

Section 5: The Student Experience

1. Introduction

1.1. In the regulations under Section 5 “you” and “your” means a student registered for a programme taught by the Guildhall School of Music and Drama. “We”, “us” and “our” means the School and any of its staff, depending on the context.

2. Jurisdiction

2.1 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 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.

2.2 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.

2.3 Regulations and policies will be available to you via the School’s website and key documents will be summarised in the *Student Handbook*. You are personally responsible for making sure that you understand the School’s regulations: ignorance will not be considered a valid excuse for your failing to observe the principles set out in these regulations or any associated policies. You are welcome to seek support and advice from [the Student Experience team](#) at any time if you need support with these regulations.

3. General Principles

3.1 The procedures in section 5 of the Academic regulatory framework, and in the academic misconduct and academic appeal procedures (please see Regulation 12 and Regulation 14 of Section 3), are internal procedures for the good order and management of the School community, they are not legal procedures.

3.2 Unless you are incapacitated, confirmed in writing by a recognised health practitioner, we will only communicate with you in respect of the procedures listed in paragraph 3.1 above. If you are incapacitated, we will communicate only with your designated emergency contact in eGo; we will not communicate with any other parties.

3.3. If you are 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 (please see Regulation 12.5 (b) and Regulation 18.3 of Section 3), you will have the right to be accompanied to any meeting or hearing by a “friend”. A student’s “friend” may 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. Normally the friend would not be a legal representative (please see paragraphs 3.4 and 3.5 below).

3.4 The use of lawyers by either party is not required, or recommended, to access these procedures. It is our intent that use of the procedures should enable relationships to continue and thrive beyond the resolution of the issue at hand.

3.5. Under very exceptional circumstances, we may allow a solicitor or barrister to attend in their role as legal professional. Such exceptions will be considered on a case-by-case basis by the Dean of Students (or nominee) using the following criteria:

- The seriousness of the case
- Complexities in the evidence likely to be presented
- The capacity of the individual to understand the case against them
- Likely procedural challenges
- The need for fairness in the cross-examination

4. Completion of procedures

4.1 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 you are unhappy with the outcome of a School regulatory procedure you may be able to ask the OIA to review your case. Information about making a complaint to the OIA, what it can and cannot consider can be found at <https://www.oiahe.org.uk/students>.

4.2 When you have reached the end of a process, including any internal appeal mechanism and there are no further steps you can take internally, a procedure will be deemed “complete”. When this is the case, you will be issued with a Completion of Procedures (CoP) letter.

4.3 Once you have been issued with a Completion of Procedures letter, if you are dissatisfied with the outcome of the procedure, you may take your complaint to the *Office of the Independent Adjudicator* for Higher Education (OIA). Information and eligibility rules are available at: www.oiahe.org.uk.

5. Equal Opportunities Statement

5.1. We are a department of the City of London which has a comprehensive equal opportunities policy to which we are fully committed. Its aim is to ensure that everyone receives fair treatment regardless of gender, sexual orientation, race, nationality, ethnic origins, religious beliefs and non-beliefs, colour, disability, marital status, age, trade union affiliations or political beliefs. We are committed to fostering an environment for students and staff free from discrimination, prejudice or harassment and to pursuing equality of opportunity in the delivery of its services and facilities.

5.2. We are committed to ensuring equality of opportunity for all students, including students with disabilities, mental health issues or neurodiversity needs. If you have a disability, we will take this into account as relevant when applying these regulations and will make reasonable adjustments as appropriate. The School can make these regulation available in accessible formats, upon request.