

Summer School Programme Terms and Conditions, Code of Conduct and Complaints Procedure

1. The Summer School Programme: Teaching, Learning and Assessment

Introduction

- 1.1 This code sets out general School practices for the Summer School programme. It also sets out basic reciprocal obligations and responsibilities of staff and students.

Programme Administration

- 1.2 The Summer School Office is responsible for the organisation and administration of all aspects of the programme including:

- Responding to your enquiries about the programme;
- Processing applications and collecting fees;
- Registering you for the programme;
- Authorising transfers between courses;
- Administering the examination and assessment process, and authorising any specific examination arrangements;
- Providing certification and transcripts following the programme.

Academic Roles

- 1.3 Academic oversight of the Programme is provided by the Academic Director and a team of Programme Directors who supervise each of the subject areas (Accounting; Economics; Finance; International Relations, Government and Society; Law; and Management).

- 1.4 There is also an Academic Tutor adviser who is responsible for:

- Advising you on the structure of the Summer School programme;
- Advising you on changing courses during the programme;
- Providing regular periods of time when he/she is available to meet with you;
- Providing you with a direct channel of communication with the School if you encounter any academic or pastoral difficulties;
- Resolving minor breaches of the Student Code of Conduct as in 3.15 below.

- 1.5 If the relationship between the Academic Tutor and you is unsatisfactory then you may refer to the Summer School Office for alternative advice.

- 1.6 Each course has a lead lecturer who can address specific academic issues relating to it.

Teaching and assessment

- 1.7 An overview of each course is provided on the website and in the prospectus. You have to complete all course requirements in order to obtain graded certification.
- 1.8 LSE Summer School courses are full-time, intensive programmes, and consist of at least 54 contact hours over the three-week period, generally taking the form of 36 hours of lectures and 18 hours of tutorial or seminar-based classes.
- 1.9 Assessment for Summer School courses is based upon the results of either two formal examinations or a combination of formal examination and assessed work. Examinations are generally two hours in length and are conducted under standard LSE examination regulations. Examinations are not compulsory. If you complete all of the course assessments, a grade will be awarded and shown on your certificate. If you do not complete all of the course assessments, an attendance certificate will be awarded, providing you attend at least 75% of classes. If you do not complete all of the course assessments and attend less than 75% of classes, a registration certificate will be awarded.
- 1.10 Examinations are 'blind marked' (the scripts are anonymous) and a proportion of scripts from each course is double-marked to ensure consistency. The marking process is overseen by the lead lecturer, and external examiners are employed to ensure that high standards are maintained.

Your responsibilities

- 1.11 You should ensure that you are punctual in attending lectures and classes. Class teachers will record student attendance on a daily basis via class registers. You are required to attend at least 75% of classes in order to qualify for an attendance certificate, as above in 1.9. If you are absent through illness you must inform your class teacher; and if you are absent for more than two days, you should also inform the Summer School Office and obtain a medical certificate.
- 1.12 If you have a disability that may impact on your studies, you should contact the Summer School Office before you arrive or, if that is not possible, by no later than by Wednesday of the first week of your course. The Office may then refer you to an Adviser in the School's Disability and Well-Being Service to agree reasonable adjustments. If you do not inform the School about a disability in this timescale, then it may not be possible to make the appropriate reasonable adjustments.

- 1.13 If you decide to withdraw from the School then you should inform the Summer School Office in writing and receive written acknowledgement.

Examination and Assessment

- 1.14 In submitting course work, you must abide by the School's policy on plagiarism as set out in the [School's Regulations on assessment offences: plagiarism](#). Plagiarism is passing off somebody else's work as your own. This includes verbatim quoting without quotation marks or referencing, as well as *implicit* plagiarism acts, such as summarising, or rewriting and paraphrasing. It covers **written**, **visual** and **oral** work. If you don't abide by these regulations then you may be found in breach of the Student Code of Conduct in 3.5 below.
- 1.15 In submitting examined work, in addition to abiding by the regulations on plagiarism in 1.14 above, you must also abide by the [School's Regulations on assessment offences: other than plagiarism](#). If you don't abide by these regulations then you may be found in breach of the Student Code of Conduct in 3.5 below.
- 1.16 If you have a disability and require specific examination arrangements then you must follow the guidance in 1.12 above. Applications for specific exam arrangements will normally be confirmed by the Summer School Office during the first week of each Summer School session.
- 1.17 If you experience any exceptional circumstances in the period preceding or during the examinations that might affect your attendance at or performance in them, you must communicate them in writing to the Summer School Office with all relevant supporting documentation, such as medical certificates, not later than three days after your exam.

Halls of Residence

- 1.18 It is a condition of admission to the Halls and of continued residence that you should observe the regulations laid down in your Hall Regulations and any other such regulations made by the Warden.

Other Fees/Charges

- 1.19 The Summer School, offers you the opportunity to take part in a programme of social events. Tickets for these activities are available before and during the programme via the LSE eshop. Tickets for social activities are non-refundable.
- 1.20 The Summer School will provide you with an official digital transcript free of charge in the September following the programme. You may need to pay an extra fee for further copies.

- 1.21 If you require a letter of acceptance confirming your place on the programme in order to apply for a visa, then you may order this via the LSE eshop. There is a charge if you want the letter to be delivered via courier service.

2. Complaints Procedures

Principles

2.1 The following principles will govern the submission and investigation of any academic complaints:

- **Confidentiality.** Privacy and confidentiality will be assured in the School's handling of your complaint unless disclosure is necessary to progress it, in which case you will be notified beforehand.
- **Protection.** The School will take necessary action to avoid victimisation of parties involved in a complaint.
- **Frivolous or malicious complaints.** If your complaint is considered to be frivolous (unfounded, trivial and persistent) or malicious (with vindictive motivation), then you may be liable for disciplinary action.
- **Method.** The School will aim to pursue all complaints sensitively and expeditiously.
- **Equal Opportunities.** All complaints will be considered on their merits and in accordance with the School's equal opportunities policy.

2.2 Informal advice on complaints can be obtained from the Summer School Office.

Procedures for Consideration of Complaints

2.3 These procedures take into account the short length of the Summer School programme and seek to ensure that, as far as possible, complaints are addressed within the timescale of the programme:

- If you want to make a complaint, you must do so within one week of the incident occurring.
- You must send your complaint in writing to the Summer School Office.
- If the complaint relates to an individual with responsibility for considering complaints (Summer School Manager, Director of SSEP), a member of the [School's Governance, Legal and Policy](#) team will identify an alternative post-holder to undertake these duties.
- The Summer School Office will aim to resolve complaints within one week using informal processes.
- If you are not satisfied with the outcome of the investigation you may appeal to the Director of SSEP and the Academic Registrar. NB in

these cases the School cannot undertake to resolve the issue within the duration of the programme.

- In a case where all institutional procedures have been exhausted, the student will be issued with a 'Completion of Procedures Letter'.
- If, after receiving a Completion of Procedures Letter, the complainant remains dissatisfied with the outcome of his/her complaint, s/he may complain to the Office of the Independent Adjudicator for Higher Education (OIA) in accordance with OIA's rules (www.oiahe.org.uk). The School shall consider any formal decision or recommendations by the OIA.

3. Disciplinary Procedures

3.1 These procedures take into account the short length of the Summer School programme and seek to ensure that, as far as possible, disciplinary matters are addressed within the duration of the programme.

Principles

3.2 In any disciplinary case, the School encourages those involved to seek informal resolution wherever possible.

3.3 In applying these Regulations the School will:

- **Confidentiality.** Assure privacy and confidentiality in the School's handling of your complaint unless disclosure is necessary to progress it, in which case you will be notified beforehand.
- **Method.** Deal with issues with appropriate speed and thoroughness.
- Continue to conduct any disciplinary case where a party has been given due notice of a hearing or deadline, even if that party fails to reply to communications or to attend the hearing.
- **Equal Opportunities.** Conduct all disciplinary cases on their individual merits and in accordance with the School's equal opportunity policy.

3.4 The School will consider referring incidents to the Police in appropriate circumstances. It will not normally pursue disciplinary action against a student while s/he is the subject of a Police investigation. However, it reserves the right to do so, particularly if a student's registration is due to expire before the end of criminal proceedings in which s/he is involved. The School also reserves the right to apply this Procedure after a Police investigation has ended.

Student Code of Conduct

3.5 You must conduct yourself in an orderly, responsible and sober manner, and at all times you must respect the rights and view of others. Failure to do so is

an offence under this Procedure. The following list, although not exhaustive, provides examples of the kinds of behaviour which will be considered a breach of this Procedure. No registered student of LSE Summer School will:

- 3.6 engage in any act that will, or is likely to, disrupt teaching, study, research or administrative work of the School;
- 3.7 cause, or threaten to cause, injury to, or endanger the safety of, a member of staff or student of the School, or a visitor to it;
- 3.8 behave dishonestly;
- 3.9 engage in any form of conduct or communication that can reasonably be considered to be bullying or harassment of a member of staff or another student, as it is defined by the [School's Harassment Policy](#);
- 3.10 engage in any act that will, or is likely to, damage or deface property of the School;
- 3.11 engage in any conduct or communication that will, or is likely to, bring the School into disrepute or unjustifiably harm the reputation of a member of it; This includes (but is not limited to) engaging in any behaviour that will contravene the [School's Ethics Code](#);
- 3.12 commit a criminal act on the School's premises;
- 3.13 use any of the School's facilities improperly and/or breach the [Conditions of Use of IT Facilities at LSE](#);
- 3.14 record a lecture, or use such a recording, without the permission of the lecturer concerned.

Process

3.15 If a breach of this code of conduct is suspected, then the following process should be followed:

- Where any member of staff or other student of the School believes that a student has committed a breach of the Code, s/he must submit a complaint in writing to the Summer School Office. The Summer School Manager will investigate the complaint as a matter of urgency.
- If the student has breached the House Rules of an LSE Residence, where possible the Warden/Sub-Warden on duty will address the matter. If serious incidents occur (e.g. a student endangers staff/other students or causes significant damage to LSE property) the Warden/Sub-Warden should notify the Head of Residential Life who will decide if the matter should be brought to the attention of the Summer School Manager.
- The Summer School Office will take evidence from the person who has submitted the complaint and from the student against whom the complaint is directed. The student may be advised by the Students' Union.
- If the complaint is deemed to be minor, it will be referred to the Academic Tutor in the first instance who will attempt to resolve the matter informally.
- If the issue is not resolved or the matter is considered serious, it will be referred to the Summer School Academic Director and an LSE staff member with no affiliation to the Summer School. At this stage the results of the Summer School Office investigation will be considered and the student will

be given the opportunity to present his/her defence. The Academic Director and LSE staff member will then determine whether the complaint should be upheld and consider if penalties should be imposed.

- The Director of the SSEP is responsible for ensuring the procedure is properly documented and the decision recorded and, where penalties are imposed, will notify the student, in writing, of the decision.

Penalties for Breaches of Disciplinary Regulations

3.16 Any, or any combination of the following penalties may be imposed by the Summer School Office for misconduct:

3.17 Minor breach of the Code:

- 3.18 oral reprimand, which may or may not be recorded in a student's file;
- 3.19 compensation, in money or money's worth representing the value of any property damaged and/or a fine.

3.20 Major breach of the Code:

- 3.21 suspension from defined facilities of the School for a specified period;
- 3.22 disqualification of an examination;
- 3.23 in extreme cases, expulsion from the Summer School.

Appeals Process

3.24 Students may appeal against the outcome of a disciplinary procedure. All appeals must be made in writing to the Summer School Office, and made within 5 working days of receipt of the written decision to impose penalties.

3.25 An Appeals Committee will be set up of three individuals, chaired by the Academic Director of the SSEP, to include one person who is a member of the Summer School Board but not directly involved in the case, and one person from LSE who has no involvement with the Summer School nominated by the School's Legal and Compliance Team.

3.26 The student is entitled to attend the Appeals Committee hearing and to be accompanied by a companion. This may be a representative of the LSE Student's Union. The Companion would normally be expected to observe the process.

3.27 The Director of the SSEP is responsible for ensuring the procedure is properly documented and the decision recorded and will inform the student, in writing, of the decision.

3.28 In a case where all institutional procedures have been exhausted, the student will be issued with a 'Completion of Procedures Letter'.

3.29 If, after receiving a Completion of Procedures Letter, the complainant remains dissatisfied with the outcome of his/her complaint, s/he may complain to the Office of the Independent Adjudicator for Higher Education (OIA) in accordance with OIA's rules (www.oiahe.org.uk). The School shall consider any formal decision or recommendations by the OIA.