

Section 5: The Student Experience and Office of the Independent Adjudicator (OIA)

1. Jurisdiction

1.1 The provisions of section 5 of the Academic regulatory framework apply to:

- students admitted or enrolled by the School on a programme of study leading to a higher education award;
- students admitted or enrolled by the School on the AGSM, Advanced Certificate programme, or the Short-term Music Programme;
- students admitted for extra mural study in the senior school for music;
- visiting students to the senior school;
- the President of the Students' Union.

1.2 The provisions of section 5 of the Academic regulatory framework do not apply to students registered with Guildhall Young Artists division, summer schools, or other courses that fall outside of the senior school offer; separate procedures apply.

1.3 Regulations and policies will be available to students via the School's website and key documents will be summarised in the *Student Handbook*. Each student is personally responsible for making sure that they understand the School's regulations: ignorance is not a valid excuse for failing to observe regulations or policy.

2. General principles

2.1 The procedures in section 5 of the Academic regulatory framework, and in the academic misconduct and academic appeal procedures (Regulation 12.5 (b) and Regulation 18 of Section 3 refer), are internal procedures for the good order and management of the School community, they are not legal procedures.

2.2 Unless a student is incapacitated, confirmed in writing by a recognised health practitioner, the School will only communicate with the student concerned in respect of the procedures listed in 2.1 above. If the student is incapacitated, the School will communicate only with the student's designated emergency contact in eGo; it will not communicate with any other parties.

2.3 The use of lawyers by either party is not required, or recommended, to access these procedures. It is the School's intent that use of the procedures should enable relationships to continue and thrive beyond the resolution of the issue at hand. However, should a student be involved in a regulatory process that could lead to their expulsion, namely, an investigation conducted by the Student Disciplinary Committee or consideration of progress by the Student Progress Review Committee, or an appeal arising from a decision to exclude from either of these Committees, the student is entitled to seek legal advice and have legal representation during proceedings.

2.4 Students involved in any of the procedures set out in section 5 of the Academic regulatory framework or in the academic misconduct and academic appeal

procedures (Regulation 12.5 (b) and Regulation 18 of Section 3 refers), shall have the right to be accompanied to any meeting or hearing by a “friend”. A student’s “friend” must be a family member, a fellow student of the Guildhall School, a member of staff of the School, or a genuine friend from outside the School community. The role of the friend is to provide moral support during a meeting or hearing and must not be a witness; they cannot make representations nor cross-examine witnesses.

3. Completion of procedures

3.1 The Office of the Independent Adjudicator for Higher Education (OIA) runs an independent scheme to review student complaints. The School is a member of this scheme. If a student is unhappy with the outcome of a School regulatory procedure they may be able to ask the OIA to review their case.*

** More information about making a complaint to the OIA, what it can and cannot consider can be found at: <https://www.oiahe.org.uk/students>.*

3.2 When a student has reached the end of a process, including any internal appeal mechanism and there are no further steps to be taken internally, a procedure will be deemed “complete”. At the completion of any procedures listed in 2.1 above, the School will issue the student with a Completion of Procedures letter automatically.*

** A student can find more information about Completion of Procedures Letters and when they should expect to receive one at: <https://www.oiahe.org.uk/providers/completion-of-procedures-letters>*

3.3 Once a student has been issued with a Completion of Procedures letter if they are dissatisfied with the outcome of the procedure may take their complaint to the *Office of the Independent Adjudicator* for Higher Education (OIA).* Details of how to contact the OIA will be given in the Completion of Procedures letter.

** Information and eligibility rules are available at: www.oiahe.org.uk*