavour to cause no distraction to candidates during the examination.



## **ANNEX I**

### **Procedure for Students with Disabilities**

#### **1. Assessment**

- 1.1 The application form provides prospective students with an early opportunity to declare any disability they may have to undertake the programme of study. The Counsellor and Disability Advisor contacts such applicants to ascertain any adjustment required for the audition/interview process. Any adjustments are then communicated to the Admissions team for action.
- 1.2 For students who disclose dyslexia or other SpLD, a psychological report is required. If this is not available, the Counsellor and Disability Advisor will arrange for the student to have an assessment. RCS pays for the assessment. For medical conditions a report from a GP, consultant or other specialist is required.
- 1.3 It is possible that prospective students will not declare their disabilities until they matriculate or until they have started their programme of study. Arrangements to put in place a Learning Agreement (see below) should follow as soon as possible thereafter to ensure that adjustments concerning support on the programme of study (including assessment) can be made.

#### **2. Learning Agreement**

- 2.1 The Counsellor and Disability Advisor, together with the appropriate Head of Department/Head of Programme (or a nominee), and in the School of Music, a member of staff from CCS, will meet with the student to discuss:
  - i what special provision might need to be made in respect of tuition, ongoing assessment and examination and
  - ii who should be informed of the student's disability.
- 2.2 Subsequent to that discussion, a Learning Agreement will be drawn up stating:
  - i what adjustments will be made e.g. the use of a scribe, extra time in examination, equipment required etc.;
  - ii who will be informed.
- 2.3 The Learning Agreement will be signed by the student, the Counsellor and Disability Advisor and the Head of Department/Head of Programme (or their nominee) and a representative from CCS (School of Music). Copies will be

sent to the student and the Head of Department / Head of Programme. A copy will be placed on the student's electronic file. It is the Head of Department/Head of Programme's responsibility to ensure tutors are aware of any adjustments required.

- 2.4 A student has the right to request adjustments and to keep the nature of their disability confidential; thus a student may disclose to one member of staff only and still have adjustments put in place, but not be required to attend a Learning Agreement meeting.

### **3. Examination Arrangements**

- 3.1 If a scribe/reader is to be permitted, he or she will be a member of staff of the opposite School or person of equivalent standing acceptable to the Convenor of the Board of Examiners.
- 3.2 The scribe will merely record what is dictated by the student; if the scribe is also acting as a reader, they will read back what the student has written.
- 3.3 The scribe/reader will also act as invigilator for the examination.
- 3.4 The scribe/reader will, after the examination, provide a short report of any difficulties encountered for the Convenor of the Board of Examiners.

### **4. Special Circumstances Board**

- 4.1 The Special Circumstances Board of Examiners will, on behalf of the Board of Examiners:
- Receive and consider information on any special circumstances affecting any student's performance in assessment, including any known medical evidence or evidence relating to other personal circumstances which may have affected a student's performance in an assessment and, on that basis, recommend to the Board of Examiners an appropriate course of action. That course of action should be reported to the appropriate External Examiner in advance of the Board of Examiners, which will be invited to confirm the Special Circumstances Board's proposal;
  - Consider the assessment outcomes of all students whose assessment was the subject of a Learning Agreement and, on that basis, make recommendations to the Board of

Examiners, either in general terms or in relation to an individual student.

4.2 Membership of the Special Circumstances shall be:

- Convenor of the Board of Examiners
- A Head of Department nominated by the Board of Examiners
- The Head of Department appropriate to the case under consideration
- The Head of Programme

4.3 In attendance shall be:

- The Academic Registrar
- The Counsellor and Disability Advisor

ANNEX J



Royal Conservatoire  
*of* Scotland

**Disability Policy for Students  
and Applicants**

**2018**

## 1. Introduction

The treatment of all applicants and students as individuals, each with their own unique needs and potential goes to the very heart of what the Conservatoire does and stands for. On that philosophical basis, the Conservatoire strives to provide equality of opportunity for all of its applicants and students. That commitment includes offering support to those students with a disability so that they can achieve their full potential. The Conservatoire also recognises the importance of creating an environment that encourages positive and progressive attitudes so that students and applicants feel able to disclose their disability.

## 2. RCS and the Equality Act 2010

The member of staff responsible for supporting applicants and students with disabilities is the Conservatoire Counsellor & Disability Adviser. Staff with any questions or concerns regarding an applicant or a student should contact the Conservatoire Counsellor & Disability Adviser in the first instance. Staff should also contact the Conservatoire Counsellor & Disability Adviser if, for example, a student discloses a disability and gives their consent for that information to be passed on.

The Equality Act 2010 replaces the Disability Discrimination Act 1995 and the Special Educational Needs and Disability Act (SENDA, 2001); however, key points from the earlier legislation are still valid:

- If a student has disclosed a disability to any member of staff, then the Conservatoire may be deemed to have been made aware of the condition.
- If a member of staff, having been informed by a student of their impairment, does nothing to assist the individual then both the Conservatoire and the member of staff may be liable to a process of arbitration under the auspices of the Equality and Human Rights Commission (EHRC) or, at worst, legal action.
- The Conservatoire has a duty to make reasonable adjustments in relation to:
  - **(a) provision, criteria or practice.** For example, providing lecture hand-outs in alternative formats
  - **(b) physical features.** For example, providing inclusive access to lecture theatres, seminar rooms etc.
  - **(c) auxiliary aids.** For example, providing computer screen software for students with a visual impairment.

- It is permissible to treat a disabled person more favourably than a non-disabled person, for example, providing a disabled student with a dedicated parking space when this facility is not available for non-disabled students.

However, the Equality Act 2010 does not take precedence over other legislation such as the Health and Safety at Work Act (1974). For example, in the case of a student with a condition such as epilepsy on the BA Production Arts & Design or the BA Production Management Technology course, the Conservatoire would not allow a student to keep this condition confidential due to the risk to the student and others that non-disclosure would involve. The Conservatoire has reached this position having taken legal advice on the issue.

All staff should be aware of the need to create a welcoming and accepting environment throughout the Conservatoire and should give thought to issues such as use of language and being flexible in the delivery of services or courses. Any member of staff who feels that they may have identified a disability in a student (e.g. dyslexia) should first consult the student and suggest that they speak to the Conservatoire Counsellor & Disability Advisor. Members of staff may also contact the Conservatoire Counsellor & Disability Advisor to discuss their concerns.

### **3. Disclosure and Confidentiality**

If a student discloses a disability to a tutor and asks them to keep the disclosure confidential, the tutor should try and persuade the student to contact the Conservatoire Counsellor & Disability Adviser and explain that this is the best way to access support.

If the student is adamant that they do not want to do this, the tutor should contact the Conservatoire Counsellor & Disability Advisor and explain the situation without giving the student's name or course. The Conservatoire Counsellor & Disability Advisor will then support the tutor in providing support to the student, while emphasising that support can be arranged more effectively if the student themselves arranges it.

### **4. Awareness of disability**

The definition of a disability contained in the Equality Act 2010 is as follows:

A person has a disability if they have a physical or mental impairment that has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities.

The definition uses “long-term” to mean an impairment which “has lasted at least 12 months” and includes effects of impairments which recur at intervals e.g. rheumatoid arthritis. If someone is receiving treatment for an impairment and the treatment removes the effects (though not the impairment) the impairment is taken to have the effect it would have had without the treatment.

The definition of disability includes severe disfigurements and progressive conditions such as cancer, HIV, multiple sclerosis and muscular dystrophy. The definition does not include the wearing of spectacles or contact lenses, conditions such as hay fever or dependency on drugs, alcohol or nicotine.

## **5. Indirect discrimination**

The Equality Act 2010 explicitly extends the concept of indirect discrimination to disability for the first time. Indirect discrimination occurs when a provision or practice appears to be neutral but its impact disadvantages disabled people (unless the person applying the provision can justify it as proportionate).

Indirect discrimination may occur, for example, if there is a rule forbidding students to eat and drink in lecture halls or classrooms, which indirectly discriminates against students with diabetes or cystic fibrosis (CF), who may need to eat at certain times for medical reasons (*EHRC, 2012*).

## **6. Harassment**

The Act outlines harassment connected to disability as:

- Unwanted conduct that has the purpose of creating an intimidating, hostile or degrading environment for the complainant or violating a person’s dignity.

The perceptions of the recipient of the harassment are very important and harassment can have been deemed to have occurred even if the intention was not present but the recipient felt that they were being harassed (*ECU Briefing, May 2010*).

## **7. Procedure for supporting applicants with a disability**

If an applicant declares a disability at application, this information will be passed to the Conservatoire Counsellor & Disability Adviser. The Conservatoire Counsellor & Disability Advisor will then contact the applicant offering the opportunity to discuss any concerns over audition or interview and any arrangements the applicant would like to have put in place.

Examples of this are extra time to prepare sight reading (applicants with dyslexia), time out to rest or have a snack in longer auditions that may include a movement element (applicants with mobility difficulties or diabetes).

## **8. Guidelines for audition/interview staff**

Staff who are involved in auditioning and/or interviewing disabled applicants should review their criteria to ensure they do not create any barriers in their audition/interview techniques. The Conservatoire is committed to creating an atmosphere in which applicants and students can declare a disability without judgements or assumptions being made. Members of staff involved in the selection process need to be ready to make adjustments to ensure talented applicants and students with disabilities can demonstrate their potential at the same level as those who are non-disabled.

Staff should not make judgements on whether or not a candidate's state of health is sufficient for the course, nor on a candidate's potential employability in their chosen field, as this is likely to be discriminatory (EHRC, 2012). Equally, staff should not spend a large part of the audition/interview focusing questions on a candidate's disability or medical condition, as this is likely to be discriminatory. Staff need to ensure that the time given, and questions asked, to explore a candidate's background, experience and motivation for applying for a course are the same as they would be for a non-disabled candidate.

Guidance has been drawn up by the Conservatoire Equality & Diversity Officer and must be studied by all staff involved in auditions/interviews. Training may also be arranged on request.

## **9. Procedure for supporting students with a disability**

When a disabled applicant has been accepted onto a course of study, the Conservatoire Counsellor & Disability Advisor will contact the student to discuss support needs for the course. For example, in the case of a dyslexic student it may be necessary to arrange an up-to-date assessment and apply to the appropriate funding body for a Disabled Students' Allowance (DSA) to purchase equipment or funding for non-medical personal help e.g. a note-taker. (The Conservatoire funds dyslexia assessments.)

Once a student has matriculated at the Conservatoire, the Counsellor & Disability Adviser will arrange a meeting for the student, the Conservatoire Counsellor & Disability Advisor and the Head of Programme. The purpose of the meeting is to draw up a Learning Agreement (LA) that states the support that the Conservatoire undertakes to provide.

For example, this may consist of extra time for assessments, handouts printed on coloured paper in large print, extra time for short-loan books, permission to use a score in exams etc. The support will be based upon the recommendations of either an Educational Psychologist (for students with dyslexia/dyspraxia) or the student's GP or consultant (for medical conditions).

The student signs a disclosure statement agreeing that their disability may be discussed by appropriate staff with regard to support. The student may not wish to attend the meeting to draw up a Learning Agreement, in which case



the Conservatoire Counsellor & Disability Advisor will act on their behalf at the meeting.

The Learning Agreement is signed by the student (if present) and the members of staff concerned at the end of the meeting and then copies are sent electronically to the student and the Head of Programme. The LA is uploaded electronically to the Student Records System, where it may be viewed on the Staff Intranet by staff with permission to access this resource.

It is the Head of Programme's responsibility to ensure that all of the student's tutors are made aware of the requirements of the student's LA, especially staff without access to the Staff Intranet. However, individual staff members also have a responsibility to check which of their students require additional support. By following the on-line links from the Staff Portal, teaching staff may view year groups of courses and access the individual LAs.

The LA is reviewed at least every year and the student is encouraged to discuss any support needs which may arise during the year with the Conservatoire Counsellor & Disability Adviser.

In the case of a student being assessed for dyslexia or disclosing a medical condition during the academic year, the same procedure will be followed.

Tutors who feel that a student is struggling with aspects of the course such as organisation, written work, memorising music or text, or reading aloud should first discuss the matter with the student and suggest that they contact the Conservatoire Counsellor & Disability Adviser for a confidential discussion.

## **10. Curricular issues**

Admission to the Conservatoire is by audition and/or interview and depends upon an individual's artistic and academic merit and potential. Each of the Conservatoire's courses has its own core requirements and competence standards, which students have to be able to satisfy in order to reach the standard required and to achieve the appropriate learning outcomes. However, it may well be possible to make reasonable adjustments to course content, delivery or assessment methodologies which could involve substituting equivalencies for parts of courses in order to make the courses more accessible.

The Equality Act 2010 neither asks nor requires the Conservatoire (or any other institution) to lower academic or any other prescribed competence standards when considering reasonable adjustments. However, staff need to be aware of barriers which may make courses less accessible to students than they need to be, and be alert to the possibility of making reasonable adjustments so as to accommodate the specific needs of a student with a disability – without either compromising standards or making fundamental adjustments to learning outcomes.

A tutor who has concerns about the learning implications of a disability of a student in their class should consult the Head of Programme and the Conservatoire Counsellor & Disability Adviser.

## **11. Further advice and support**

The Conservatoire recognises that the consideration of the needs of individual applicants and students may well raise complex issues which require careful and informed consideration. Accordingly support is available to staff in their roles as selectors of students, teachers and assessors. The Conservatoire Counsellor and Disability Adviser should be contacted for advice in the first instance and, if considered necessary, external advice may also be sought.

## **References**

Equality and Human Rights Commission (October 2012) *What equality law means for you as a student in further or higher education.*

Equality Challenge Unit (May 2010) *Briefing paper on the Equality Act 2010: Implications for higher education institutions.*

## **ANNEX K**

### **Membership of the Progress Committees and Boards of Examiners**

#### **Membership of the Progress Committees and Boards of Examiners in the School of Music**

1. All Boards of Examiners and Progress Committees in the School of Music shall be convened by the Director of the School of Music. This responsibility may only be delegated with the approval of the Convener of Academic Board.
2. Staff members of the School of Music Committee act as the Progress Committee for interim assessments.
3. The core membership of the Boards of Examiners in the School of Music for all programmes of study with the exception of BEd (Music) will be:
  - All Heads of Departments
  - Head of BMus Programme/Head of MMus/MA Programme (as appropriate)
  - Internal Examiner(s) with delegated responsibility for area(s) of specialism.
4. For the degree of BMus the membership will additionally include:
  - The specified External Examiners for Performance, Joint Performance and Composition and Jazz
5. For the degree of MMus/MA (All specialisms) the membership will additionally include:
  - The specified External Examiners for MMus/MA
6. For the degree of BMus (Traditional Music)/(Traditional Music – Piping) the membership of the Board of Examiners will be:
  - Director of the School of Music
  - Head of Department/Head of Programme for the degree (including the appropriate representative from the Piping Centre)
  - the External Examiner for BMus Traditional Music
  - Head of one of the Departments of the School of Music.
7. For the degree of BEd (Music) the membership of the Board of Examiners will be:
  - Director of the School of Music
  - the Joint Heads of BEd Music
  - Lecturer in Professional Learning
  - Head of one of the Departments of the School of Music
  - the specified External Examiners for Music Studies and Education Studies and School Experience

8. The Academic Registrar and members of the Student Records Department shall be in attendance at Progress Committees and Boards of Examiners.
9. The Counsellor and Disability Advisor shall be in attendance at Progress Committees.

**Membership of the Progress Committees and Boards of Examiners in the School of Drama, Dance, Production and Film**

1. All Boards of Examiners and Progress Committees shall be convened by the Director of the School of Drama, Dance, Production and Film. This responsibility may only be delegated with the approval of the Convenor of Academic Board.
2. The Board of Examiners, one for each programme of study, consist minimally of five full-time staff including the Programme Heads responsible for the programme of study and at least one staff member from outwith the programme team and the specified External Examiner(s). Progress Committees, one for each programme of study, consist of the Heads of Departments and a minimum of four full-time members of staff including at least one staff member from outwith the Programme team.
3. The Boards of Examiners meet twice a year (at the end of the academic year and for the Resit Diet). Progress Committees meet once a year for undergraduate programmes (and the end of trimester one) and twice for postgraduate programmes (at the end of trimester two).
4. The Academic Registrar and members of the Student Records Department shall be in attendance at Progress Committees and Boards of Examiners.
5. The Counsellor and Disability Advisor shall be in attendance at Progress Committees.
6. The membership of the Resit Boards of Examiners for each programme of study shall normally be identical with the membership of the normal Board of Examiners for that programme of study, or such alternative membership as the Board shall determine at its main meeting. At least one of the External Examiners specified for the programme of study must normally be present at the Resit Board or alternatively arrange to confirm decisions reached.

## **Membership of the Progress Committees and Boards of Examiners for all Learning and Teaching programmes**

1. All Boards of Examiners and Progress Committees be convened by the Director of Fair Access. This responsibility may only be delegated with the approval of the Convener of Academic Board.
2. Staff members of the Learning and Teaching Management team act as the Progress Committee for interim assessments.
3. The core membership of the Boards of Examiners all programmes of study will be:
  - All Heads of Departments
  - Heads of Programmes (as appropriate)
  - Specified External Examiner(s).
4. For the degree of MA Learning and Teaching in Gaelic Arts the membership will additionally include:
  - Sabhal Mòr Ostaig
5. The Academic Registrar and members of the Student Records Department shall be in attendance at Progress Committees and Boards of Examiners.
6. The Counsellor and Disability Advisor shall be in attendance at Progress Committees.
7. The Board of Examiners/ Progress Committee meet twice a year.
8. The membership of the Resit Board of Examiners shall normally be identical to the membership of the normal Board of Examiners for that programme, or such alternative membership as the Board shall determine at its main meeting. The specified External Examiner for the programme must normally be present at the Resit Board or alternatively arrange to confirm decisions reached.

## **ANNEX L**

### **Procedures for Notifying Students of Examination Results in the School of Music**

#### **1. Interim Assessments**

- 1.1 Approved Grades for all interim assessments are issued to all students after each Progress Committee by way of their Student Contract soon as is practicable after the Progress Committee.

#### **2. Mid-session recitals and auditions**

- 2.1 The results of mid-session recitals and auditions are issued to all students after each Progress Committee by way of their Student Contract as soon as practicable after the Progress Committee.
- 2.2 All students receive copies of their Examination Reports.
- 2.3 Students who have received borderline passes are encouraged to make an appointment with their Head of Department / Head of Programme.
- 2.4 Students who have failed are asked to make an appointment with their Head of Department / Head of Programme.

#### **3. End-of-session assessments**

- 3.1 Honours degree examination results are posted on Student Contracts as soon as practicable following the meeting of the Board of Examiners.
- 3.2 All other results are posted on Student Contracts as soon as practicable following the Board of Examiners (where practicable).
- 3.3 Students are also notified individually of their grades by means of their Student Contract as soon as practicable after the pass lists have been published.
- 3.4 Final year students will be issued with a transcript as soon as possible following the Board of Examiners.

## **Procedures for Notifying Students of Examination Results in the School of Drama, Dance, Production and Film**

### **1. Interim Assessments**

- 1.1 Approved Grades for all interim assessments are issued to all students after each Progress Committee by way of their Student Contract soon as is practicable after the Progress Committee.
- 1.2 For subjects which carry a written report, these reports will be distributed via Student Contracts following the relevant Progress Committee.

### **2. End of Session Assessments**

- 2.1 Honours degree examination results are posted on Student Contracts as soon as practicable following the meeting of the Board of Examiners.
- 2.2 All other results are posted on Student Contracts as soon as practicable following the Board of Examiners (where practicable).
- 2.3 Students are also notified individually of their grades by means of their Student Contract as soon as practicable after the pass lists have been published.
- 2.4 Final year students will be issued with a transcript as soon as possible following the Board of Examiners.

## **Procedures for Notifying Students of Examination Results in Learning and Teaching**

### **1. Interim Assessments**

- 1.1 Approved Grades for all interim assessments are issued to all students after each Progress Committee by way of their Student Contract soon as is practicable after the Progress Committee.
- 1.2 For subjects which carry a written report, these reports will be distributed via Student Contracts following the relevant Progress Committee.

### **2. End of Session Assessments**

- 2.1 All results are posted on Student Contracts as soon as practicable following the Board of Examiners (where practicable).
- 2.2 Students are also notified individually of their grades by means of their Student Contract as soon as practicable after the pass lists have been published.
- 2.3 Final year students will be issued with a transcript as soon as possible following the Board of Examiners.



### **III REGULATIONS BY PROGRAMME**

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## 43. Entry Requirements

- 43.1 The Conservatoire's admissions processes are designed to identify those applicants who are best suited to the programme of study applied for, on the basis of their talent and potential, as well as their prior achievements. Our admissions processes are fair, transparent, efficient and aims to minimise barriers for applicants.

As described above, all on-time applicants will be invited for audition/interview. This approach serves the dual purpose of allowing the audition/interview panel to assess at first hand an applicant's suitability for their chosen programme, at the same time affording the applicant the opportunity to gain a deeper insight into the nature of that programme and the opportunities offered by the Conservatoire.

In arriving at its recommendation, audition/interview panels will take account of all aspects of the applicant's profile i.e.:

- a) Performance at audition/interview
- b) Entrance examination (if appropriate)
- c) Commitment to the particular course
- d) Potential to benefit from the course
- e) Academic qualifications
- f) Personal Statement
- g) Performance qualifications
- h) Performance/practical experience
- i) References
- j) Contextualised data

### Entrance Requirements for Undergraduate Programmes

The general academic entrance requirement for all Royal Conservatoire of Scotland undergraduate programmes are (further specifics are stated where applicable)

- passes in 3 subjects at Higher Level or
- passes in 2 subjects at Advanced Higher or
- passes in 2 subjects at GCE Advanced Level (where appropriate, AS level performance will be taken into account to the advantage of the applicant) or
- International Baccalaureate (minimum score of 24 with 3 subjects at Higher Level) or
- Recognised equivalences

We welcome the Scottish Baccalaureate and will accept combinations of Highers and Advanced Highers held.

*We offer a flexible approach to students taking Highers over more than one academic year and/or who achieve their qualifications in more than one sitting.*

### **Non Standard Entry and the Recognition of Prior Learning**

We welcome applications from individuals whose academic qualifications or English language qualifications do not match (in terms of equivalence) or fall short of the normal minimum entrance requirements, where specified<sup>1</sup>. Having satisfied the audition panel that they meet the selection criteria and demonstrate that they have the capacity to pursue the proposed course of study, such applicants will be considered through examination of contextualised data provided the Conservatoire's Non-Standard Entry Policy. The appropriate Head of Department/ Programme will, using the standard pro-forma, make a case in support of the particular applicant's admission for consideration by the Directors of the Schools and the Convener of the Quality and Standards Committee.

### **Mature Students**

The Conservatoire welcomes applications from mature students, i.e. students over the age of 21 at entry to the Programme. Whilst the selection procedures will still be applied, consideration will be given to appropriate artistic experience not normally expected in school-leavers, which is deemed to compensate for any lack of traditional entrance qualifications. Successful mature applicants, as all other applicants, must convince auditioning panels that they have the ability and potential to cope with the demands of the Programme. Their progress, especially in the early stages of the Programme, will be closely monitored and appropriate advice and help given.

### **Language of Study**

The language of study is English. Applicants whose first language is not English will be required to provide evidence of proficiency in English. Level 6.0 (with a minimum score of 5.5 across all parts) of the International English Language Testing System (IELTS) is required of applicants to the School of Music. If applicants can provide evidence of IELTS Level 5.5 then they may still be admitted onto the Programme, subject to attendance at a four-week pre-session English language course at the Conservatoire and continued attendance at in-session English language classes.

**Level 6.5** of the International English Language Testing System (IELTS) or equivalent will be required of applicants to the BA Production Technology and Management, the BA Production Arts and Design, the BA Digital Film and Television and the BA Modern Ballet programmes. Applicants to the BA Acting, BA (Hons) Contemporary Performance Practice and BA Musical Theatre Programmes will require an overall score of **Level 7.5 and a minimum score of 7.5 in speaking**.

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<sup>1</sup> Note that UK Visas and Immigration (UKVI) imposes minimum English language qualifications in respect of overseas (non-EU) applicants who require a Tier 4 Visa to study in the UK.

### **Entrance Requirements for BA (Hons) Contemporary Performance Practice**

Within the minimum academic entrance requirement listed above the subjects required are:

- English or Drama at Higher, Advanced Higher or Advanced Level or equivalent

### **Entrance Requirements for BA Modern Ballet**

- 5 passes at a minimum of National 5 or equivalent such as Standard Grades (Grade 1-3) or Intermediate 1 or 2.
- passes in 5 GCSE's – Grades A\*-C or equivalent
- Knowledge of ballet vocabulary to a minimum of Intermediate level (or equivalent)
- Appropriate physical qualities for a career in professional classical dance

### **Entrance Requirements for BA Performance in British Sign Language/English**

There are no formal academic entrance requirements for this programme. Applicants will be asked to:

- self-assess their language competency at point of application using the European Common Framework of Reference (ECFR);
- compose a personal statement explaining their background, motivation and experience either in written English or filmed BSL;
- supply references

### **School of Music Programmes**

#### **Entrance Requirements for BMus**

A strong indication of potential is sought at the entrance audition for this Programme. Successful applicants will normally be of a standard at least equivalent to Grade 8 with Distinction of the Associated Board of the Royal Schools of Music in their Principal Study.

Within the minimum academic entrance requirement listed above the subjects recommended are:

- Music at Higher, Advanced Higher or Advanced Level or equivalent
- English at Higher, Advanced Higher or Advanced Level or equivalent
- For singers, the study of two foreign languages (German, French, Italian or Gaelic in the case of BMus Traditional Music) is recommended.

#### **Entrance Requirements for BEd Music**

A strong indication of potential is sought at the entrance audition for this Programme. Successful applicants will normally be of a standard

equivalent to Grade 8 of the Associated Board of the Royal Schools of Music in your Performance Study. In addition applicants are required to play a short piano piece at the audition which will be of approximately Grade 6 standard.

The academic entrance requirements candidates need to achieve:

- **Highers:** A in Higher Music plus three others at BBC, one of which must be Higher English; and Maths at either National 5, Standard Grade 2, or Intermediate 2 at grade C or above.
- **A-levels:** B in music plus two additional A-levels at C. English Language and Literature at GCSE level grade C, and Maths at GCSE level Grade B.

*The General Teaching Council for Scotland sets the minimum entry requirements with regard to the qualifications in English and Maths, and may change these requirements. Normally several years' notice is given of impending changes. It is the responsibility of applicants to be aware of current minimum requirements.*

### **Entrance Requirements for Master of Music / Master of Arts in Music / MA Learning and Teaching (Gaelic Arts)**

Candidates are normally expected to hold an honours (at least 2:2) degree, or its overseas equivalent, in a subject area relevant to the demands of the programme.

### **Entrance Requirement all other postgraduate programmes**

Candidates are normally expected to hold an appropriate undergraduate degree, or its overseas equivalent, in a subject area relevant to the demands of the programme.

### **Non Standard Entry and the Recognition of Prior Learning**

We welcome applications from individuals whose academic qualifications or English language qualifications do not match (in terms of equivalence) or fall short of the normal minimum entrance requirements, where specified<sup>2</sup>. Having satisfied the audition panel that they meet the selection criteria and demonstrate that they have the capacity to pursue the proposed course of study, such applicants will be considered through examination of contextualised data provided the Conservatoire's Non-Standard Entry Policy. The appropriate Head of Department/ Programme will, using the standard pro-forma, make a case in support of the particular applicant's admission for consideration by the Directors of the Schools and the Convener of the Quality and Standards Committee.

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<sup>2</sup> Note that UK Visas and Immigration (UKVI) imposes minimum English language qualifications in respect of overseas (non-EU) applicants who require a Tier 4 Visa to study in the UK.

### **Language of Study**

The language of study is English. Applicants whose first language is not English will be required to provide evidence of proficiency in English.

### **Master of Musical Theatre / Master of Classical and Contemporary Text / MEd Learning and Teaching**

Level 7.5 (with a minimum score of 7.5 in speaking) of the International English Language Testing System (IELTS) or equivalent is required.

### **All other postgraduate programmes**

Level 6.0 (with a minimum score of 5.5 across all parts) of the International English Language Testing System (IELTS) or equivalent is required.

### **MA Learning and Teaching (Gaelic Arts)**

Level 7.5 (with a minimum score of 7.5 in speaking) of the International English Language Testing System (IELTS) or equivalent is required. In addition, applicants will need to have attained a level of proficiency in Gaelic equivalent to the competences of the Cùrsa Comais language modules. Applicants unable to provide certificated competence to the requisite level will be required to undertake an assessment process which will measure their level of competence both in spoken and written Gaelic. Oral competence will normally be determined through interview by a Sabhal Mòr Ostaig language specialist, utilising the assessment instruments employed for entry to the requisite levels of the Cùrsa Comais. Literary levels will be similarly determined by a supervised written submission. Applicants unable to meet the standards will have the opportunity to achieve the required level through full-time attendance on the Cùrsa Comais or an equivalent programme. Additionally, students may gain entry to the Programme having completed SCQF Level 7 of the SMO Gaelic Short Course programme.

### **Entrance Requirements for Research/DPerf Postgraduate Programmes**

The essential qualification for admission to the Royal Conservatoire of Scotland as a research student is the possession of a good honours degree or the attainment of a level of professional achievement equivalent to that of a good honours degree. Within the processes laid out above, a student who possesses a research Master's degree, or has attained a level of achievement equivalent to that of a research Master's degree, may be permitted to enter the Conservatoire as a

second-year research student. The Royal Conservatoire of Scotland is committed to the principles of the Accreditation of Prior Learning, including experiential learning, and will bring those to bear on the admissions process for its research students. Applicants for whom English is a second language must demonstrate an IELTS score of 7.0.

- 43.3 Entry requirements are reviewed annually by Quality and Standards Committee.

#### **44. Selection Procedures**

- 44.1 Selection for all Conservatoire programmes is by audition and/or interview.
- 44.2 The selection procedures for each programme must be detailed in the Prospectus and relevant Guide for Applicants and conform with the Conservatoire's Admissions Policy.

#### **45. Limitation of Admission for Individual Modules**

The Academic Board reserves the right to refuse admission to any module or unit of study because of restricted accommodation or teaching facilities or any other such justifiable reason.

#### **46. Programme Handbooks and Changes to Programmes**

46.1 Programme Handbooks shall contain:

- i a brief description of the programme of study
- ii full programme of study aims
- iii programme of study learning outcomes
- iv a summary of programme of study content and structure
- v module descriptors (including syllabus details for Music programmes)

46.2 Programme Handbooks shall be issued electronically to students at the beginning of their programme.

46.3 The programmes and other facilities detailed in Programme Handbooks are reviewed regularly and thus the information given may be subject to alteration.

The Conservatoire reserves the right, without notice, to vary the contents of its programmes or parts of a programme and to modify the facilities and arrangements for students.

Academic Board may therefore approve changes to programmes as published in Programme Handbooks. These changes may be made as a result of feedback from students, External Examiners or some other source. They may also be as a result of factors beyond the direct control of the Conservatoire.

46.4 Approved emendations to Programme Handbooks are issued to students prior to the start of each Academic Session.



#### **IV CONSERVATOIRE PROCEDURES, POLICIES AND GENERAL RULES**

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## 47. Absence

- 47.1 Absence for good reason must be notified no later than 9.30am via ASIMUT or to the Academic Administration and Support Office. In case of illness, absence for a period of seven days or more must be supported by a medical certificate.
- 47.2 Leave of absence for any reason is granted only on the written authority of the Director of the appropriate School. Requests for such leave must be submitted at least one week beforehand, in writing. When leave is granted, it is the responsibility of the student to inform those teachers whose classes will be affected.

Students who have been absent for any reason must, on return, report to their Head of Department or Head of Programme as appropriate.

- 47.3 The attendance of all Tier 4 students will be continually monitored to ensure that the Conservatoire meets the obligations of its Tier 4 licence and can evidence to the UKVI that all its Tier 4 students are continuing to engage with their studies. This monitoring will be incorporated into the existing policies and systems for the attendance monitoring of all other students. If a Tier 4 student has stopped engaging with their studies, evidenced by being absent for ten consecutive expected points of contact the Conservatoire must cease sponsorship of this student and report this decision to the UKVI within ten working days.

Tier 4 students in this position will have their leave to remain curtailed and will be required to return home.

## 48. Booking of Practice and Rehearsal Rooms

The booking of practice and rehearsal rooms by both staff and students is regulated by the 'Private and Sponsored Use of Conservatoire Facilities' policy, which is published annually and provided to staff and students.

## 49. Facilities and Usage of Building

- 49.1 Students must carry their matriculation cards as passes for gaining access to the building.
- 49.2 The facilities of the building for education purposes are only available to matriculated and enrolled students.
- 49.3 Enrolled students shall only have access as follows:

	<b>Junior</b>	<b>*Intermediate/Higher/Adv</b>
Practice Rooms	only on Saturday	as matriculated students
Library	as extra-mural members	as extra-mural members

Computers	no access*	as matriculated students (H and A only)
Electroacoustic Studios	no access	normally no access Composition students may apply for access to the Head of CCS
Recording Studio	normally no access	normally no access but application may be made in writing to the Director of School

- 49.4 Visitors must remain in the designated public areas unless accompanied by a student or member of staff.
- 49.5 Smoking is not permitted anywhere in the Conservatoire. This includes on the main front steps.
- 49.6 The facilities of the Café-Bar are available to members of staff, matriculated and enrolled students and members of the public visiting the Conservatoire.
- 49.7 Consumption of food and/or beverages is not permitted in teaching rooms, workshops, studios, practice rooms, library, performance or public areas, including corridors and doorways. Room standards posters are located around the buildings and must be adhered to. The room standards are to be followed by both staff and students which is published annually and provided to staff and students.
- 49.8 The facilities of the Students' Common Room are limited to full-time students and to associate members of the Students' Union.
- 49.9 The Conservatoire bears no liability for loss or damage to the personal property of any student.
- 49.10 Musical instruments must not be left unattended anywhere in the building including the Student Common Room or Foyer. Students of larger instruments who require access to instrument cages or cupboards should arrange kaba card permissions through their Head of Department. Lockers are available for those who play smaller instruments and keys can be obtained from the Reception Desk. Any instruments left unattended will be removed.

## 50. Fire Procedures

The Conservatoire's fire alarm emits a two tone siren noise similar to that of Police vehicles.

When you hear this alarm you must leave the building immediately via the nearest fire exit.

In performance areas, and the Fit Up area and Wood Shop at the Wallace Studios, the fire alarm is also indicated by a red flashing light.

## On discovering a fire

**Leave the building** straightaway via the nearest fire exit and where safe to do so raise the alarm (e.g. by activating a 'break glass' activation point).

## On hearing the fire alarm

**Leave the building** straightaway via the nearest fire exit and make your way to the assembly point

**Do not** run

**Do not** use the lift

**Do not** use the main staircase (these are protected with fire shutters)

**Do not** delay your departure by collecting personal belongings

**Do not** obstruct the ground floor entrance on Renfrew Street or reception areas at the Wallace Studios. These must be kept clear for the Fire Service

**Do not** re-enter the building until permitted to do so by a senior Fire Brigade Officer or a member of the Fire Team

**Never** assume that the fire alarm is a false alarm or a routine fire drill

For anyone with impaired hearing, special transmitter-pagers may be obtained free of charge from the Reception Desk. These are linked by radio signal to the Conservatoire's Fire Alarm system and must be placed in a pocket. They will vibrate when the alarm sounds.

## Fire Escape Routes, Exits and Assembly Points

You must familiarise yourself with all routes of escape and exits from the building. These are clearly marked throughout the building. Induction tours are arranged for all new students during the first week of each session. Staff receive an induction tour during the first month of their employment at the Conservatoire.

Fire exits are provided for emergency purposes only and **must not** be used as a normal means of entry to or exit from the building. **All exits, for security purposes, are connected to the intruder alarm system which if activated by a fire exit door being opened, will indicate unauthorised use of the door.**

### Fire exits and assembly points:

#### i Renfrew Street

Personnel should, where safe to do so, assemble on the corner of the paved area on, and along, Renfrew Street well clear of the main

entrance doors. No one should wait on the steps leading to the Level Two Foyer.

**ii Cowcaddens Road**

Personnel leaving the Conservatoire from the exits on to Cowcaddens Road and from the exits in the Alexander Gibson Opera School should, where safe to do so, make their way round to the assembly point on Renfrew Street. Where it is not safe to do so they should assemble at the area next to the staff car parking bays.

**lii The Wallace Studios**

Personnel (excluding those from the Production side) should, where safe to do so, assemble at the rear of the studios at the top of the wooden steps leading to the Scottish Opera building.

**Production side**

All staff and students from the Production side of Wallace Studios should, where safe to do so, assemble on Corn Street at the corner of Edington Street.

**When you reach the Assembly Point:**

**Report** to the Duty Fire Team Member

**Remain** at the Assembly Point until advised to re-enter the building

**Do not attempt to re-enter** the building

You will be advised when it is safe to re-enter. When permitted to do so, please enter via the main door of the buildings on Renfrew Street or at Wallace Studios.

**Precautions**

In order to reduce the chances of fire or, in the event of fire, to minimise the danger to users of the premises, the following guidelines **must** be observed **at all times**:

Smoking is **not** permitted in any part of the Conservatoire.

All electrical appliances (including lights) **must be** switched off when not required and when there is no one in attendance.

Fire doors **must not** be obstructed in any way and **must not** be wedged open. These doors are designed to minimise and delay the spread of fire and smoke.

Waste paper and other combustible materials **must not** be discarded carelessly and must be placed in waste paper bins.

Corridors, passageways and fire exits must be kept clear of obstructions and combustible materials at all times.

IF YOU ARE UNCERTAIN ABOUT ANY ASPECT OF THE CONSERVATOIRE'S FIRE PROCEDURES, PLEASE REFER TO THE HSW PROCEDURES ON THE INTRANET WEB PAGES, ASK A MEMBER OF THE CLIENT SERVICES STAFF OR THE HEALTH, SAFETY AND WELLBEING DEPARTMENT.

## **51. Health, Safety and Wellbeing**

### 51.1 Policy

51.1.1 The Conservatoire recognises and accepts its responsibilities for the provision and maintenance of safe and healthy working conditions, equipment and systems of work for all of its staff, contractors' staff and students. In addition, the Conservatoire also recognises and accepts its responsibilities for ensuring a safe, secure and healthy environment for all visitors and for the general public.

51.1.2 The Conservatoire will pay particular attention to:

- Emergency procedures which will be regularly reviewed and rehearsed for safety in emergencies e.g. fire evacuation
- Adequate welfare facilities for students and staff

The Conservatoire will take account of:

- Visitors and the general public
- Hazards associated with each department
- Informing all staff and students of their responsibilities for health and safety.

51.1.3 It is the policy of the Conservatoire to conform to all current health and safety legislation. To this end, the policy together with the organisation and arrangements for its implementation will be reviewed each year. The responsibilities and arrangements for the implementation of the Policy are fully documented and distributed widely throughout the Conservatoire. A copy is also available for consultation in the Library.

### 51.2 Staff and Students' Responsibilities

51.2.1 The Health and Safety at Work etc. Act 1974 requires all people in places of work to follow safe working practices, placing legal duties on everyone. These include:

- i taking reasonable care for your own health and safety and that of others who may be affected by what you do or do not do;
- ii co-operating with the management on health and safety;
- iii not interfering with or misusing anything provided for your health, safety or welfare. In particular, everyone should ensure that all hazards which could cause accidents or injury or which could adversely affect health in any way are identified and removed. Hazards are assessed and appropriate control measures are put in place where the hazard cannot be removed. Examples of hazards are torn floor coverings, pools of water on floors, projecting nails which could cause injury, blocked fire exits, dangerous substances out with proper containers, trailing wires, etc.

51.2.2 Safety is the concern of **every** individual (whether staff or student) and every hazard which is identified should be reported, using the online 'HAZNOT' form or without delay to the **Line Manager** and, where necessary, **the Health, Safety and Wellbeing Department**.

51.2.3 Everyone, both staff and students, has a direct, mutual responsibility to take immediate action to prevent accidents and must wear suitable protective clothing for the activity in which they are engaged.

- i No-one may use any equipment or machinery until fully instructed and authorised by an appropriate member of staff.
- ii All machine guards must be in place and properly adjusted before work starts.
- iii All appropriate Safety Procedures must be adhered to everywhere and at all times.

### 51.3 Health and Welfare

#### 51.3.1 First Aid

The Conservatoire has the following medical facilities and personnel available when required:

A Medical Room situated on the ground floor (near to Reception Desk)

First Aid Boxes in:

- Client Services receptions
- Technical Workshop areas
- Paintframe area

Trained First Aiders are available throughout the buildings and comprise of members of the client services team departmental staff where deemed necessary.

Any person requiring medical attention, either through illness, or as a result of an accident should be reported immediately to the **Client Services Assistant on duty at Reception**. Emergency cases will be taken immediately to the local accident and emergency department.

#### 51.3.2 Health Promotion

The Conservatoire holds information leaflets on many aspects of health promotion and actively encourages attendance at organised seminars and other programmes on health promotion.

**Further details, along with the full health, safety and wellbeing policies and procedures are available on the intranet, 'portal' at <https://portal.rcs.ac.uk/health-safety/>, or by contacting a member of the health, safety and wellbeing department.**

### 52. Loan of Musical Instruments/Audio Visual Equipment

52.1 Musical instruments and Audio Visual Equipment which are the property of the Conservatoire may be allocated to students as available on the authority of Heads of Departments and/or the relevant Director. Students and staff will be held responsible for loss or damage to such instruments and equipment.

52.2 The following procedure for students and staff must be adhered to when borrowing musical instruments and audio visual equipment:

- i A loan account must be set up with the AV Store in order to be able to take any musical instrument or audio visual equipment out on loan.
- ii The loan account will be set-up with a valid student/staff card, which must be brought to the AV Store by the borrower in order for an account to be created.
- iii
- iii Musical instruments and AV equipment can either be booked via email, phone or by dropping in to the AV Store. The requested items will be booked by the AV Storeperson, providing the items requested are available.
- iv A valid student/staff card is compulsory in order to collect items. The borrower will inspect the items with the AV Storeperson. By accepting the items, the borrower agrees to the terms and conditions of the loan and that the items are in 'visibly good condition'. Only the borrower who booked the item(s) can collect the item(s). Item(s) will not be released to a third party.
- v The item(s) will be released by the AV Storeperson once the borrower has signed the loan agreement. The borrower will



- receive a loan agreement via email which provides them with a copy of the terms and conditions of the loan.
- vi Musical instruments loans must be approved by the Head of Department. An instrument loan request form can be collected from the AV Store or the AAS Office. Once the form has been completed and signed by the Head of Department, the form and a valid student/staff card is needed to collect the musical instrument.
  - vii When AV equipment or a musical instrument is being used solely within the boundaries of the RCS building, the item will be covered by the RCS insurance policy.
  - viii When AV equipment or a musical instrument is being used outside the boundaries of the RCS building, the borrower must pay an insurance premium. The amount payable will be determined by the value of the item(s) and the length of the loan. The outstanding amount will be given to the borrower at the time of the booking. The premium can be paid at the AV Store when items are dispatched by the AV Storeperson. The only exception is when the instrument/equipment leaves the building for an RCS performance.
  - ix The borrower agrees to take all reasonable precautions to protect the equipment/instrument(s) with regard to condition and security.
  - x When the borrower returns the item(s), it will be inspected by the AV Storeperson. The item(s) will be checked back into stock if the item(s) is in 'visibly good condition'. Any damages must be documented and reported to the Head of Department / Head of Programme or the relevant Director. The Head of Department or the relevant Director will be asked to inspect the item(s) within 48 hours.
  - xi The borrower must ensure that all equipment is returned before or on the agreed return date. If the item(s) come back late the borrower will accrue Demerit Points. The borrower will receive 2 Demerit Points for every day the item(s) is not returned. Once the borrower has accrued 6 Demerit Points, the loan account will be suspended. If an account is suspended, the borrower will have to re-apply for a loan account by completing a Re-activate Account Form. This must be signed by the Head of Department / Head of Programme and the relevant Director. There is a £20 administrative fee payable at the AV Store to re-activate the account.

### **53. Notices and Messages**

Urgent telephone messages will be delivered when possible but students may not be called to the telephone. It is the responsibility of students to consult daily the boards which display official notes, timetables, rehearsal times, etc. and to check their pigeon holes and email accounts regularly.

## **54. Outside Lessons, Classes and Engagements**

- 54.1 Students are not allowed to enrol on any educational programme outwith the Conservatoire without the permission of the appropriate Head of Programme/Head of Department (or equivalent) and the appropriate Director of School.
- 54.2 Full-time students may not undertake any professional or amateur engagements, take part in public performances, publish compositions, give interviews to the press or be described upon programmes or professional announcements as 'of the Royal Conservatoire of Scotland', 'of the School of Music' or 'of the School of Drama, Dance, Production and Film, Dance, Production and Film without seeking the advice of the appropriate Head of Programme/Head of Department (or equivalent).
- 54.3 Full-time students may not enter for the external examination of other institutions without the prior permission of the appropriate Programme Head/Head of Department (or equivalent) and the appropriate Director of the School.
- 54.4 In accordance with the Immigration Rules, a Tier 4 (General) visa holder within the School of Drama, Dance, Production and Film (with the exception of a student of BA Modern Ballet, BA Musical Theatre or MA Musical Theatre) is **not** permitted to take employment (paid or unpaid) as an entertainer. A Tier 4 (General) visa holder within the School of Music or on the BA Modern Ballet, BA Musical Theatre or MA Musical Theatre programmes can take employment (paid or unpaid) as an entertainer but only when arranged through the Conservatoire's External Engagements department and it forms an integral and assessed part of the programme of study. All Tier 4 (General) visa holders are permitted to take part in performances which are held in venues inside and outside the Conservatoire where those performances are part of the students' programme of study. Any Tier 4 (General) student who does not comply with these regulations will be reported to UK Visas and Immigration immediately, risking both the immigration status of the student and the Highly Trusted Sponsor Status of the Conservatoire. All EEA and Swiss nationals (with the exception of Croatians) are permitted under UK immigration law to work without restriction. Croatians can work but must obtain a Home Office Worker Registration Yellow Certificate (CR1) before doing so.
- 54.5 Full-time students may not enter for the external examination of other institutions without the prior permission of the appropriate Programme Head/Head of Department (or equivalent) and the appropriate Director of the School.

**55. Private Tuition on Conservatoire Premises**

Private tuition shall not take place on Conservatoire premises without the written approval of the Director of the School. This is in compliance with the 'Private and Sponsored Use of Conservatoire Facilities' policy.

**56. Tuition for Students of the School of Music**

56.1 The Director decides with which teachers students are to be placed but students may express a preference with regard to their principal study.

56.2 Students may request a change of principal study teacher by making a written request to the Director of Music.