

## Industrial Action Compensation Scheme

The University has made significant attempts to make contingencies for students to continue their studies without materially impacting their learning opportunities and assessment outcomes as a result of Industrial Action. These included rescheduling lectures, placing material onto ELE, providing recordings of lectures, agreeing extensions to assessment deadlines, and reviewing examinations to ensure topics which have not been taught are not assessed. Whilst the University has undertaken every effort to mitigate the impact Industrial Action may have had on our student community there is an awareness that in some cases the learning inputs may not have been replaced to sufficient levels. Accordingly, the University will relaunch the Industrial Action Compensation Scheme (“the Scheme”) following publication of referred or deferred exam results in September 2020.

The impact of the industrial action was highly variable across the University, with many Schools and Departments affected only to a limited degree and indeed some students not impacted at all. Whilst we fully understand that some students, particularly those who may have missed a significant number of scheduled teaching sessions in the period of the industrial action, may feel the University should offer them compensation, our priority has been to mitigate the impact of any sessions which were missed in line with our commitments under the regulatory framework of the Office for Students.

We have gathered detailed information on the impact of the industrial action on each module, and where applicable, for individual students. We are aware that many lecturing staff made significant efforts to provide material which may not have been formally taught during the Industrial Action. We have sought to ensure that opportunities were made available for students to access any content missed and that the learning outcomes of the degree programmes have been met.

Students can make an application to the Scheme where they feel their learning inputs have been materially impacted by the periods of Industrial Action during the Academic Year 2019/2020. Applications to the Scheme will be considered on a case by case basis to reflect the impact on each student individually. Please ensure you read through this document carefully in advance of submitting an application.

### How can I apply?

You will need to complete a form, which will include identifying the specific sessions which were impacted. You will also need to provide information on how your studies or research have been impacted in as much detail as possible (e.g. dates, times, module and ways in which you have been affected).

You can find the application form [here](#).

### How long will I have to apply?

The Scheme is available for applications to be submitted by no later than **5pm on Wednesday 30 September**. Please note, the scheme will reopen for postgraduate taught student applications following the release of results in November. You are only able to submit an application to the Scheme when you have your all of your results.

### What will you do with my application?

Any applications under the Scheme will be reviewed by the University to assess the impact – this will include considering the extent of the impact alongside the actual sessions which were missed. We will also work through the information we have regarding any mitigation steps which were undertaken to replace lost learning inputs.

### **How will I gain access to the compensation?**

The application form will set out the details required to enable any payment to be made. You will be notified if your application under the Scheme has been successful and the level of any compensation that is being awarded. If you accept this sum, arrangements will be made for the compensation to be paid into the bank account which is detailed on your student record. Please can you ensure these details are up to date and accurate.

### **Can I still complain?**

Formal complaints can still be submitted and will be considered in the normal course of events. The Scheme is an informal stage before the formal complaints process.

### **I want to challenge my result – is this the route I use?**

Students wishing to raise concerns regarding their academic outcomes should submit an appeal through the [normal appeals route](#). The Scheme is not considering academic outcomes.

### **Can I apply to the Scheme in relation to COVID-19?**

No, this Scheme relates to the impact of Industrial Action. The University has taken extensive steps, in partnership with the Students' Guild and Students' Union, to ensure that all Learning Outcomes for the 2019/20 academic year can be met and has at all times endeavoured to keep students up to date with all developments in relation to the approach the University will be taking. This has included detailed emails from the DVC for Education outlining the approach to online learning and regular direct updates from the Registrar. We have also introduced and communicated a comprehensive 'no detriment' policy, as well as a simplified mitigation process for students during the 2019/20 academic year, with no requirement for supporting evidence alongside applications. Academic colleagues delivered all remaining teaching online, including dissertation supervision and have made themselves available to their students for any questions or queries students may have.

Students will also be aware that extensive efforts have been undertaken by the University to provide campus based services online including:

- the Library have gone to significant efforts to ensure that materials are available online
- Wellbeing and AccessAbility have also been offering telephone and online appointments to ensure that students have received the support they need
- Providing access to a Hardship Fund
- Employability have been holding extensive online events
- the sports team have been providing online access to exercise classes and guidance
- the Students' Guild and Students' Union have been working with societies to put events and support online

All of these efforts both in terms of academic and wider support has taken place in accordance with the UK Government's requirements to stay at home and socially distance.

The University is not considering any reduction in fees or compensation for term three, as we believe given the especially challenging circumstances, we have done the best we can to support our students to enable them to succeed. This position has notably been supported by the Universities minister who

has confirmed that provided adequate online learning and support has been provided, there should be no expectation of a refund of fees.

**Is this a refund of fees?**

No, this is compensation as a gesture of goodwill to recognise specific instances where students learning experiences have not been reasonably mitigated through the actions taken by the University.

**How much will I receive?**

The University will consider each case on its own merits and will reference the approach taken by the OIA in relation to compensation. Successful applications to the Scheme can result in payments from £150 up to £500, dependent on the individual circumstances and application details. It is important to note that tuition fees cover all aspects of the University's provision and your education as a whole – it is not simply a cost per class calculation.

**When will I hear about the outcome of my application?**

We will endeavour to process your application within one month of its receipt.