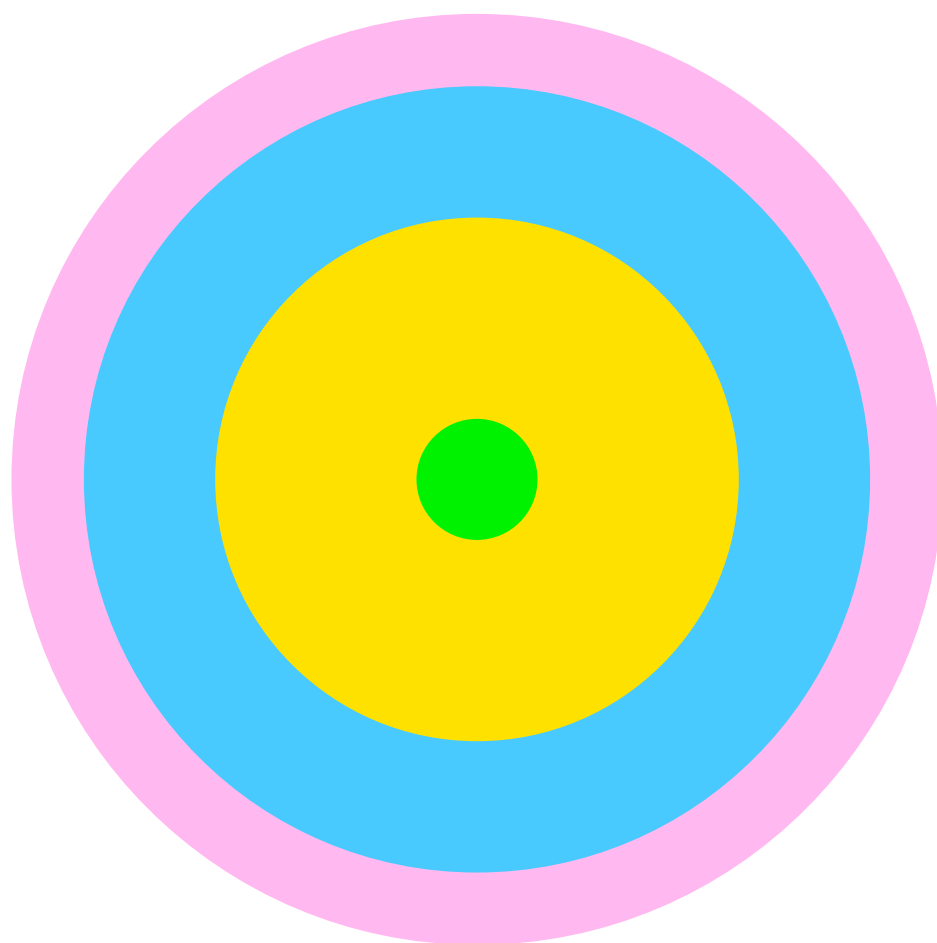


# General and Academic Policies



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## Key Points

1. For Students registered on any Teesside University programme, Teesside University academic policies and regulations will apply. For complete information please see: Teesside [Academic Regulations](#).
2. For students registered on a Pearson award, including the HND, Foundation, Professional Diplomas, or any other non-Teesside University diploma or award, then the following academic policies will apply.
3. Students in the School of Education are students of Prague City Vysoká Škola, and will follow the academic policies of this School and can be found in Moodle (currently only in the Czech language).
4. The following General and Conduct policies apply to ALL students at Prague City University regardless of the awarding body or the mode of study (face-to-face, blended or distance learning in the Digital Campus) and are based on standard UK policy and procedure, including that of Teesside University.
6. If you have any questions about a policy, or wish to get more information please write to Student Services here: [student.services@praguecityuniversity.cz](mailto:student.services@praguecityuniversity.cz) or stop into the Student Services office between 9:00 - 17:00 weekly.
7. Where a policy is not covered in this handbook, Prague City University will reference and make use of the policies of our strategic academic partner, Teesside University.

# Academic Policies

## 1.0 Academic Misconduct

### Policy Statement

Academic misconduct is unacceptable conduct for any member of the Prague City University community. Academic misconduct is an overarching term used in these regulations to cover a range of offenses included within the following specified types: plagiarism, academic negligence, and academic cheating.

### GENERAL PRINCIPLES

#### 1. Definition

- 1.1. Academic misconduct is defined by the University and Teesside University as any activity or attempted activity which gives an unfair advantage to one or more students over their peers.

#### 2. Guiding principles for students registered on a Teesside University programme

- 2.1. For students registered on any Teesside University programme, Teesside University policies and regulations will apply. For complete information please see: [Academic Misconduct Regulations \(Taught Components and Programmes\)](#)
- 2.2. In addition Teesside University policies on Academic Misconduct will apply concerning the potential revoking of an award if it is determined that academic misconduct has taken place.
- 2.3. Programme handbooks must make reference to the dangers and penalties of academic misconduct, and these references must be reinforced orally by staff.
- 2.4. Lecturers who suspect that academic misconduct has taken place shall pursue the process outlined in the Regulations relating to Academic Misconduct (Taught Components and Programmes) from Teesside University.

#### 3. Guiding principles for students registered on a Pearson or other non-Teesside University programme

- 3.1. Prague City University believes that all source material used in student work must be directly attributed. In order to enforce a consistent policy across programmes, all instances of academic plagiarism will be reported to the Plagiarism Board.

3.2. The board will work as an extension of the academic board but can be called into being should issues arise. Following such a claim, it is the responsibility of the board to do the following:

3.2.1. Assess the validity of the claim

3.2.2. Assess the severity of the incident

3.2.3. Request a meeting with the student

3.2.4. Determine the outcome of the incident

3.2.5. Record all instances and decisions (decisions of meetings will be communicated to the students and kept in the plagiarism file for future reference)

3.3. All example work, board decisions will be kept on record as evidence and for referral should a student be found guilty of subsequent offences.

#### **4. Guidelines on penalties for plagiarism**

4.1. If it is discovered by a lecturer or during internal verification that a student has plagiarized a part or all of an assignment, and the student has no previous history of this offense, then that student is typically given a warning about the dangers of plagiarism, and should be directed to the appropriate materials on referencing. A resubmission with correct referencing is required. Depending on the severity of the plagiarism and the quality of the work, Merits and Distinctions may still be applied to the work.

4.2. If a student plagiarizes a second time or has a known history of plagiarism, then that student is given a chance to re-submit the assignment but, at the lecturer's discretion, the maximum the student may attain is a Pass for the class.

4.3. If a student is caught a third time plagiarizing, they must be sent to the Programme Leader or Head of School and given a warning about their academic conduct. That student could then be placed on academic probation and should a further offense be detected, failure of the unit or expulsion from the University may result.

## **2.0 Appeals of Academic Decisions**

### **Policy Statement**

Prague City University ensures that academic standards are upheld and that all students are treated fairly and equitably. The appeal process is available to any student registered on any Pearson BTEC or Prague City University programme to reconsider the suitability of grades, or the assessment of a particular assignment or class in light of information brought forward by the student. For any student registered on a Teesside University programme, the Teesside University policy related to appeals applies in all cases.

## **GENERAL PRINCIPLES**

### **1.Aim**

- 1.1.This policy outlines the regulations that enable students to enquire, question or appeal against an assessment decision.
- 1.2.Appeals follow a standardised process and are recorded in order to ensure openness and fairness.
- 1.3.Appeals policy aims to protect the interest of all students and the integrity of the qualification.

### **2.Appeals procedures**

If the student is not satisfied with the grade on a particular assignment or for a module (unit), the following process may be followed:

- 2.1.An informal discussion with the assessor and/or Programme Leader is recommended to clarify the situation and any misunderstandings. If this is unsuccessful then 2.2 may be followed.
- 2.2.A formal appeal can only be made by a student concerning his/her own work. The procedure works in the following manner.  
  
The student must approach Student Services and he/she must fill out the standardized Academic Appeal Form and state clearly the reasons for the appeal. The appeal form must be submitted to Student Services.
- 2.3.If the student wants to appeal a grade from the autumn semester then he/she must make the appeal by the end of the following spring semester. If the student wants to appeal a grade from the spring semester or the summer intensives then he/she must make the appeal by the end of the following autumn semester.
- 2.4.The appeal will be considered at a Board and the outcome will be sent to the student in writing.
- 2.5.If the student is not satisfied with the result of this meeting then the next level is a Quality Review Board consisting of either the Head of Academic Services or the Director. One of the two must not have been previously involved in the matter. This is the last possibility to appeal a grade at the University.



- 2.6. If all options for appealing a grade at Prague City University have been exhausted, and if the student still feels that there are grounds for an appeal, then the Director or the Deputy Director facilitates the request to Pearson to appeal the grade.
- 2.7. Fees apply to all levels of appeal.
- 2.8. The record of appeal will be kept with Student Records who ensure all records are kept for inspection by the awarding body. The records must be kept according to Pearson policies.

### **3. Dissemination of information**

- 3.1. The Registrar will inform the student of the decision in a timely manner after the Board or any subsequent boards.
- 3.2. The subject of this policy will be outlined and explained during the induction session, and can be found in Moodle.

## 3.0 University-Wide Attendance Policy

### **Policy Statement:**

The student facing public statement is:

“Prague City University wants you to achieve the degree or qualification for which you have registered. In order for you to be successful it is important that you engage fully with your programme. This includes: attending all formal teaching sessions; completing directed, group-based and independent study activities outside scheduled teaching; and undertaking all assignments and assessments.

The University will monitor your attendance in a way that is appropriate for your programme and your mode of study. We will also offer you support if you are facing difficulties that may hinder your academic progression. On some programmes, specific attendance requirements will be in place and you will be informed of these at the beginning and throughout your studies.

International students’ (who are on a visa to study) attendance will be monitored in line with Czech regulations from the Ministry of Interior, who require 100% attendance, unless there is valid reason which must be evidenced.”

### **GENERAL PRINCIPLES**

#### **1.Attendance Procedures**

- 1.1.The students will be advised about attendance requirements and the importance of attending classes, both orally and in writing through mechanisms such as induction events, programme and module handbooks and via Moodle.
- 1.2.Their attendance will be monitored in a way that is appropriate for the course and mode of study.
- 1.3.Lecturers are responsible for taking attendance and will report to a Student Services representative if there are unexcused absences.
- 1.4.Students should inform their lecturers or program leaders via email or providing a doctor's note. You can also add Student Services in CC.
- 1.5.If it is identified that the student has missed a significant number of sessions (for a module or HND class, this could be between 2-4 classes in sequence) he or she will be contacted by a member of staff.
- 1.6.Where it is clear that, having explored all avenues, the student is no longer attending their studies or engaging with their programme, arrangements will be made to suspend or withdraw the student from the programme and from the University, HND, Foundation programme, or Teesside University programme. We will also report this situation to external authorities, as appropriate. This could include the Czech Ministry of Interior, or your Employer/Sponsor.

## 4.0 Student Complaints Policy and Procedure

### **Policy Statement**

The Student Complaints Policy has been devised in order to resolve issues from students who wish to make a complaint about the treatment or services they receive whilst studying at Prague City University. The Procedure identifies how the University aims to investigate and resolve complaints in an equitable and timely manner.

### **GENERAL PRINCIPLES**

#### **1. General orientation**

- 1.1. Student Complaints Policy and Procedure provides a series of mechanisms to resolve a Complaint in a manner which is acceptable to the student and person or persons about whom the Complaint is made.
- 1.2. The policy is available for all students studying at Prague City University.
- 1.3. It is expected that, other than in exceptional and fully documented circumstances, a student who wishes to make a Complaint must invoke the Complaints Procedures (see no. 2) as soon as possible after the event, and within three months of the incident which is the cause of the Complaint. Complaints submitted after the required three month time period will normally be rejected.
- 1.4. If a student submits a late Complaint, the student must enclose with the Student Complaint Form a written explanation along with evidence for the late submission. The decision of whether to accept a late Complaint will be made by the Senior Management Group.
- 1.5. This Procedure may be used by any student who wishes to make a Complaint about:
  - 1.5.1. standards of service provided by University, or other action by the University or its staff or third party acting on behalf of the University;
  - 1.5.2. failure by the University or its staff to provide a service, or other lack of action by the University or its staff;
  - 1.5.3. unfair treatment by members of the University, the Student Council, or other association, on any matter;
- 1.6. The Student Complaints Procedure cannot be used:
  - 1.6.1. as an attempt to challenge an academic decision (see Appeals policy);

- 1.6.2.to complain about the behaviour of a fellow student(s). Such matters should be brought to the attention of the University under the Prague City University Disciplinary Procedure;
- 1.6.3.if there is a substantive University regulation, procedure or code relating to any matter which may also be the subject of a Complaint. For example the Complaints Procedure is not intended for appeals against the decisions of: Progression Boards; Academic Misconduct Reviews; and Admission decisions. (This list is not exhaustive.)

## **2.Complaints procedures**

- 2.1.Should a student lodge a formal complaint against the University, a member of staff, then Prague City University will take steps to investigate and resolve the complaint.
- 2.2.There may be instances where a student may wish to bring a matter of concern to the attention of the University, but the student does not request any formal feedback or resolution. Any such concerns may be brought to the attention of the University outside this Procedure, for example in the context of a Study Advising meeting. Only when the student elects to use the Student Complaints Procedure will the matter be formalised following no. 2.3.
- 2.3.A formal complaint consists of a written statement by the party involved, which outlines the complaint and provides evidence of the grievance. The first person to address is typically the Study Advisor, or a member of Student Services.
- 2.4.A Complaint will not be dealt with by the University if submitted anonymously.

## **3.Raising a Formal Complaint**

- 3.1.Complaints will not be classed as “formal” unless they have been submitted to the Study Advisor, or a member of Student Services on a Student Complaint Form. Forms can be obtained from Student Services. A student must complete all sections of the Student Complaint Form as fully as possible and following the guidelines issued with the form. Where possible, a student should include documentary evidence to support his/her case.
- 3.2.One member of staff (here-and-after Investigating Officer) will be assigned to attempt to resolve the complaint by investigating the circumstances that led to the lodging of the complaint, and trying to find a fair and appropriate solution.
- 3.3.Documents supplied as part of the Complaint will not normally be returned. Where photocopies of documents are submitted, the student may be required to provide the Student Services with a view of the original documents in order to verify their authenticity or, in exceptional cases, ask for their authenticity to be notarised by a public notary.
- 3.4.Where the Investigating Officer considers the Complaint to be of a particularly serious nature, he/she will consult the Senior Management Group (here-and-after SMG). Where the SMG decides that the Complaint raises particularly serious issues, the SMG will advise and investigate.

3.5. Where the Complaint is against a member of the SMG or a member of its staff, the matter will be referred to the Deputy Director or Director.

3.6. At the conclusion of the investigation, the appointed Investigating Officer should provide the student, the SMG and the person(s) named in the complaint with a written response no later than 20 working days after receipt of the Student Complaint Form. The written response should include the Investigating Officer's findings, and either outline a proposed remedy or explain why there are no grounds to take the matter further and/or why no action will be taken.

3.7. A copy of the formal response should be sent to the SMG on the same day that it is issued to the student.

3.8. If the resolution requires a meeting between the two parties, then such a meeting can be attended by, in addition to the two parties, one additional person requested by each party, and an independent third party, where appropriate and possible. The written response should remind the student that, if the student remains dissatisfied with the response, the student has the right to appeal the matter.

3.9. If the solution does not satisfy the claimant, an official Board will be convened in order to look into the situation and make a decision on the resolution of the issue after hearing both parties. If the student is dissatisfied with the outcome, the student must, within 20 working days of receipt of the response, submit an appeal. If no appeal is received within 20 working days, then the Complaint will be deemed closed.

3.10. If attempts to resolve the complaint are not successful at this stage, then a course of action to resolve the complaint will be proposed by the Director, as stated below.

3.11. The Director will personally review the Complaint and may:

3.11.1. request further evidence from the Student and/or School/ Department;

3.11.2. endorse the outcome of the process, with a recommendation that no further action be taken, and that the University's internal processes should be closed.

3.12. The Director, or nominee, may, at his/her sole discretion, interview the student and/or member of staff and/or any witnesses proposed by either party in order to clarify any relevant matters.

3.13. Written notification of the decision of the Director or nominee will be sent to each party within 10 working days.

3.14. The Director or nominee shall indicate which elements of the Complaint are fully resolved, which are partly resolved and which remain unresolved. If any part of the Complaint remains unresolved, the Director or nominee shall recommend specific action by way of remedy.

3.15. This is the final stage of the Complaints Policy at Prague City University. The final written notification to the student who made the complaint must contain details of where he or she can take the complaint if he or she is still not satisfied. This may be the awarding body or university where the student is currently registered, or the legal bodies of the Czech Republic, as the case may be.

#### **4. Multiple Complaints**

- 4.1. If a student presents a "Multiple Complaint", relating to different services, the Complaint relating to each service will be investigated by an appropriate person for that service, who may confer with other relevant individuals before responding to the student. If the Complaint is complex and/or diverse, there may be some delay in the provision of full responses in the time periods referred to in this Procedure, but in all cases the person to whom the Complaint has been addressed will be required to keep the student informed as to the progress made in dealing with the Complaint.
- 4.2. No student bringing a Complaint under this Procedure, whether successfully or otherwise, will be treated less favourably by any member of staff than if the Complaint had not been brought. All staff involved in handling any stages of a Complaint have a duty to ensure that any decision they make regarding assessment of academic work, or the way a student is treated, must not be influenced by the submission of a Complaint. If evidence to the contrary is found, the member of staff may be subject to action.
- 4.3. Where a student or staff member believes that consideration of a formal Complaint is likely to affect the relationship between the student and a member of staff, all parties will be expected to continue that relationship in a professional manner. Under exceptional circumstances alternative working arrangements can be considered while the Complaint is being investigated.
- 4.4. Where a Complaint is brought by a group of students, the group must identify one person as spokesperson and correspondent. Each member of the group must be able to demonstrate that he/she has been affected by the matter which is the subject of the Complaint. In addition, all students must agree, in writing, to the spokesperson acting on his/her behalf. Students who have not associated themselves with the Complaint at the point of submission will not normally be permitted to do so subsequently.

#### **5. Confidentiality**

- 5.1. The University must ensure that the integrity and privacy of each party to the complaint is maintained in an appropriate fashion.
- 5.2. All Complaints will be treated with due consideration of confidentiality in relation to students and staff.
- 5.3. All staff and students who become aware of details of a formal Complaint are required to keep this information confidential, except insofar as is necessary to progress, investigate or respond to the Complaint. Failure to do so may result in formal disciplinary action being taken through the Student or Staff Disciplinary Procedure.

#### **6. Disciplinary Matters**

6.1. Any decision to invoke Disciplinary Regulations as a result of a Complaint will be taken after consultation with the SMG.

6.2. If a disciplinary allegation is severable from investigation of other aspects of a Complaint, the SMG, and Student Services may agree to simultaneous operation of the Student Complaints Procedure and the Disciplinary Procedure.

### **7. Advice and Guidance**

7.1. Students who wish to pursue a Complaint through this Procedure are advised that the Study Advisor and members of Student Services each provide a range of services, including advice, welfare and counselling services, and students may wish to avail themselves of such services.

7.2. During the investigation of the Complaint if the Investigating Officer determines that the Complaint is wholly without substance or merit, or is frivolous or vexatious, then the Investigating Officer will refer his/her findings, together with an explanation of why he/she believes the case is of frivolous, vexatious or malicious intent, to Student Services, and the SMG.

7.3. The Board will either endorse the recommendation that the Complaint is frivolous, vexatious or malicious, or instruct that the Complaint proceed to the next stage. The Board, where it decides that the Complaint is malicious or vexatious, may, in exceptional circumstances make a recommendation to the SMG to invoke the Student Disciplinary Regulations.

7.4. It is anticipated that most complaints can be resolved through informal means.

7.5. In all cases it is important to exhaust the complaints procedure at Prague City University before seeking redress outside the University. After all possibilities to resolve the complaint internally at the University have been exhausted a Completion of Procedures letter will be sent to the party making the complaint, indicating what the next possible step would be.

### **8. Monitoring and Evaluation**

8.1. A record of all formal Complaints should be kept in a central location within student files in Student Services.

8.2. The University shall provide statistical data of cases, including a summary of decisions, and make observations and/or recommendations that may assist in further developing good practice.

## **5.0 Claiming Certificates in a Pearson Programme**

## **Policy Statement**

The policy on claiming and receiving certificates was devised in order to ensure the integrity of the process and procedure for claiming all awards from Pearson and to help ensure that errors do not occur. The policy is reviewed every six months in order to take into account any changes recommended by External Examiners or Internal Verifiers at Prague City University.

## **GENERAL PRINCIPLES**

### **1. Responsibilities and Roles**

- 1.1. The Registrar at Prague City University is the only person authorized to input grades and registration information into the Pearson online database.
- 1.2. The Registrar has responsibility for implementing the policies and procedures for claiming certificates. The Registrar reports to the Head of Academic Services.
- 1.3. The Head of Academic Services is responsible for training and working with the Registrar to improve processes and procedures. The Head of Academic Services reports on these issues to the Senior Management Group (SMG) at Prague City University. The SMG has overall responsibility for writing and approving the policies and procedures for claiming certificates.

### **2. Procedures for Claiming Certificates**

- 2.1. The Registrar can enter grades into the Pearson database and claim certificates, or interim grade reports (transcripts), as the case may be, if the following conditions have been met:
  - (i) A Progressions Board has confirmed the student's grades and has fully achieved the assessment requirements, as well as the number of units completed and the level of the units completed.
  - (ii) The confirmation has been entered into the Prague City University student records database.
  - (iii) The Finance department has cleared the student to exit the programme.
  - (iv) The student's grades and record are checked by the Programme Leader for the relevant programme, and the Head of Student Services, taking into account any feedback and recommendations given by a Pearson External Examiner or the Internal Verification team at Prague City University.
  - (v) There can be no academic, administrative or financial holds on the student's record in order for grades to be entered into the Pearson online database.
  - (vi) If grades are entered in error for any reason, they must be removed from the Pearson database as soon as the error is discovered.



(vii) All certificates sent to Prague City University must be checked against the students' records upon receiving them.

(viii) If it is discovered that a student's grades are entered in error and a certificate is sent to Prague City University, then Pearson must be contacted immediately and the process followed for Amending Certificate Errors.

(ix) All student certificates must be stored securely and under the control of the Registrar.

(x) Students can expect to receive their diploma only after all of the above checks have been made. The estimated time to receive the diploma can be confirmed by the Registrar.

### **3.Special Conditions: New Programme Approval**

- 3.1.If a new programme has been approved by Pearson, the External Examiner must first confirm that the University can claim for certificates.
- 3.2.The Registrar cannot enter grades into the Pearson database until the EE has made a first visit to the University and confirmed that the University can claim certificates.
- 3.3.If the status for claiming certificates is not approved, then any and all outstanding issues must be addressed by the programme teams and the SMG as soon as possible and approval must be sought.
- 3.4.It is the priority of the University to address any quality issues of concern immediately, as the University does not wish these to impact the students' progress or experience at the University.
- 3.5.As soon as approval is granted by Pearson, the Registrar will follow the procedure outlined above in para. 2 for claiming certificates.

### **4.Disclosure of Interests**

- 4.1.If the Registrar or any member in the process described above has a direct personal or pecuniary interest or involvement with any student whose certificate is being claimed, then that member must immediately declare his or her interest or involvement.
- 4.2.That member will be replaced in the process by the most appropriate alternative.

## **6.0 HND Assignment Deadlines, Extensions and Submissions**

### **Policy Statement**

This policy lays out the general University-wide Code of Practice for deadlines, extensions, submissions,

resubmissions, late submissions, referrals and revisions as it applies to all the HND / Foundation / Professional Diploma programmes at Prague City University. The policy was developed in close relation with Pearson documentation and External Examiners and their guidelines and advice related to these practices.

As more specific practices vary from School to School and programme to programme, separate and more detailed policies related to the different HND programmes at the University have been developed as extensions to this policy. Please refer to these School and programme specific policies for further guidance. These policies must be in line with the General Code of Practice and take into account the Key Principles summarized here.

It is expected that Lecturers, Programme Leaders and Internal Verifiers will adhere to these policies in their decision-making when managing students and their submissions, and will not modify them for individual students.

## **GENERAL PRINCIPLES**

### **1.Key Principles**

- 1.1.Meeting deadlines for assessment are an important part of the learning experience at the University. Students must be encouraged to develop good time management. It is also important that students are assessed fairly and consistently and that some students are not advantaged by having additional time to complete assignments.
- 1.2.Date and time deadlines for the completion of assignments (including time-constrained assessments) are created by the Lecturer, usually in consultation with the Programme Leader. In all cases the Internal Verification team must approve the assignment briefs and the deadline and timeliness included in the brief. Deadlines need to be reasonable and related to the amount of work demanded by the Lecturer, and must fall within the 15-week semester (or the duration of the module as it is set).
- 1.3.The process of accepting late work and the consequences for students submitting work past the deadline are described in the individual programme / school policies related to late submissions and resubmissions.
- 1.4.A guiding principle of the policy on accepting late work is that the assessment of the work cannot be influenced by the fact that the work was submitted late, unless the grading criteria on the assignment brief require evidence of:
  - meeting the deadline
  - ability to plan/organize time effectively
  - the ability to work to industrial/commercial practices that include implicit timeliness.

These criteria are typically included in the M3 or D2 grading descriptors, but are not necessarily limited to these two descriptors.

1.5. Students cannot be automatically downgraded or capped at a certain level as a deterrent.

All other deterrents that encourage students to submit work on time, for late participation, or non-submission/non-participation in group work are described by individual programme policies, as are the procedures for giving feedback to students for work submitted late.

1.6. After the end of the semester (or the ending of a module), the lecturer can, in extraordinary cases, **at his or her discretion**, receive submitted work from a student up to 7 days beyond the end of the semester, with the same penalties as described above.

1.7. Students will receive feedback and grades for work submitted late no later than 30 days beyond the end of the semester in which the work was originally due.

1.8. The circumstances under which work may be accepted and assessed after the work of other students in the module has been assessed are defined by the School and/or programme policy.

1.9. Students may appeal the grading of a particular assignment or final grade. There is a standard University-wide Appeals Policy that describes the process for making the appeal. See policy 2.0 Appeals of Academic Decisions.

1.10. The Programme Boards or the individual lecturer have the authority to determine whether it is appropriate to devise a new assessment and offer the reassessment opportunity to students. However the assessment must always first be approved by the Internal Verification team.

1.11. Students may be offered a maximum of one resubmission opportunity per assignment per module.

1.12. The Senior Management Group has the authority to make the final decision on the implementation of this policy.

## **2. Mitigating Circumstances**

2.1. If the student has experienced circumstances outside of their control during the semester, which they believe affected their academic performance, the student must come to Student Services as soon as it is reasonably possible, but before the next Progression Board to apply for an “Administrative Extension.”

There is an administrative fee associated with the application, and an additional fee per assignment. This Mitigating Circumstance application **MUST** be supported from the student's side by evidence and the extension request will be considered at the next Progression Board meeting and a final decision will then be sent to the student, including any relevant resubmission details.

2.2. The Progression Board will only accept a Mitigating Circumstances extension request supported by evidence provided by the student. If the evidence is not sufficient or irrelevant the student may be

required to re-study the module in the future.

## 7.0 Distance and Blended Learning Policy

### **Policy Statement**

Distance and Blended Learning modes of study are an important part of Prague City University's offer to support the digital learning environment and are a means to further our educational mission by reaching a more diverse population of students. It is recognised that students have a range of needs and our goal is to meet these needs with the highest quality teaching and curriculum possible. All Programmes are approved internally by our academic teams, Heads of Schools and our academic partners: Teesside University and Pearson. The programmes must meet the requirements of those bodies and our internal policies and regulations.

Additionally, all programmes must comply with any relevant regulations specific to Teesside University and Pearson, as described in programme documentation regarding Distance or Blended Learning Education. In the event of a conflict, such regulations supersede this policy.

### **GENERAL PRINCIPLES**

#### **1.Key Principles**

- 1.1.All Distance and Blended Learning programmes are designed for students who are considered by an Admissions assessment, consistent with Teesside University and Pearson, capable of completing these programmes. The quality of the programmes and assessment strategies are consistent with our face-to-face programmes or modules. Accordingly, lecturers hold Distance and Blended students to academic standards consistent with those to which students participating in face-to-face instruction are held.
- 1.2.To maintain consistent academic quality across the institution, all module delivery, learning outcomes and module evaluations are reviewed by the University according to standards consistent with face-to-face modules.
- 1.3.The University authenticates the identity of all online students. All are required to use a unique username and password, obtained through the University, in order to access Moodle class materials. Usernames and passwords are obtained through the normal course of the registration process. Sharing usernames and passwords is a violation of this policy and Prague City University IT Acceptable Use policy (8.0), and also may constitute a violation of the Academic Misconduct Policy (1.0).
- 1.4.Lecturers must verify the identity of all students prior to beginning any on-campus assessment or

examination(s) or participating in any face-to-face class activities, and may require that students present formal identification.

1.5. The University provides support for Distance and Blended students consistent to the type of delivery, including but not limited to, the following services:

- Students may visit the University to receive face-to-face advising by the assigned Study Advisor. Students who cannot come to campus can receive advising over the telephone, via e-mail, or Zoom.
- All students may also participate online in all events designed for hybrid delivery, including our Career Fair, our Master Speakers series and other speakers series & events.
- Students who need accommodations for learning or physical disabilities may also register through Student Services and receive equivalent support.
- Digital Library Resources are available for all students through the University library, Teesside University library and the Czech Academy of Sciences.
- IT Support: For technological assistance contact [it@pragueUniversity.cz](mailto:it@pragueUniversity.cz)

1.6. Distance and Blended Learning students will be held to the same academic standards as students participating in face-to-face instruction, and are subject to the Academic Misconduct Policy (1.0) and other Student Conduct Policies, including the Attendance Policy 3.0).

Distance and Blended students also must be aware of other relevant policies and academic regulations, including those pertaining to admission, registration, refund policies and transfer of credit. See Moodle for Policy Handbooks details.

## General Policies

### 1.0 Equal Opportunities

#### **Policy Statement**

Prague City University is committed to non-discriminatory policies and to the provision of equal opportunities for all staff members, lecturers, and students. This requires Prague City University to ensure that no current or prospective staff member, or lecturer, or student is unfairly treated during their engagement with Prague City University because of their gender, age, marital status, religious belief, colour, ethnic or national origins, disability, political opinion, employment status, family status or sexual orientation.

## **GENERAL PRINCIPLES**

### **1. Introduction**

- 1.1. Prague City University strictly prohibits discrimination and is committed to equal opportunity in the employment of its staff and in the education of its students. There will be no distinction made when recruiting qualified students and hiring staff, and lecturers on the grounds of gender, religion, age, nationality, ethnicity, colour, sexual orientation or disability.
- 1.2. Prague City University aims to develop a truly international atmosphere and promote the hiring and education of both local and foreign individuals. It is the goal of the University to promote understanding among people of different origins and to prepare students for work in an international atmosphere.
- 1.3. Prague City University is committed to a policy of admission to the University and progression within the foundation, undergraduate and graduate studies which is determined only by individual merit and by performance. For staff and lecturers entry into employment with the University and progression within employment will be determined only by individual merit and by the application of criteria which are related to the duties and conditions of each particular post and the needs of the University.
- 1.4. The University respects all religious and philosophical beliefs, as well as the lack of religion or belief, and the right of all members of its community to discuss and debate these issues freely.
- 1.5. If any person admitted as a student, or lecturer, or appointed as a member of staff considers that he or she is suffering from discrimination, harassment, or victimization, he or she may make a complaint, which will be dealt with through the formal procedures for complaints of this nature as outlined below in No. 3 (Procedures).

### **2. Dissemination of information**

2.1. Prague City University will take active steps to promote good practice. In particular it will:

- 2.1.1. work towards the elimination of discrimination, harassment, and victimization
- 2.1.2. advance and promote equality of opportunity

- 2.1.3.subject its policies to continuous assessment and to identify whether its policies help to achieve equality of opportunity, or whether they have an adverse impact
- 2.1.4.work towards the goal of monitoring the recruitment and progress of students, lecturers, and staff through collecting and collating equalities information and data for the furtherance of University equalities objectives
- 2.1.5.promote an inclusive culture, good practice in teaching, learning, and assessment, and good management practice, through the development of codes of best practice, policies, and trainings
- 2.1.6.take positive action wherever possible to support this policy and its aims
- 2.1.7.publish this policy widely amongst staff, lecturers, and students, together with policy assessments, equality analysis and results of monitoring.

### **3.Procedures, and conflict resolutions**

- 3.1.Prague City University is committed to a fair process in order to resolve any situation arising out of a conflict in relation to this policy. In doing so, the University seeks to achieve and maintain a workplace that encourages a productive and harmonious working environment through:
  - 3.1.1.frequent discussion between staff, lecturers, and students
  - 3.1.2.co-operation between and amongst staff, lecturers, and students
  - 3.1.3.a reduction in misunderstandings
  - 3.1.4.the opportunity for the satisfactory resolution of problems and grievances in a positive and constructive manner.
- 3.2.The following matters are expressly excluded from the operation of these procedures:
  - 3.2.1.where the application for review was made more than 90 days after the last incident capable of forming the subject matter of the complaint
  - 3.2.2.where the affected individual has previously applied for review of the same action under these provisions.
- 3.3.It is expected that in most situations the student will first discuss the grievance with his/her Study Advisor, and/or Programme Leader, and/or Head of School. For a lecturer, or staff member, it is expected to first discuss with his/her supervisor, and/or Programme Leader, and/or Head of School. The student, lecturer, or staff member may contact a representative from Academic Services or Student Services at any stage of the grievance procedure for advice on how to deal with the grievance.

- 3.4. Where the aggrieved student, or lecturer, or staff member discusses the matter with his/her supervisor, and/or Programme Leader, and/or Head of School, all reasonable attempts to resolve the issue must be made as soon as possible and normally within 5 working days.
- 3.5. If the matter is not resolved by the supervisor, and/or Programme Leader, and/or Head of School to the satisfaction of the aggrieved student, lecturer, or staff member within 5 working days, the student, lecturer, or staff member may request a meeting with a member of the Senior Management Group or with the Group as a whole, and any person(s) directly involved. This meeting will normally be held within 5 working days of the request.
- 3.6. If the grievance has still not been resolved to the satisfaction of the aggrieved student, or lecturer, or staff member, within 10 working days of the request for a meeting with the SMG the matter will be referred by the aggrieved staff member to the Director for advice on the next stage of the procedure and other options available to the individual.
- 3.7. These procedures apply to members of the Prague City University community, namely:
- staff members at the University
  - students enrolled at the University
  - lecturers, and other contractors engaged by the University
  - persons, and visiting academics holding an adjunct appointment with the University.
- 3.8. Those responsible for advising, conciliating or investigating a complaint must act fairly and impartially, without bias and avoid a conflict of interest.
- 3.9. The person raising a concern will be supported to articulate the concern clearly and succinctly. The person about whom the concern is raised will be given a fair opportunity to know the allegation and its circumstances, and be given the opportunity and support to make a considered response.
- 3.10. All persons involved with these procedures are to be treated with respect and courtesy. Enquiries and concerns will be dealt with in a sensitive, fair and equitable manner. The University aims to deal with matters expeditiously while ensuring sufficient time to prepare and/or respond.
- 3.11. The sensitive nature of matters raised under these procedures is recognised and the privacy of personal information will be maintained by containing the sharing of that information to those directly involved, on a need-to-know basis. Files generated under these procedures are stored securely.
- 3.12. Priority will be given to measures to protect the health and safety of persons while a matter is dealt with under these procedures.



## 2.0 Policy on Disability

### **Policy Statement**

Prague City University is committed to promoting access to people with disabilities and other physical and psychological conditions, including supporting and enabling students with physical disabilities, sensory impairments, specific learning difficulties, special psychological needs and medical conditions which may have an impact on day-to-day activities, to help allow them to take part in all aspects of the University's academic and social programmes.

### **GENERAL PRINCIPLES**

#### **1. Definition of Disability**

- 1.1. We define for the purpose of this policy a disability as a physical or mental impairment which has a substantial and long or short-term (i.e. has lasted or is likely to last for at least one semester) adverse effect on a person's ability to carry out normal day-to-day activities.

#### **2. Purpose**

- 2.1. The overall purpose of the policy is to ensure that the University is committed to providing access to and enabling students with physical and mental disabilities, sensory impairments, learning difficulties and severe medical problems to take part in all aspects of the University's academic and social programmes.

#### **3. Procedures**

- 3.1. Prague City University strives to be a fully inclusive community where individuals are integrated within the Institution in such a way that individual choice is respected, and where the diversity of individuals is recognised and there is flexibility to support their differing aspirations and goals.

To this end, the University will:

- Encourage applications to study at the University from people with disabilities and/or other conditions
- Provide information in alternative formats
- Judge all applicants solely on the basis of their potential as students of the University in the particular program

- Invite applicants with a disability to contact the University to discuss their special needs and how these can be met
- Offer additional provision to ensure that disabled people are not disadvantaged in comparison with others at the application stage
- Work towards the earliest possible identification of strategy aids and assessment of needs
- Work towards an accessible curriculum
- Provide educational support services such as note-taking, study skills tutoring, mentoring, special IT training for eligible students
- Remain committed to ensuring that departments are active in supporting students with disabilities by providing reasonable adjustments and alternative arrangements
- Continue to make improvements to the physical and learning environment so that students with disabilities will be able to play a full part in the University
- Provide the appropriate level of disability awareness needed to foster an inclusive community, and endeavour to ensure appropriate training for those working directly with disabled students
- Endeavour to ensure that health and safety procedures are inclusive
- Take active steps to consider students' feedback and the development of good practice in the support provisions for people with disabilities
- Regularly review this policy and plan ways to improve it.

3.2.The process when a student requests study support is the following:

3.2.1.The student needs to submit a valid and relevant doctor's note stating his/her diagnosis. In the case that the condition exists prior to entry to the University, documentation should be submitted at the application stage.

3.2.2.A meeting with the Programme Leader is then organized and the forms of study support the student needs and what the University can offer is discussed and agreed.

3.2.3.A Learning Contract is then prepared and signed between the University and student.

3.2.4.The request is dealt with on a case-by-case basis.



## 3.0 Confidentiality

### **Policy Statement**

Prague City University believes all members of the University have the right to confidentiality to protect their interests and ensure a relationship of trust between students, lecturers, and staff. This policy is in line with GDPR guidelines and regulations.

### **GENERAL PRINCIPLES**

#### **1. Definition of Confidentiality**

- 1.1. Prague City University understands confidentiality to mean that no information regarding a student at Prague City University will be shared with any external person or agency, or with other students or lecturers at Prague City University without the prior, expressed consent of the student; except where issues of safety, legality or academic progress in the case of academic boards apply (see no. 3)
- 1.2. In addition, confidentiality for Prague City University lecturers and staff means that no information will be shared with any external person or agency, or with students without the prior, expressed consent of the lecturer; except where issues of safety, and legality apply. Prague City University email addresses are not considered confidential and may be shared with students and staff. Student's personal phone numbers are used by the University for the purpose of contacting them through their studies. Lecturer and staff phone numbers are not shared unless the lecturer or staff member expressly asks the University to share this information. When students are also staff members at the University, the student must respect the confidentiality and privacy of the lecturers in the same way as other students who are not staff.
- 1.3. Furthermore, Prague City University acknowledges that students (who are over 18) are autonomous adults and so will not discuss any details of a student's case with his/her parents, or other family members, friends or sponsors, unless prior consent has been obtained from the student. Records of all such contact will be kept in the student's file. In emergency or situations that may violate the law, this does not apply.

#### **2. Expressed Consent to Share Information**

- 2.1. It is the responsibility of Prague City University Student Services, Financial Department, and Admissions to ensure that they obtain consent in writing before sharing any information or taking any action on behalf of a student or lecturer.
- 2.2. If a student or lecturer chooses not to give consent for information to be shared, this decision will be respected, except where issues of safety or legality apply (see no. 3).

### **3. Breaches of Confidentiality**

3.1. Prague City University recognizes that occasions may arise where Study Advisers or Programme Leaders or Heads of the Schools feel they need to breach confidentiality; for example, by contacting a health or emergency centre or an emergency contact. The circumstances where confidentiality may need to be broken are:

3.1.1. when disclosure is required by law

3.1.2. a student's or lecturer's health or safety is at risk

3.1.3. a student or lecturer is at risk of serious exploitation or abuse

3.1.4. there are serious concerns about a student's or lecturer's mental health

3.1.5. there is a risk to others

3.1.6. when a student or lecturer is missing for an extended period of time and not responsive to any form of contact, including email or telephone

3.1.7. where a student is under 18 and there is a child protection concern

3.2. On those occasions where confidentiality should be breached, the following steps should be taken:

3.2.1. the Study Adviser or Programme Leader or Head of the School should raise the matter immediately with representatives of Student Services;

3.2.2. the Study Adviser should discuss with representatives of Student Services the issues involved and explain why they think confidentiality should be broken. Representatives of the Student Services should make a written record of this discussion;

3.2.3. Senior Management should be informed;

3.2.4. representatives of Student Services should then agree on what steps should be taken;

3.2.5. if there is no consensus, the ultimate decision is to be made by Senior Management;

3.2.6. in all circumstances the student or lecturer involved should be informed, as far as practicable, of the decision to breach confidentiality and the reasons why the decision has been taken;

3.2.7. it is understood that in emergency situations when time might be a factor, these steps may not be followed and the decision to breach confidentiality may be made on the spot by qualified staff at Prague City University.

## 4.0 Conflict of Interest

### **Policy Statement**

Prague City University faculty and staff have a fundamental obligation to act in the best interests of the University, its students and awarding bodies, and not let outside activities, relationships or outside financial interests interfere with that obligation. When the application or use of University time or resources results in inappropriate personal advantage, or is detrimental to the University mission, that use of time or resources represents a conflict between one's interest and that of the University.

### **GENERAL PRINCIPLES**

#### **1.1. Aim of the policy**

1.1. The aims of this policy are:

- (i) to promote the best interests of students and others whose work depends on faculty and staff direction;
- (ii) to educate faculty and staff about situations that generate Conflicts of Interest;
- (iii) to provide means for individuals and the University to manage these conflicts;
- (iv) to describe situations that are prohibited.

1.2. All members of the University community are expected to conduct University business with high ethical and legal standards.

1.3. This policy establishes procedures to protect the University community from questionable circumstances that might arise and to resolve any apparent or real conflicts.

#### **2. Conflict of Interest**

2.1. The following activities are examples of situations that may raise questions regarding an apparent or real Conflict of Interest:

- (i) undue personal gain from University funds or resources
- (ii) excessive or unauthorized use of University time or resources for professional, charitable or community activities
- (iii) exploitation of students for private gain
- (iv) compromise of University priorities due to personal financial considerations
- (v) unfair access by an outside party to University programmes, services, information or technology
- (vi) consensual relationships within the Prague City University community where one individual has power or authority over the other
- (vii) any formal meeting where there is to be discussed any matter in which a member of that meeting has a direct personal or pecuniary interest or involvement with another.

2.2. University will not accept or enter into agreements, contracts, gifts or purchases that give rise to a Conflict of Interest unless the conflict can be eliminated or appropriately managed through administrative oversight to protect the interests of the individual and the University community.

### **3. Situations that May Create a Conflict of Interest**

#### **3.1. Staff**

3.1.1 Outside professional activities that use University resources or an individual's time on the job, thereby competing with the University or conflicting with the performance of the job, present a Conflict of Interest and are not permitted.

3.1.2 Activities that present a potential Conflict of Interest require the written permission of the SMG, Head of Academic Services or Head of Department.

#### **3.2. Teaching Faculty**

3.2.1 Appointment as a faculty member of Prague City University confers the obligation to pursue teaching, research and/or other University services.

3.2.2 A Principal Lecturer appointment conveys an obligation for a faculty member to have a significant physical presence at the University, to be accessible to students and staff, to carry his or her share of board and IV responsibilities, to meet any assigned obligations and to be available to interact with University, unless the relevant Head of School has granted specific prior approval for extended or frequent absences.

3.2.3 Student involvement in faculty enterprises may provide the potential for substantial benefits to the education and career development of the student. Such involvements need to be guided to avoid conflicts of interest or interference with the student's primary educational and research duties.

#### **4. Gifts**

4.1. Favors of any value should be recognized for their potential influence on the objectivity of judgment with respect to the provider and the recipient of the favor.

4.2. Faculty and staff shall not solicit a gift or accept a significant gift when such solicitation or acceptance may influence, or have the appearance of influencing, the performance of University duties.

4.3. A 'significant gift' is defined as any item, service, favor, money, credit, or discounts not available to others. Faculty and staff may accept trivial items as a matter of courtesy, but may not solicit them. Acceptance of social invitations to occasional business meals, entertainment and hospitality will be subject to prudent judgment as to whether the invitation places or appears to place the recipient under any obligation. Questions about the value of a gift or the appropriateness of an invitation should be referred to your Head of School or Head of Academic Services.

#### **Sanctions**

4.4. Instances of breach of this policy, including the failure to submit or submission of an incomplete, erroneous or misleading disclosure report, failure to disclose information as required by this policy, or failure to comply with prescribed monitoring procedures, will be decided in accordance with applicable

disciplinary policies and procedures as stipulated here in this handbook or the Prague City University Student Services Handbook, as applicable.

## 5.0 Contingency Plan and Adverse Effects

### **Policy Statement**

It is Prague City University's responsibility to ensure that students are not adversely affected by major disruptions in their educational path at Prague City University, including natural disasters, fire, incapacitating events due to illness or any other external factors, or having a programme withdrawn by an accrediting body.

### **GENERAL PRINCIPLES**

1. No matter how carefully the University strives to create a safe and sustainable environment, there is always a possibility that the University might experience unpredictable and sudden emergencies, including fire, natural disasters, incapacitating events due to illness or any other external factors, or having a programme withdrawn by an accrediting body.
2. It is the University's responsibility to ensure that all possible and reasonable steps are taken to ensure that students are not adversely affected in any of these circumstances.
3. The University will strive to keep the students fully informed of the situation and the options available to them. The University will also provide all possible assistance and support in either continuing their education at Prague City University or facilitating a transfer or other similar resolution.



## 6.0 Student Initiatives

### **Policy Statement**

Prague City University supports student-led events and initiatives. Preference is given to projects with applied learning opportunities that overlap with the University's core mission and priorities. However, other enrichment projects and initiatives to explore new ideas will be encouraged.

### **GENERAL PRINCIPLES**

#### **1. Introduction**

- 1.1. Student innovation is about actively engaging with the world in new ways, to tackle policy challenges and make a practical difference.
- 1.2. Independent student projects and initiatives should closely align with the University's mission.
- 1.3. Independent student projects and initiatives are considered as an integral part of the educational experience for students.
- 1.4. All student-led initiatives and events which cannot be run under Student Council (E.g. educational initiatives and events connected to the learning experience) should have a supervisor (Head of Academics or Head of School or Student Services or Programme Leader) who maintains the University's oversight and organizational control.
- 1.5. Supervisor's duties to the independent student projects and initiatives should be clearly delineated and included within his/her responsibilities (see more in no. 2).

#### **2. Procedures**

- 2.1. Preference is given to independent student projects and initiatives involving student teams working together, projects aligned with a particular school, or a profession.
- 2.2. All the officers and leaders of the independent student projects and initiatives should be registered students in good standing.

- 2.3. All independent student projects and initiatives are subject to approval from Student Services or the SMG, if necessary.
- 2.4. Students have to apply for approval by filling out the Student Independent Project Form by handing it to Student Services.
- 2.5. The student is obliged to closely work with a designated supervisor who supervises the project; and Reception and the Event Coordinator during organization of events related to the project.
- 2.6. The use of the University's name and logo may be granted with approval. This has to be decided under guidelines established by the Communications Department as any other promotional activity within the project.
- 2.7. After finishing the project, the student may be asked to submit a brief report summarizing the goal, methods, and results. The report is submitted to Student Services.

## 7.0 Exhibition and Project Budgeting

### **Policy Statement**

Prague City University is willing to contribute to the funding of exhibition or large-scale student projects or initiatives in order to support and promote activities relating to the set-up and execution of these.

### **GENERAL PRINCIPLES**

#### **1. Conditions for Fund Allocation:**

The following conditions must be met by students in order to receive funding by Prague City University.

- 1.1. Students must present their project, under guidance from a faculty member, to a panel representing the University. It is the responsibility of the students, under their faculty mentor, to come forward to this panel. This project must include a budget proposal detailing the use of the funds. This should include specific (or estimated) costs and their allocation. The project must also include a clear communications plan for the project.
- 1.2. After discussion, the panel will approve the project, including its communications plan and its budget, or ask for revisions.

- 1.3. Agreed funds, contributed by the University, will be issued in the form of reimbursement at the end of the exhibition or project, or by other agreement. Reimbursement will only be made possible through the submission of receipts related to the activities of the activity. Receipts and invoices can only be accepted by finance if they contain the name “Prague City University” or no name at all. Additionally, all receipts must be stamped from the company it is received from in order to be considered valid. The University cannot reimburse receipts or invoices made out to individual students.
- 1.4. In some circumstances (such as the rental of the exhibition space), students may receive an advance to cover the costs up front. This must be agreed to at the time of the project approval.
- 1.5. If a deposit is necessary for space or equipment rental, students must pick up and fill out a deposit form from finance to be approved before money can be allocated for the deposit.
- 1.6. Funding contributed by the University for exhibitions can be used for the the following purposes: rental of exhibition space, equipment rental, transportation and moving costs, communication and marketing materials, space development costs (i.e. paint, tape, construction materials, etc.), and food, drink, and entertainment for the opening.
- 1.7. All students participating in an exhibition are responsible for the funding provided by the University. Any outstanding debts that may appear after the close of the exhibition will be reviewed by the panel and appropriate action will be taken.

**2. Funding Amount:**

- 2.1. The amount of funding available for an exhibition, project or event is negotiated individually and in the cases of exhibitions is set in advance.

## 8.0 IT Acceptable Use Policy

### **Policy Statement**

The aim of this policy is to help ensure that Prague City University’s IT facilities can be used safely, lawfully and equitably. The issues covered by this policy are complex and it is important to read the accompanying guidance.

#### **GENERAL PRINCIPLES**

##### **1. Scope**

The policy applies to anyone using the IT facilities (hardware, software, data, network access, third party services, online services or IT credentials) provided or arranged by Prague City University.

## **2. Governance**

When using IT, you remain subject to the same laws and regulations as in the physical world. It is expected that your conduct is lawful. Furthermore, ignorance of the law is not considered to be an adequate defence for unlawful conduct. When accessing services from another jurisdiction, you must abide by all relevant local laws, as well as those applicable to the location of the service. You must abide by the regulations applicable to any other organisation whose services you access. Some software licences procured by Prague City University will set out obligations for the user – these should be adhered to. Breach of any applicable law or third party regulation will be regarded as a breach of this IT Acceptable Use Policy.

## **3. Authority**

This policy is issued under the authority of the Director, and IT services, who is also responsible for their interpretation and enforcement, and who may also delegate such authority to other people. You must not use the Prague City University IT facilities without the permission of the University. For a staff member, student or registered associate this permission is implied by the allocation of personal IT credentials. You must comply with any reasonable written or verbal instructions issued by people with the delegated authority of the Director, and IT services in support of this policy. If you feel that any such instructions are unreasonable or are not in support of this policy, you may appeal to the Director and IT services.

## **4. Intended use**

The IT facilities are provided for use in furtherance of the mission of Prague City University, for example to support a programme of study, research or in connection with employment by the institution. Use of these facilities for personal activities (provided that it does not infringe the policy, and does not interfere with others' valid use) is permitted, but this is a privilege that may be withdrawn at any point. In general, your use of IT facilities should be in a manner that is consistent with your role. Use of these IT facilities for non-institutional commercial purposes, or for personal gain, requires the explicit approval of the Director and IT services. Use of certain licences is only permitted for academic use. See the accompanying guidance for further details.

## **5. Identity**

You must take all reasonable precautions to safeguard any IT credentials (for example, a username and password, email address, smart card or other identity hardware) issued to you. You must not allow anyone else to use your IT credentials. Nobody has the authority to ask you for your password and you must not disclose it to anyone. You must not attempt to obtain or use anyone else's credentials. You must not impersonate someone else or otherwise disguise your identity when using the IT facilities.

## **6. Infrastructure**

You must not do anything to jeopardise the integrity of the IT infrastructure by, for example, doing any of the following without approval: Damaging, reconfiguring or moving equipment; Loading software on the University's equipment other than in approved circumstances; Reconfiguring or connecting equipment to the network other than by approved methods; Setting up servers.

## **7. Information**

If you handle personal, confidential or sensitive information, you must take all reasonable steps to safeguard it and must observe the University's Data Protection and Information Security policies and guidance, particularly with regard to removable media, mobile and privately owned devices. You must not infringe copyright, or break the terms of licences for software or other material. You must not attempt to access, delete, modify or disclose information belonging to other people without their permission, or explicit approval from the relevant system owner. You must not create, download, store or transmit unlawful material, or material that is indecent, offensive, defamatory, threatening, discriminatory or extremist. Prague City University has procedures to approve and manage valid research activities involving such material, and must be observed. Do report any unintended access to information e.g. receiving emails intended for others or inappropriate access to systems.

## **8. Behaviour**

Real world standards of behaviour apply online and on social networking platforms, such as Facebook, Blogger and Twitter. You must not cause needless offence, concern or annoyance to others. You should also adhere to Prague City University's guidelines on social media. You must not send spam (unsolicited bulk email). You must not deliberately or recklessly consume excessive IT resources such as processing power, bandwidth, storage space or consumables. You must not use the IT facilities in a way that interferes with others' valid use of them.

## **9. Monitoring**

Prague City University monitors and records the use of its IT facilities for the purposes of:

- The effective and efficient planning and operation of the IT facilities;
- Detection and prevention of infringement of this policy;
- Investigation of alleged misconduct.

The results of such monitoring may be shared with relevant authorities for such purposes as the prevention or detection of crime. Information will only be shared as is permitted by law. You must not attempt to monitor the use of the IT facilities without explicit authority.

## **10. Infringement**

Infringing this policy may result in sanctions under the institution's disciplinary processes. Penalties may include withdrawal of services. Offending material will be taken down. Information about infringement may be passed to appropriate law enforcement agencies, and any other organisations whose regulations you have breached. Prague City University reserves the right to recover from you any costs incurred as

a result of your infringement. You must inform the IT Department [it@pragueUniversity.cz](mailto:it@pragueUniversity.cz) if you become aware of any infringement of this policy.

## IT Acceptable Use Policy Guidance

This guidance expands on the principles set out in the policy. It gives many examples of specific situations and is intended to help you relate your everyday use of the IT facilities to the do's and don'ts in the policy. Where a list of examples is given, these are just some of the most common instances, and the list is not intended to be exhaustive. Where the terms similar to Authority, Authorised, Approved or Approval appear, they refer to authority or approval originating from the person or body identified in section 3, Authority, or anyone with authority delegated to them by that person or body.

### 1. Scope

#### 1.1 Users

This policy applies to anyone using Prague City University's IT facilities. This means more than students and staff. It could include, for example:

- External partners, contractor and agents based onsite and using Prague City University's network, or offsite and accessing the institution's systems;
- Tenants of the institution using the University's computers, servers or network;
- Visitors using the institution's Wi-Fi;
- Students and staff from other institutions logging on.

#### 1.2 IT facilities

The term IT facilities include:

- IT hardware that Prague City University provides, such as PCs, MACs, laptops, tablets, smart phones and printers;
- Software that the institution provides, such as operating systems, application software, web browsers etc. It also includes software that the institution has arranged for you to have access to, for example, special deals for students on commercial application packages;
- Data that Prague City University provides, or arranges access to. This might include online journals, data sets or citation databases;
- Access to the network provided or arranged by the institution. This would cover, for example, network connections in the residence, on campus Wi-Fi, connectivity to the internet from the University's computers;
- Online services arranged by the institution, Google Apps, or any of the online resources;
- IT credentials, such as the use of your institutional login, or any other token (email address, smartcard, dongle) issued by Prague City University to identify yourself when using IT facilities. For example, you may be able to use drop in facilities or Wi-Fi connectivity at other institutions using your usual username and password. While doing so, you are subject to this policy, as well as the regulations at the institution you are visiting.

## 2. Governance

It is helpful to remember that using IT has consequences in the physical world. Your use of IT is governed by IT specific laws and regulations (such as this policy), but it is also subject to general laws and regulations such as the University's general policies.

### 2.1 Domestic law

Your behaviour is subject to the laws of the land, even those that are not apparently related to IT such as the laws on fraud, theft and harassment. There are many items of legislation that are particularly relevant to the use of IT, including:

Obscene Publications Act 1959 [www.legislation.gov.uk/ukpga/Eliz2/7-8/66/contents](http://www.legislation.gov.uk/ukpga/Eliz2/7-8/66/contents) and  
Obscene Publications Act 1964 [www.legislation.gov.uk/ukpga/1964/74](http://www.legislation.gov.uk/ukpga/1964/74)  
Protection of Children Act 1978 [www.legislation.gov.uk/ukpga/1978/37/contents](http://www.legislation.gov.uk/ukpga/1978/37/contents)  
Police and Criminal Evidence Act 1984 [www.legislation.gov.uk/ukpga/1984/60/contents](http://www.legislation.gov.uk/ukpga/1984/60/contents)  
Copyright, Designs and Patents Act 1988 [www.legislation.gov.uk/ukpga/1988/48/contents](http://www.legislation.gov.uk/ukpga/1988/48/contents)  
Criminal Justice and Immigration Act 2008 [www.legislation.gov.uk/ukpga/2008/4/contents](http://www.legislation.gov.uk/ukpga/2008/4/contents) Computer Misuse Act  
1990 [www.legislation.gov.uk/ukpga/1990/18/contents](http://www.legislation.gov.uk/ukpga/1990/18/contents)  
Human Rights Act 1998 [www.legislation.gov.uk/ukpga/1998/42/contents](http://www.legislation.gov.uk/ukpga/1998/42/contents)  
General Data Protection Regulations 2018 [publications.europa.eu/en/publication-detail/-/publication/3e485e15-11bd-11e6-ba9a-01aa75ed71a1/language-en](http://publications.europa.eu/en/publication-detail/-/publication/3e485e15-11bd-11e6-ba9a-01aa75ed71a1/language-en)  
Data Protection Act 2018 [www.legislation.gov.uk/ukpga/2018/12/section/34/enacted](http://www.legislation.gov.uk/ukpga/2018/12/section/34/enacted)  
Regulation of Investigatory Powers Act 2000 [www.legislation.gov.uk/ukpga/2000/23/contents](http://www.legislation.gov.uk/ukpga/2000/23/contents) Prevention of  
Terrorism Act 2005 [www.legislation.gov.uk/ukpga/2005/2/contents](http://www.legislation.gov.uk/ukpga/2005/2/contents)  
Terrorism Act 2006 [www.legislation.gov.uk/ukpga/2006/11/contents](http://www.legislation.gov.uk/ukpga/2006/11/contents)  
Police and Justice Act 2006 [www.legislation.gov.uk/ukpga/2006/48/contents](http://www.legislation.gov.uk/ukpga/2006/48/contents)  
Freedom of Information Act 2000 [www.legislation.gov.uk/ukpga/2000/36/contents](http://www.legislation.gov.uk/ukpga/2000/36/contents)  
Freedom of Information (Scotland) Act 2002 [www.legislation.gov.uk/asp/2002/13/contents](http://www.legislation.gov.uk/asp/2002/13/contents)  
Equality Act 2010 [www.legislation.gov.uk/ukpga/2010/15/contents](http://www.legislation.gov.uk/ukpga/2010/15/contents)  
Privacy and Electronic Communications (EC Directive)  
Regulations 2003 (as amended) [www.legislation.gov.uk/uksi/2003/2426/contents/made](http://www.legislation.gov.uk/uksi/2003/2426/contents/made) Defamation Act 1996  
[www.legislation.gov.uk/ukpga/1996/31/contents](http://www.legislation.gov.uk/ukpga/1996/31/contents) and Defamation Act 2013  
[www.legislation.gov.uk/ukpga/2013/26/contents](http://www.legislation.gov.uk/ukpga/2013/26/contents)  
Counter Terrorism and Security Act 2015 [www.legislation.gov.uk/ukpga/2015/6/contents](http://www.legislation.gov.uk/ukpga/2015/6/contents)

So, for example, you may not:

- Create or transmit, or cause the transmission, of any offensive, obscene or indecent images, data or other material, or any data capable of being resolved into obscene or indecent images or material;
- Create or transmit material with the intent to cause annoyance, inconvenience or needless anxiety; Create or transmit material with the intent to defraud;
- Create or transmit defamatory material;
- Create or transmit material such that this infringes the copyright of another person or organisation; e.g. No uploading/downloading/sharing of illegal, pirated or unlicensed content (images, films, software, music).



- Create or transmit unsolicited bulk or marketing material to users of networked facilities or services, save where that material is embedded within, or is otherwise part of, a service to which the user or their user organisation has chosen to subscribe;
- Deliberately (and without authorisation) access networked facilities or services.

## 2.2 Foreign law

If you are using services that are hosted in a different part of the world, you may also be subject to their laws. It can be difficult to know where any particular service is hosted from, and what the applicable laws are in that locality. In general, if you apply common sense, obey domestic laws and the regulations of the service you are using, you are unlikely to go astray.

## 3. Authority

This policy is issued under the authority of the Director, and IT Services, who is also responsible for their interpretation and enforcement, and who may also delegate such authority to other people. Authority to use the institution's IT facilities is granted by a variety of means: The issue of a username and password or other IT credentials The explicit granting of access rights to a specific system or resource The provision of a facility in an obviously open access setting, such as an Institutional website; a self-service station in a public area; or an open Wi-Fi network on the campus. If you have any doubt whether or not you have the authority to use an IT facility you should seek further advice from [it@pragueUniversity.cz](mailto:it@pragueUniversity.cz). Attempting to use the IT facilities without the permission of the relevant authority is an offence under the Computer Misuse Act.

## 4. Intended use

The IT facilities are provided for use in furtherance of the institution's mission. Such use might be for learning, teaching, research, knowledge transfer, public outreach, the commercial activities of the institution, or the administration necessary to support all of the above.

### 4.1 Personal use

Students may currently use the IT facilities for personal use provided that it does not breach the policy, and that it does not prevent or interfere with other people using the facilities for valid purposes (for example, using a computer to update your Facebook page when others are waiting to complete their assignments). However, this is a concession and can be withdrawn at any time. Employees using the IT facilities for non-work purposes during working hours are subject to the same management policies as for any other type of non-work activity. In general, the use of any IT facilities should be in a manner that is consistent with your role.

### 4.2 Commercial use and personal gain

Use of IT facilities for non-institutional commercial purposes, or for personal gain, such as running a club or society, requires the explicit approval of the Director, or IT Services. The provider of the service may require a fee or a share of the income for this type of use. Even with such approval, the use of licences

under agreements for anything other than teaching, studying or research, administration or management purposes is prohibited, and you must ensure that licences allowing commercial use are in place.

## **5. Identity**

Many of the IT services provided or arranged by the institution require you to identify yourself so that the service knows that you are entitled to use it. This is most commonly done by providing you with a username and password, but other forms of IT credentials may be used, such as an email address, a smart card or some other form of security device.

### **5.1 Protect identity**

You must take all reasonable precautions to safeguard any IT credentials issued to you. You must change passwords when first issued and at regular intervals as instructed. Do not use obvious passwords, and do not record them where there is any likelihood of someone else finding them. Do not use the same password as you do for personal accounts. Do not share passwords with anyone else, even IT staff, no matter how convenient and harmless it may seem. If you think someone else has found out what your password is, change it immediately and report the matter to IT [it@pragueUniversity.cz](mailto:it@pragueUniversity.cz). Do not use your username and password to log-in to websites or services you do not recognise, and do not log-in to websites that are not showing the padlock symbol. Do not leave logged in computers unattended, and log out properly when you are finished. Don't allow anyone else to use your smartcard or other security hardware. Take care not to lose them, and if you do, report the matter to IT immediately.

### **5.2 Impersonation**

Never use someone else's IT credentials, or attempt to disguise or hide your real identity when using the institution's IT facilities. However, it is acceptable not to reveal your identity if the system or service clearly allows anonymous use (such as a public facing website).

### **5.3 Attempt to compromise others' identities**

You must not attempt to usurp, borrow, corrupt or destroy someone else's IT credentials.

### **5.4 Changing your password**

If you forget your password, you can go to Student Services and request it be reset in person. You will need to prove your identity to do this.

## **6. Infrastructure**

The IT infrastructure is all the underlying stuff that makes IT function. It includes servers, the network, computers, printers, operating systems, databases and a whole host of other hardware and software that has to be set up correctly to ensure the reliable, efficient and secure delivery of IT services. You must not do anything to jeopardise the infrastructure. Any device that is found to be disrupting or degrading the operation of the infrastructure intentionally or otherwise is subject to disconnection.

### **6.1 Physical damage or risk of damage and loss**

Do not damage, or do anything to risk physically damaging the infrastructure, such as being careless

with food or drink at a computer. Do protect IT equipment that is on loan to you or otherwise being used outside the University from improper use. i.e. Friends, relatives etc. must not be given use of this equipment. You must immediately report any lost or stolen equipment to the IT Department [it@pragueUniversity.cz](mailto:it@pragueUniversity.cz).

## 6.2 Reconfiguration

Do not attempt to change the setup of the infrastructure without authorisation, such as changing the network point that a computer is plugged in to, connecting devices to the network (except of course for Wi-Fi specifically provided for this purpose) or altering the configuration of the institution's computers. Unless you have been authorised, you must not add software to or remove software from computers. Do not move equipment without authority.

## 6.3 Network extension

You must not extend the wired or Wi-Fi network without authorization. Such activities, which may involve the use of routers, repeaters, hubs or Wi-Fi access points, can disrupt the network and are likely to be in breach of the Policy.

## 6.4 Setting up servers

You must not set up any hardware or software that would provide a service to others over the network without permission. Examples would include games servers, file sharing services, IRC servers or websites without authority.

## 6.5 Introducing malware

You must take all reasonable steps to avoid introducing malware to the infrastructure. The University may refuse or disconnect devices that are not adequately protected from malware infection. The term malware covers many things such as viruses, worms and Trojans, but basically any software used to disrupt computer operation or subvert security. It is usually spread by visiting websites of a dubious nature, downloading files from untrusted sources, opening email attachments from people you do not know or inserting media that have been created on compromised computers. If you avoid these types of behaviour, keep your antivirus software up to date and switched on, and run scans of your computer on a regular basis, you should not fall foul of this problem.

## 6.6 Subverting security measures

Prague City University has taken measures to safeguard the security of its IT infrastructure, including things such as antivirus software, firewalls, spam filters, security permissions and so on. You must not attempt to subvert or circumvent these measures in any way.

## 6.7 Using your own devices

Personal devices may be connected Wi-Fi network only. The University expects that your device will have adequate malware protection and any software it contains be properly licenced. When you connect your device to the University network you do so at your own risk. The University accepts no responsibility for consequential damage, virus infection, corruption or loss. Please be aware that the University is obliged to track device usage to guard against any illegal activity.

# 7 Information

## 7.1 Personal, sensitive and confidential information

During the course of their work or studies, staff and students (particularly research students) may handle information that comes under the General Data Protection Regulations and the Data Protection Act 2018, or is sensitive or confidential in some other way. For the rest of this section, these will be grouped together as protected information. Safeguarding the security of protected information is a highly complex issue, with organisational, technical and human aspects. The institution has policies on Data Protection and if your role is likely to involve handling protected information, you must make yourself familiar with, and abide by, these policies.

### 7.1.1 Transmission of protected information

When sending protected information electronically, you must use a method with appropriate security. Email and many other means of transmitting data are not inherently secure.

### 7.1.2 Removable media and mobile devices

Highly Confidential information must not be stored on removable media (such as USB storage devices, removable hard drives, CDs, DVDs) or mobile devices (laptops, tablet or smartphones) unless it is encrypted, and the key kept securely. If protected information is sent using removable media, you must use a secure, tracked service so that you know it has arrived safely.

### 7.1.3 Remote working

If you access protected information from off campus, you must make sure you are using an approved connection method that ensures that the information cannot be intercepted between the device you are using and the source of the secure service. You must also be careful to avoid working in public locations where your screen can be seen.

### 7.1.4 Personal or public devices and cloud services

Even if you are using approved connection methods, devices that are not fully managed by Prague City University cannot be guaranteed to be free of malicious software that could, for example, gather keyboard input and screen displays. You should not therefore use such devices to access, transmit or store protected information. Staff must not store protected information on personal cloud services such as Dropbox.

## 7.2 Copyright information

Almost all published works are protected by copyright. If you are going to use material (images, text, music, films, software), the onus is on you to ensure that you use it within copyright law. The key point to remember is that the fact that if you can see something on the web, download it or otherwise access it does not mean that you can do what you want with it. All software on any equipment connected to the University network must be properly licenced and the terms of the licence strictly observed.

## 7.3 Others' information

You must not attempt to access, delete, modify or disclose restricted information belonging to other people without their permission, unless it is obvious that they intend others to do this, or you have approval. Where information has been produced in the course of employment by Prague City University, and the person who created or manages it is unavailable, the responsible line manager may give

permission for it to be retrieved for work purposes. In doing so, care must be taken not to retrieve any private information in the account, nor to compromise the security of the account concerned. You must report any unintended access to information. e.g. Notify the sender of any email you receive that is clearly intended for someone else. The same applies should you find you have inappropriate access to information or systems. E.g. you can access resources you shouldn't be able to, report these to the relevant resource controller. Private information may only be accessed by someone other than the owner under very specific circumstances governed by institutional and/or legal processes.

#### 7.4 Inappropriate material

Prague City University has a statutory duty to aid the process of preventing people being drawn into terrorism. You must not create, download, store or transmit unlawful material, or material that is indecent, offensive, defamatory, threatening, discriminatory or extremist. The University reserves the right to block or monitor access to such material. Prague City University has procedures to approve and manage access to such material for valid research purposes. There is an exemption covering authorised IT staff involved in the preservation of evidence for the purposes of investigating breaches of policy or the law.

#### 7.5 Publishing information

Publishing means the act of making information available to the general public, this includes through websites, social networks and news feeds. Whilst Prague City University generally encourages publication, there are some general guidelines you should adhere to:

##### 7.5.1 Representing the institution

You must not make statements that purport to represent Prague City University without the approval of the Communications.

##### 7.5.2 Publishing for others

You must not publish information on behalf of third parties using the institution's IT facilities without the approval of the Director, or Communications.

## **8. Behaviour**

The way you behave when using IT should be no different to how you would behave under other circumstances. Abusive, inconsiderate or discriminatory behaviour is unacceptable. Your use of facilities should be consistent with your role.

#### 8.1 Conduct online and on social media

All use of IT facilities shall be lawful, honest and decent and shall have regard to the rights and sensitivities of other people. You should not deliberately create, use or distribute materials that could bring the University into Disrepute. Prague City University's policies concerning staff and students also apply to the use of social media.

#### 8.2 Spam

You must not send unsolicited bulk emails or chain emails other than in specific circumstances. Advice on this is available from Communications.

### 8.3 Denying others access

If you, as a student, are using shared IT facilities for personal or social purposes, you should vacate them if they are needed by others with work to do. Similarly, do not occupy specialist facilities unnecessarily if someone else needs them.

### 8.4 Disturbing others

When using shared spaces, remember that others have a right to work without undue disturbance. Keep noise down (turn phones to silent if you are in a silent study area), do not obstruct passageways and be sensitive to what others around you might find offensive.

### 8.5 Excessive consumption of bandwidth/resources

Use resources wisely. Don't consume excessive bandwidth by uploading or downloading more material (particularly video) than is necessary. You should manage resources allocated to you effectively. E.g. don't allow yourself to run out of file or email storage space. Doing so will hinder your ability to use IT services. Do not waste paper by printing more than is needed, or by printing single sided when double sided would do. Don't waste electricity by leaving equipment needlessly switched on.

## 9 Monitoring

### 9.1 Institutional monitoring

Prague City University monitors and logs the use of its IT facilities for the purposes of:

Detecting, investigating or preventing misuse of the facilities or breaches of the University policy;  
Monitoring the effective function of the facilities;  
Investigation of alleged misconduct.

### 9.2 Unauthorised monitoring

You must not attempt to monitor the use of the IT without the explicit permission of the Director, IT Services. This would include: Monitoring of network traffic; Network and/or device discovery; Wi-Fi traffic capture; Installation of key logging or screen grabbing software that may affect users other than yourself; Attempting to access system logs or servers or network equipment. Where IT is itself the subject of study or research, special arrangements will have been made, and you should contact your course leader/research supervisor for more information.

## 10 Infringement

### 10.1 Disciplinary process and sanctions

Breaches of this policy will be handled by Prague City University's disciplinary processes. This could have a bearing on your future studies or employment with the institution and beyond. Sanctions may be imposed if the disciplinary process finds that you have indeed breached the policy, for example, imposition of restrictions on your use of IT facilities; removal of services; withdrawal of offending material; fines and recovery of any costs incurred by Prague City University as a result of the breach.

## 10.2 Reporting to other authorities

If the institution believes that unlawful activity has taken place, it will refer the matter to the police or other enforcement agency.

## 10.3 Reporting to other organisations

If the institution believes that a breach of a third party's regulations has taken place, it may report the matter to that organisation.

## 10.4 Report infringements

If you become aware of an infringement of this policy, you must report the matter to the IT Department [it@pragueUniversity.cz](mailto:it@pragueUniversity.cz)

# 9.0 Information Security Policy

## **Policy Statement**

The purpose of this Policy is to implement the necessary organisational measures to ensure as far as possible that the University's Information and Information Systems are secure.

A secondary aim of the policy is to raise awareness of Information Security issues to enable those using the University's Information Systems to promptly identify and act in the case of an Information Security breach.

## **GENERAL PRINCIPLES**

This Policy informs the University's staff, students, and other individuals entitled to use University Information and Information Systems, of the principles governing the collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of information.

It is the University's aim to ensure that:

- Information will be protected against unauthorised access or misuse;
- Confidentiality of information will be secured;
- Integrity of information will be maintained;
- Availability of information / Information Systems is maintained for service delivery;

- Business continuity planning processes will be maintained;
- Regulatory, contractual and legal requirements will be complied with;
- When information is no longer of use, it is disposed of in a suitable manner;
- All information security incidents and concerns including loss, theft or unauthorised access to information or Information Systems are promptly reported and investigated through the appropriate management channel.

Information for the purpose of this policy includes any information stored on:

- Electronic Information Systems (software, computers, servers and other peripherals) whether deployed or accessed on or off campus;
- The University's computer network used either directly or indirectly for any other outsourced services;
- Hardware, software and data;
- Recordings of online lecturers;
- Electronic recording devices (video, audio, CCTV systems); and
- Hard copy documents.

## **9.0. Information Security**

The Information Security Policy will be reviewed annually to determine whether it still meets existing needs, and will be updated in accordance with changing demands. The CZ Government's guidelines are used as a guide to determining policy in relation to the University's Information Systems.

### **2.1 Authorised users of Information Systems**

All users of University Information Systems must be either formally authorised as a member of staff, or by enrolment as a student, or by such other process specifically authorised by the academic director. Authorised users will be in possession of a unique personal user identity and password which must be used at all times when using the University's IT systems. The password associated with this identity must not be disclosed to any other person.

Authorised users must take care to protect University information. Confidential or Restricted information must not be downloaded to a non-University account, shared or otherwise processed without consideration of:

- Permission of the information owner.
- The risks associated with loss of data falling into the wrong hands.
- How the information will be secured during transport and at its destination.

### **2.2 Acceptable use of Information Systems**

Use of the University's Information Systems by authorised users will be lawful, honest and decent and shall have regard to the rights and sensitivities of other people. Any misuse of an information system, breach of Information Security, concern, loss or misappropriation of University data bearing assets must be reported either to a relevant system owner or to the Information Technology and Communications Services Department (IT Department).



Any incident relating to a potential loss of personal information must be reported to the Information Compliance Team in Legal & Governance Services without delay using the Personal Data Incident Form available from student services.

### 2.3 Information System Owner

Whereas the IT Department plays an important role in ensuring that information systems remain operational (availability), it does not typically 'own' those systems. Choices about who has access, how the system is used in a business sense and the accuracy of the information contained in the system lie with the system owner. Thus for any given Information System there are activities that lie with the IT Department as well as the System's Owner.

In support of System Owners, the IT Department will ensure that centrally supported systems:

1. Are adequately protected from unauthorised access (hacking etc.), this includes any outsourced services.
2. Are physically secured against theft and damage.
3. Are built upon the principle of resilience reducing, wherever possible, single points of failure in their architecture.
4. Are recoverable should there be a failure of supporting infrastructure (Disaster Recovery). Recovery Point Objectives (RPOs) i.e. How often Information Systems are backed up and Recovery Time Objectives (RTOs) i.e. The time taken to restore a system, will be agreed between the system owner and the IT Department.
5. Are incorporated into external and internal network penetration testing schedules.
6. Are subject to secure disposal when data bearing elements are no longer required.
7. Electronic Access logs are only retained for a justifiable period to ensure compliance with the Data Protection, Investigatory Powers and Freedom of Information Acts relating to GDPR.
8. Procedures are in place to securely grant and revoke user access to systems.
9. Consideration is given to any necessary separation of duties within system roles. i.e. requestors are not also authorisers etc.
10. Data is maintained with a high degree of accuracy and security.
11. Compliance with contractual requirements is maintained (e.g. PDI-DSS).
12. A process exists to validate notifications from suppliers of feature and/or security updates that may need to be applied to Information Systems.
13. Adequate steps are taken to maintain Business Continuity should a supporting Information System become unavailable (See 4 above).
14. Any third parties entrusted with University data understand their responsibilities with respect to maintaining IT security and disposing of that data in a timely and secure manner.
15. Any suppliers given remote maintenance access to systems understand their responsibilities with respect to maintaining IT security.
16. In respect of points 14 and 15 above, wherever Personal Data is involved (as defined in the General Data Protection Regulation "GDPR") the third party security obligations must be documented in a legally binding contract. The University shall use only processors providing sufficient guarantees to implement appropriate technical and organisational measures in such a manner that processing will meet the requirements of the GDPR and ensure the protection of the rights of the data subject. All GDPR requests are processed by the University's GDPR officer.

17. Systems are used for their intended purpose and that procedures are in place to rectify discovered or notified misuse.

18. Data entering or leaving the system is classified correctly such that appropriate levels of security can be applied.

19. Wherever Schools/Departments are considering building or procuring new IT systems which will store or access personal data; or where there will be a significant change to the way personal data is processed in an existing IT system (such as information being moved to the cloud) the Data Protection Officer must be contacted at the beginning of the project to determine whether a Privacy Impact Assessment is required. No new processing activity may be started prior to this determination, and must refer to any relevant contract.

## **2.4 User Privacy**

Authorised users of Information Systems are not given rights of privacy in relation to their use of University Information Systems. Duly authorised officers of the University may access or monitor personal data contained in any University Information System (mailboxes, web access logs, file-store etc).

## **2.5 Information Classification**

Not all information is equal. It is important to have a means to classify information such that it can be adequately protected. For example, personal and private information requires higher levels of protection than public information.

The information classification scheme is simple and offers two primary levels of categorisation: Information is either unprotected (public) or protected. Protected information is either confidential or highly confidential. (See Appendix A).

The scheme exists to:

- Safeguard information from accidental or deliberate compromise, which may lead to damage and/or be a criminal offence;
- Meet legal, ethical and statutory obligations;
- Look after the interests of all those who have dealings with the University and about whom it may hold information (including staff, students, alumni, collaborators, business partners, supporters);
- Ensure information security procedures are matched to classification;

It is not possible to mandate use of the scheme in a prescriptive manner as ultimately the judgement on Information Classification is a human one. System Owners should consider how the classification system could be applied to defined datasets within Information Systems. In so doing, a protocol for data handling methods could be devised for users of such systems.

## **2.6. Ownership of information systems and policy implementation**

The Director, Academic Director and IT and Communications Services (IT Department) have direct responsibility for maintaining this policy and providing guidance and advice on its implementation regarding systems, their running and the sound application of the policy.

Information System owners are responsible for the implementation of this Policy within their area, and are required to ensure adherence.

**2.7. Breach**

Individuals in breach of this policy are subject to disciplinary procedures (staff or student) at the instigation of the Director (or above) with responsibility for the relevant Information System, which may result in disciplinary action being taken or criminal prosecution.

The University will use all available means to safeguard its Information Systems and to protect the University from any adverse impact on its operations, infrastructure or reputation.

**Appendix A: Information Classification Scheme**

**A.1 Information Classification Scheme**

The information classification scheme is in two parts. The first is guidance on classification and the second on data handling relating to classification. The high-level concept behind classification is described below.

INFORMATION		
<b>Unprotected</b>	<b>Protected</b>	
Public	Confidential	Highly Confidential

- Disclosure of information which would be highly damaging to the University either to its reputation or financially warrants a **Highly Confidential** classification.
- Disclosure of information which would be damaging or have a negative impact on the University would be classified as **Confidential**.
- There are no special security considerations for unprotected information.

A1.1 Classification serves the sole purpose of indicating the protections that must be applied to an information dataset. E.g. we can mandate that information deemed highly confidential is not sent in plain cover through the internal post.

The following may help in classifying Information:

- Personal Information will generally fall into the Protected Category. Things such as internal telephone numbers, post titles and names are not personal information for the purpose of this scheme and would not be regarded as protected information. Personal information that would be classed as protected information would be such things as Home address, Personal phone numbers etc and warrant a confidential classification. Bank account details, Credit Card numbers, Passwords or Medical records

would most safely be classified as Highly Confidential. A dataset that contains a mix of classifications must always be handled according to the most sensitive.

- There is also a consideration of volume. Disclosing a single individual's personal information (say home address) by accident or breach of security (hacking) may call into question the University's reputation as a safe pair of hands. However, losing a memory stick containing the home address of all staff would be far more serious. Thus you may wish to consider the classification of data based on volume. This is an important consideration when transmitting information, particularly outside the University.
- The value of intellectual property may also be a factor in classification for research data both in situ and in transit.
- Information Classification may vary over time. I.e. Timed press releases or other embargoed information may begin with a relevant protected classification but change to unprotected on release. Where classification may vary, it is best to treat it with the most sensitive classification from the outset.

A.1.2 Information Handling. These general guidelines apply to the handling of protected information:

- **Storage:** Information should always be stored on University provided facilities. If that storage is electronic then a location requiring authentication (not open access) must be used. University information should not be stored on unmanaged third party systems (Dropbox) or home computers. Memory sticks should only be used if encrypted. The University operates a clean desk policy and paper documents should not be left on desks.

Additional requirements for Highly Confidential Information:

- The use of memory sticks or other removable media (encrypted or otherwise) should be considered as a last resort only. The goal should be to keep such information safe within the organisation wherever possible.
- Only portable computing devices (laptops etc) featuring 'whole device' encryption are to be used.

**Dissemination & Access:** Information can be shared via Moodle or common shared drive on the server to specific groups using authentication (group membership – meeting sites etc). Generally, such circulation (including paper) should be on a need-to-know basis. Information can be accessed remotely using University managed devices. Paper documents may be circulated using the internal post system.

Additional requirements for Highly Confidential Information:

- The Information owner should conduct regular reviews of access to the information.
- All remote access must be via encrypted channels.
- Paper documents must be delivered by hand internally, marked confidential.

**Exchange & Collaboration:** Information can be emailed without encryption. Paper documents should be dispatched under plain cover.

Recipients must clearly understand the sensitivity of the information they will receive and the University's expectation upon them to care and dispose of it.

Additional requirements for Highly Confidential Information:

- Information should be encrypted prior to exchange.
- The exchange must utilise University provided facilities.
- Both the nature and the volume of the information should be considered prior to selecting a method of exchange.

Disposal: Deletion of information on any University provided equipment is necessary. Paper documents should be disposed of in confidential waste bins. Please ensure that any University device that is no longer required is given back to the IT department.

Where home IT equipment has been used for University purposes, it should be disposed of as above, by special arrangement with the University IT Department.

## Conduct Policies

### 1.0 Drug, alcohol & illegal substance abuse policy

#### **Policy Statement**

Prague City University strives to create an environment free of the illegal and/or abusive use of alcohol and/or drugs on its premises. The illegal and/or abusive use of drugs and/or alcohol by members of the University jeopardizes the safety of the individual and the campus community, and is contrary to the academic learning process.

#### **GENERAL PRINCIPLES**

#### **1. Violations and disciplinary actions**

1.1. Violations of the policy include the unlawful possession, use, distribution, manufacture, or dispensing of illicit drugs and/or alcohol, or coming to the University intoxicated or under the influence of drugs or alcohol, by students, lecturers, or staff at the University. This includes drinking alcohol while teaching and/or advising students, working, or studying at the University. The use or possession of alcoholic beverages is prohibited on University premises, except for sanctioned use for Prague City University events and social occasions.

1.2. A student who is determined to have violated this policy is subject to sanctions which may include, but are not limited to, suspension or expulsion from the University.

1.2.1. In some instances, a student will be referred to a rehabilitation programme and after successful completion of the programme, he or she may reapply for admission to the University. An individual who does not comply with this requirement will not be allowed to continue at the University.

1.3. Any lecturer or staff member found to have abused drugs and/or alcohol, and/or other illegal substances in the workplace shall be subject to disciplinary action. Potential disciplinary actions include, but are not limited to, suspension and termination from University service.

1.3.1. As a condition of continued employment, the University may require a lecturer or staff member to participate successfully in a drug/alcohol abuse assistance or rehabilitation program.

1.4. The violator may also be subject to prosecution under Czech law and face legal sanctions including fines, probation or detention.

## **2. Reporting violations**

2.1. All students, lecturers, and staff members are asked to report any violations directly to the Programme Leader, or Head of School, or Academic Services, or Student Services.

## **2.0 Harassment Policy**

### **Policy Statement**

Prague City University will not tolerate acts of harassment against or by any staff member, lecturer, or student. Prague City University defines harassment as verbal or physical conduct that unreasonably interferes with an individual's work or academic performance or creates an intimidating or hostile work or educational environment.

### **GENERAL PRINCIPLES**

#### **1. General principles**

- 1.1. Prague City University is committed to maintaining a working, learning and social environment in which the rights and dignity of all members of the University community are respected. This includes staff, students, lecturers, and visitors to the University.
- 1.2. University expects all members of the University community to treat each other with respect, courtesy and consideration. All members of the University community have the right to expect professional behaviour from others, and a corresponding responsibility to behave professionally towards others.
- 1.3. Harassment is a serious offence which is subject to the disciplinary procedures. Where necessary, complaints of harassment, bullying or other inappropriate behaviour will be investigated in line with the appropriate procedures. Allegations of harassment or bullying which arise within the University environment will normally be dealt with under the appropriate University procedure.

## **2. Definition of harassment (including bullying)**

### **2.1. Harassment**

- 2.1.1. A person subjects another to harassment where she/he engages in unwanted and unwarranted conduct which has the purpose or effect of:
  - 2.1.1.1. violating another's dignity, or
  - 2.1.1.2. creating an intimidating, hostile, degrading, humiliating or offensive environment for another.
- 2.1.2. Harassment may involve repeated forms of unwanted and unwarranted behaviour, but a one-off incident can also amount to harassment.
- 2.1.3. Harassment on grounds of sex (including gender reassignment), race, religion or belief, disability, sexual orientation or age may amount to unlawful discrimination. Harassment may also breach other legislation and may in some circumstances be a criminal offence.
- 2.1.4. Reasonable and proper management reviews of a member of staff's or a student's or a lecturer's work and/or performance will not constitute harassment or bullying.
- 2.1.5. Behaviour will not amount to harassment if the conduct complained of could not reasonably be perceived as offensive.

### **2.2. Bullying**

- 2.2.1. Bullying is a form of harassment. It may be characterised by offensive, intimidating, malicious or insulting behaviour, or misuse of power through means intended to undermine, humiliate, denigrate or injure the recipient.
- 2.2.2. Examples of behaviour which may amount to harassment and bullying include (but are not limited to) the following:

- 2.2.2.1.offensive comments or body language
- 2.2.2.2.verbal or physical threats
- 2.2.2.3.insulting, abusive, embarrassing or patronising behaviour or comments
- 2.2.2.4.humiliating, intimidating, and/or demeaning criticism
- 2.2.2.5.open hostility
- 2.2.2.6.deliberately undermining a competent person by overloading with work and constant criticism
- 2.2.2.7.isolation from normal work or study place, conversations, or social events
- 2.2.2.8.publishing, circulating or displaying pornographic, racist, sexually suggestive or otherwise offensive pictures or other materials
- 2.2.2.9.unwanted physical contact, ranging from an invasion of space to a serious assault.

Many of these examples of behaviour may occur through the use of the Internet, email, social networking sites, or telephone.

2.2.3.All of the examples above may amount to bullying, particularly when the conduct is coupled with the inappropriate exercise of power or authority over another person. Being under the influence of alcohol, illegal drugs or otherwise intoxicated is not an excuse for harassment, and may be regarded as an aggravating feature.

### **2.3.Intention or motives**

2.3.1.The intention or motives of the person whose behaviour is the subject of a complaint are not conclusive in deciding if behaviour amounts to harassment or bullying.

### **2.4.Victimisation**

2.4.1.Victimisation occurs where a person is subjected to detrimental treatment because she/he has, in good faith, made an allegation of harassment, or has indicated an intention to make such an allegation, or has assisted or supported another person in bringing forward such an allegation, or participated in an investigation of a complaint, or participated in any disciplinary hearing arising from an investigation.

2.4.2.University seeks to protect any member of the University community from victimisation arising as a result of bringing a complaint or assisting in an investigation where they act in good faith.

2.4.3.Victimisation is a form of misconduct which may itself result in a disciplinary process.



## **2.5.Malicious or vexatious complaints**

2.5.1.If a complaint is judged to be vexatious or malicious, disciplinary action may be taken against the complainant; however, such action will not be taken if a complaint which proves to be unfounded is judged to have been made in good faith.

## **3.Reporting Obligations**

3.1.Individuals who violate this Policy shall be disciplined or subjected to corrective action, up to and including termination of employment or expulsion from studies.

3.2.All members of the University community have a personal responsibility for complying with this code and people in positions of authority, such as Heads of Departments, Heads of School, and Programme Leaders have particular responsibilities under this policy, including to set a good personal example, to have regard to the principles of the policy, and to familiarise themselves with the procedures.

3.3.Any supervisor who witnesses or receives a written or oral report or complaint of harassment or related retaliation shall promptly report it to the Student Services. A failure to report this information is a violation of this Policy. In order to take appropriate corrective action, Student Services must be aware of discrimination, harassment and related retaliation that occurs at University. Therefore, anyone who believes that she/he has experienced or witnessed discrimination, harassment or related retaliation should promptly report such behavior.

## **4.Procedures**

4.1.In the event of a complaint, students should go directly to the Head of Student Services, or if that is not appropriate, to the Deputy Director, or if that is not appropriate, the Director of the University. In the event of a complaint from staff, the person should go directly to the Deputy Director or Director.

4.2.Reports or complaints pursuant to this Policy will be addressed and resolved as promptly and as practicable after the complaint or report is made. Ordinarily, investigations will be concluded and reports submitted to the SMG no later than 90 days following the receipt of a complaint.

4.3.All reports or complaints shall be made as promptly as possible after the occurrence. A delay in reporting may be reasonable under some circumstances; however, an unreasonable delay in reporting is an appropriate consideration in evaluating the merits of a complaint or report.

4.4.Student Services shall determine the most appropriate means for addressing the report or complaint. Options include but are not limited to:

- investigating the report or complaint;
- with the agreement of the parties, attempting to resolve the report or complaint through a form of alternative dispute resolution (e.g., mediation);

- determining that the facts of the complaint or report, even if true, would not constitute a violation of this Policy.

4.5. Student Services may designate another individual (either an employee, including a Head of Department, and/or Head of School, and/or Programme Leader) to conduct or assist with the investigation or to manage an alternative dispute resolution process.

4.6. The appointing authority/disciplinary authority (Head of School, and/or Head of Academics, and/or Director) must initiate formal action against that individual if she/he was found to have violated this Policy or acted inappropriately or unprofessionally.

4.7. The appointing authority/disciplinary authority shall inform, in writing, Student Services of the action taken against the individual(s) who have violated this Policy or who have behaved inappropriately or unprofessionally.

4.8. If no disciplinary action is taken, the appointing authority/disciplinary authority shall inform Student Services. In all cases, all records of discrimination, harassment and related retaliation reports and investigations shall be considered confidential and shall not be disclosed publicly except to the extent required by law.

4.9. All information concerning allegations of harassment must be treated in the strictest confidence and breaches of confidentiality may give rise to disciplinary action. All parties involved in a complaint (including any witnesses who may be interviewed as part of any investigation, or representatives supporting any of the parties) should maintain the confidentiality of the process.

4.10. No provision of this Policy shall be construed as a limitation on the authority of an appointing disciplinary party under applicable policies and procedures to initiate appropriate action. If an individual is disciplined for conduct that also violates this Policy, the conduct and the discipline imposed shall be reported to Student Services. If an investigation is conducted under this Policy and no Policy violation is found, that finding does not prevent discipline of the respondent for inappropriate or unprofessional conduct under other applicable policies and procedures.

## **5. Dissemination of information**

5.1. Student Services will broadly disseminate this Policy, distribute a list of resources available to respond to concerns of Protected Class discrimination, harassment and related retaliation and develop and present appropriate educational programs for students, lecturers, and employees.

"Protected Classes" refers to ethnicity, national origin, age, disability, creed, religion, sexual orientation, or gender identity.

## 3.0 Sexual Harassment Policy

### **Policy Statement**

All staff members, lecturers, and students have the right to expect a safe working environment. To meet moral and legal obligations Prague City University will treat any complaint of sexual harassment seriously, promptly and in a sensitive, competent and fair manner.

### **GENERAL PRINCIPLES**

#### **1.Procedures**

##### Definition of Sexual Harassment

- 1.1. Sexual harassment is a form of discrimination, which denies equality in the workplace. It affects morale, work effectiveness and the right of staff members, lecturers, and students to enjoy a safe working environment.
- 1.2. Definition of Sexual Harassment refers to any form of sexual or sex-oriented attention or behaviour which is not wanted and which is personally offensive, by the recipient's standards. It is how the recipients feel that is important. It does not refer to friendly repartee, light-hearted exchanges or occasional compliments, which by the recipient's standards are not offensive.
- 1.3. It may be a single incident, or an ongoing situation or series of incidents involving one person or a group of people. It may involve a member of Prague City University's staff, a lecturer, a student or a person with whom you have contact in the course of your work.
- 1.4. Sexual harassment may include incidents between any members of the Prague City University community, including faculty, staff, lecturers, students, and non-student or non-employee participants in the Prague City University programmes
- 1.5. Sexual harassment may occur in hierarchical relationships or between peers, or between persons of the same sex or opposite sex.

#### **2.Unwelcome conduct**

- 2.1. In determining whether the reported conduct constitutes sexual harassment, consideration shall be given to the record of the conduct as a whole and to the totality of the circumstances, including the context in which the conduct occurred.
- 2.2. Many people think that sexual harassment is limited to sexual demands made as a condition of gaining or keeping employment. In fact, it extends to a range of unacceptable behaviour including:

- 2.2.1. telling rude jokes which could reasonably be expected to embarrass or offend
  - 2.2.2. uncalled for or suggestive remarks, or teasing about a person's sex, alleged sexual activities, or personal life
  - 2.2.3. persistent, unwelcome social invitations or telephone calls from staff members, lecturers, or students at work, at home, by email or through Moodle
  - 2.2.4. hand or body gestures which are obscene or which could reasonably be expected to offend
  - 2.2.5. displaying posters, graffiti or pictures which could reasonably be expected to offend
  - 2.2.6. unwanted or deliberate physical contact, kissing or embracing someone against their will
  - 2.2.7. requesting sexual favours in exchange for a grade, job, or to retain a job, or for better conditions in the classroom etc.
  - 2.2.8. using authority or physical strength to place someone in a sexually threatened position.
- 2.3. Sexual harassment also includes criminal behaviour such as indecent exposure, sexual assault and rape. Sexual harassment is about the abuse of power, rather than sexuality itself. It leaves the person being harassed feeling uncomfortable, uneasy, humiliated and embarrassed. It violates an individual's personal rights because the behaviour is forced, not freely chosen.

### **3. Dissemination of information**

- 3.1. Prague City University regards sexual harassment as totally unacceptable.
- 3.2. Prague City University is committed to ensuring that:
  - 3.2.1. all staff members, lecturers, and students understand what sexual harassment is, that it is unacceptable and will not be tolerated (the Sexual Harassment Policy can be found in the Student Services Handbook)
  - 3.2.2. effective action is taken to prevent sexual harassment from occurring and to promote a safe and secure working environment for all staff, lecturers, and students
  - 3.2.3. staff members, lecturers, and students understand the formal and informal procedures which are available to deal with sexual harassment should it occur

### **4. Failure to comply**

- 4.1. Failure to comply with the above requirements shall be considered a violation of Prague City University policy.

4.2. Prague City University will respond promptly and effectively to reports of sexual harassment, and will take appropriate action to prevent, to correct, and if necessary, to discipline behavior that violates this policy.

4.3. This policy also prohibits retaliation against a person who reports sexual harassment, assists someone with a report of sexual harassment, or participates in any manner in an investigation or resolution of a sexual harassment report. Retaliation includes threats, intimidation, reprisals, and/or adverse actions related to employment or education.

## **5. Reports of sexual harassment**

5.1. Prague City University staff members are responsible for reporting sexual harassment.

5.2. Any member of the Prague City University community may report conduct that may constitute sexual harassment under this policy.

5.3. In addition, supervisors, managers, and other designated employees are responsible for taking whatever action is necessary to prevent sexual harassment, to correct it when it occurs, and to report it promptly to the appropriate official designated to review and investigate sexual harassment complaints.

5.4. The University shall provide a prompt and effective response to reports of sexual harassment.

5.5. A prompt and effective response may include early resolution, formal investigation, and/or targeted training or educational programs.

5.6. Upon findings of sexual harassment, Prague City University may offer remedies to the individual or individuals harmed by the harassment consistent with applicable complaint resolution and grievance procedures. Such remedies may include counseling, an opportunity to repeat course work without penalty, changes to student housing assignments, or other appropriate interventions.

5.7. Any member of the Prague City University community who is found to have engaged in sexual harassment is subject to disciplinary action up to and including dismissal in accordance with the applicable Prague City University disciplinary procedure.

5.8. Generally, disciplinary action will be recommended when the harassing conduct is sufficiently severe, persistent, or pervasive that it alters the conditions of employment or limits the opportunity to participate in or benefit from educational programs.

5.9. Any manager, supervisor, or designated staff member responsible for reporting or responding to sexual harassment who knew about the harassment and took no action to stop it or failed to report the prohibited harassment also may be subject to disciplinary action.

5.10. Because sexual harassment frequently involves interactions between persons that are not witnessed by others, reports of sexual harassment cannot always be substantiated by additional evidence. Lack of corroborating evidence or "proof" should not discourage individuals from reporting sexual harassment

under this policy. However, individuals who make reports that are later found to have been intentionally false or made maliciously without regard for truth, may be subject to disciplinary action under the applicable Prague City University disciplinary procedure. This provision does not apply to reports made in good faith, even if the facts alleged in the report cannot be substantiated by an investigation.

## 4.0 Consensual Relationships

### **Policy Statement**

A consensual relationship, for the purposes of this policy, is defined as one in which two individuals are involved by mutual consent in a romantic, physically intimate, and/or sexual relationship. This definition includes domestic partners and spouses.

### **GENERAL PRINCIPLES**

#### **1. Conflicts of Interest Arising out of Consensual Relationships**

- 1.1. A consensual relationship that might be appropriate in other circumstances is inappropriate and poses a potential conflict of interest when one individual has responsibility for supervising, directing, overseeing, evaluating, advising, or influencing the employment or educational status of the other. It is always the responsibility of the individual in authority to maintain appropriate professional boundaries. Individuals in authority are expected to be aware of their professional responsibilities and avoid apparent or actual conflict of interest, favoritism, or bias.
- 1.2. This policy addresses potential conflict of interest situations applicable to all members of the Prague City University community: faculty and other academic personnel; students; senior managers; staff members; and contract employees.
- 1.3. This policy is intended to apply to all types of conflicts of interest created by consensual relationships within the Prague City University community where one individual has power or authority over the other. Relationships covered by this policy include, but are not limited to, relationships between supervisor and supervisee; lecturer and staff member; lecturer and student, student and student; or other.

#### **2. Procedures**

- 2.1. Because of the potential for a conflict of interest, any member of the Prague City University community who enters into a consensual relationship with someone over whom he or she has supervisory, decision-making, oversight, evaluative, or advisory responsibilities shall take effective steps to remove himself or herself from any professional decisions concerning that individual. The individual in authority can be held accountable for creating a sexually hostile environment and thus should avoid creating a situation that adversely impacts the working or learning environment of others.

- 2.2. The individual in authority shall eliminate, or arrange with his or her supervisor to eliminate, any potential conflict of interest. Ways to eliminate conflicts of interest may include, but are not limited to, transfer of either individual to another position; transfer of supervisory, decision-making, oversight, evaluative, or advisory responsibilities to another employee or team of employees; or providing an additional layer of oversight to the supervisory role.
- 2.3. Prague City University recognizes that a consensual relationship may exist prior to the time an individual is assigned to a supervisor. Supervisory, decision-making, oversight, evaluative, or advisory responsibilities for someone with whom there exists a consensual relationship shall not be accepted unless effective steps can be taken to eliminate any potential conflict of interest in accordance with this policy.

## 5.0 Disciplinary Regulations

### **Policy Statement**

These Regulations aim to make sure that instances of alleged disciplinary Misconduct are dealt with fairly and promptly at the appropriate level by those with the relevant authority. These Regulations apply to all cases of student and staff discipline except academic or research misconduct cases, which are dealt with under separate regulations.

### **GENERAL PRINCIPLES**

#### **1. The Informal Disciplinary Procedure**

1.1 The Informal Stage of the disciplinary process can be used to deal with some instances of Misconduct. It is likely that most instances of Misconduct will be of a minor nature and as such can be dealt with locally and informally by the member of staff most closely involved, simply and quickly by way of an oral warning and/or by advice and guidance to correct the behavior or conduct. This can include advice that any repetition or escalation of the behavior could lead to formal disciplinary proceedings under these Regulations. If the member of staff believes the situation warrants it, they may place a record of the incident on the student's file.

1.2 The Disciplinary Procedure referred to in paragraph 2 (below) should be invoked where informal action has failed to address the matter, or where the allegation is of such a serious nature that informal action would not be appropriate and/or where the Misconduct calls for an investigation.

#### **2. The Formal Disciplinary Procedure**

##### **2.1 Initiation of the Disciplinary Procedure and Investigation**

2.1.1 The Disciplinary Procedure will be invoked when the University becomes aware of an allegation of Misconduct.

2.1.2 Upon receipt of an allegation of Misconduct, within five days of receipt of the allegation Student Services will appoint an Investigating Officer, and report the case to the SMG. The Investigating Officer will inform the relevant parties that an allegation of Misconduct has been received, and carry out an investigation normally within 20 days of his/her appointment and determine, unless he/she decides (in consultation with the Student Services that: a) the matter is not sufficiently serious enough to justify formal disciplinary action; or b) due to the serious nature of the alleged Misconduct, Suspension, Restriction or Expulsion should be considered, and the alleged Misconduct should be dealt with under the Formal Procedure of these Regulations; or c) the matter may constitute a criminal offence and a decision is taken to report it to the police; or d) the matter should be dealt with under another of the University's Policies or Procedures; or e) the matter should be considered under the Summary Procedure outlined in the Regulations; or f) there is insufficient evidence to proceed with a finding and the matter is deemed closed.

2.1.3 For the purpose of these Regulations, Heads of Schools and Associate Heads of Schools, Head of Academic Services and Head of Student Services and designated nominees have the power to act as Investigating Officer.

2.1.4 Any investigation into an allegation of Misconduct should normally include the offer of a meeting with the student who is the subject of the allegation and/or the student being able to make their case in writing, and informing the student in writing of the evidence that has been presented against them. The invitation to any such meeting should be in writing and should inform the student that they will have the right to be accompanied to the meeting by a 'friend' as referred to in Annex E (paragraph 1 a)). Where possible this invitation should give the student five days' notice of the meeting. The Investigating Officer will collect factual evidence in connection with the matter, which can include identification of any witnesses or relevant written statements.

## 2.2 Summary Procedure

2.2.1 If, following the investigation, the Investigating Officer considers it appropriate to do so (and in consultation with the Student Services if necessary), he/she can make a summary finding. This decision will normally be relayed to the student in writing within five days of the completion of the investigation. A copy of the decision will be sent to SMG and will also inform the student of his/her right of Appeal to the Misconduct Appeals Committee ("the Appeal Committee").

2.2.2 In reaching a decision on whether the matter should be dealt with summarily, the Investigating Officer shall consider the nature of the allegation and whether the penalties available in the event of a decision that an act of Misconduct has occurred would in the Investigating Officer's opinion be sufficient.

2.2.3 The outcomes and penalties available to a Investigating Officer are set out at Annex B. (Multiple penalties can be combined where reasonable and appropriate. Consideration of appropriate penalties may also take into account misconduct, which is minor but persistent).



2.2.4 Further to the outcomes and penalties available to the Investigating Officer in Annex B, where he/she determines that the case of Misconduct is one of serious Misconduct and/or punitive Suspension, Restriction or Expulsion may be a more appropriate penalty, he/she may, following advice from Student Services, refer the case under the Formal Procedure to the Student Disciplinary Committee.

## 2.3 Formal Procedure

2.3.1 Pursuant to paragraph 2.2.3 above, where a Investigating Officer determines that a case of Misconduct is one of serious Misconduct and/or punitive Suspension, Restriction or Expulsion may be a more appropriate penalty, he/she will, refer the case to SMG for a formal hearing by the Student Disciplinary Committee.

2.3.2 The Student Disciplinary Committee (“the Committee”) will be made up of:

- (i) A member of the Executive Senior Management;
- (ii) A Head or Associate Head of School;
- (iii) Head of Student Services, with no prior involvement in the case (or his/ her nominee);

2.3.3 Where alleged Misconduct is referred to the Committee, the student will be advised in writing of the nature of the alleged Misconduct, the date of the hearing and be provided with any evidence that will be put before the Committee. Written notification of the hearing and the relevant evidence will normally be provided at least ten days in advance of the hearing. The student will also be informed of their right to be accompanied at the hearing by a ‘friend’ as defined in Annex E (paragraph 1 a)). Where the Committee deems there are special circumstances which require a shorter period of notice of hearing be given, the reasons for this will be explained to the student. Any hearing will normally take place within 30 days of referral by the Investigating Officer.

2.3.4 The student must provide any evidence which they wish to put before the Committee at least five days prior to the date of the hearing. The Investigating Officer and/or the student may wish to invite witnesses to appear before the Committee. If this is the case the Investigating Officer and/or student should notify Student Services at least seven days before the hearing.

2.3.5 An Officer from Student Services shall act as Clerk in an advisory capacity to the Committee but shall not constitute a member of the Committee or take part in the decision-making. A secretary will also be present to make a record of the hearing.

2.3.6 The procedure for the Committee Hearing is set out in Annex C. This procedure may be varied by the Committee where appropriate to do so and the Committee has the right to impose reasonable time limits on any aspect of the hearing. In exceptional cases (for example, where the Committee is unable to reach a decision without further information), it may adjourn for up to 20 days and defer its decision. If members of the Committee do not agree unanimously, a majority verdict may be reached.

2.3.7 Upon making its decision, the Committee may impose any penalty as defined in Annex B. The Committee may also impose a punitive Suspension, Restricted or Exclusion. Further, the Committee may choose to dismiss the case altogether. The student will be informed, in writing, of the outcome of the

hearing within five days and where the student is subject to a penalty will be informed of his/her right to appeal to the Appeal Committee.

2.3.8 The Committee's determination will be confirmed to other relevant members of the University and relevant associated organisations in writing (but limited to only those people and/or departments who are required to know).

### 3.0 Appeals against the decision of the Investigating Officer/Student Disciplinary Committee

3.1 A student may appeal any decision of the Investigating Officer or the Committee, except where the decision is to dismiss the case against him/her in full.

3.2 An appeal must be submitted to Student Services within 10 days of the date of the decision letter.

3.3 An appeal against a penalty or penalties imposed by the Investigating Officer or the Committee may be made on one or more of the following grounds: (i) that the disciplinary process was not conducted in accordance with these Regulations; (ii) that new evidence has become available which was not, and which could not reasonably have been made available at the time the case was considered; (iii) the penalty or penalties imposed was/ were disproportionate to the offence.

3.4 The Head of Academic Services will review the case on the basis of such evidence that has been provided to determine whether the grounds permitted under paragraph 3.3 (above) have been satisfied. Head of Academic Services will then decide on the appropriate action of:

- (i) dismissing the appeal at this stage on the basis that the appeal is not based on any of the permitted grounds; or
- (ii) direct the Investigating Officer or Committee to reconsider the earlier decision; or
- (iii) refer the appeal to the Misconduct Appeals Committee ("the Appeal Committee"). The decision of Head of Academic Services will not be subject to further internal appeal.

3.5 Student Service will inform the student of their decision usually within 10 days of receiving the appeal. If the decision is to dismiss the appeal at this stage, a 'Completion of Procedures Letter' will be issued.

3.6 If Head of Academic Services determines that permitted grounds for an appeal are made, an Appeal Committee will be arranged, normally within 25 days of receiving the student's appeal. The Appeal Committee will be made up of: (i) The Director (or other member of the Executive Team with no prior involvement in the case), acting as Chair; (ii) Head of School with no prior involvement in the case; (iii) a Member of Student Services with no prior involvement in the case.

3.7 A Member from Student Services shall act as Clerk in an advisory capacity to the Appeal Committee but shall not constitute a member of the Committee or take part in the decision-making. A secretary will also be present to make a record of the hearing.

3.8 The student shall be given at least 10 days' notice in writing of the Appeal Hearing. The procedure for the hearing of the Appeal Committee is set out at Annex D. The student will also be informed of their right to be accompanied at the hearing by a 'friend' as referred to in Annex E (paragraph 1 a)). The student must provide, via Student Services, any further evidence which they wish to put before the Appeal Committee at least five days prior to the date of the hearing. Depending upon the procedure under which disciplinary action was taken and who took the disciplinary action, the Investigating Officer or Chair of the Student Disciplinary Committee will attend the appeal hearing to present their findings. They and/or the student may wish to invite witnesses to appear before the Appeal Committee. If this is the case Student Services should be notified at least seven days before the hearing.

3.9 The Appeal Committee may, after hearing the case: (i) uphold the original decision; (ii) dismiss the appeal; (iii) reverse the decision and substitute its own decision and/or penalty from one or more of the penalties referred to in Annex B or paragraph 8.2.4 as it thinks appropriate; (iv) reduce, uphold or increase any penalty.

3.10 The Chair of the Appeal Committee will normally inform the student in writing of the decision made by the Appeal Committee within 10 days of the hearing. A 'Completion of Procedures Letter' will also be issued. The decision of the Appeal Committee is final.

#### 4.0 Precautionary action in advance of the Disciplinary Process (Summary or Formal)

4.1 Upon receipt of an allegation of Misconduct and where the nature of the alleged Misconduct suggests there may be a risk to the safety of others, where the student accused of the Misconduct may be at risk of harm or where a student is the subject of a criminal investigation, the relevant Head of School or Programme Leaders will undertake a risk assessment and submit this to the Head of Academic Services for consideration, which may result in action as follows:

- (i) A requirement that the student complies with specific conditions, for example agreeing not to contact another student or students; and/or
- (ii) Suspending or Restricting the student pending the outcome of the Disciplinary Process (Summary or Formal) or criminal investigation.

#### 4.2 For the purposes of these Regulations, Suspension and Restriction are defined as follows:

- (i) Suspension involves a total prohibition on attendance at or access to the University and from any participation in University activities (which may be subject to qualification, such as permission to attend for the purpose of an examination).
- (ii) Restriction involves the withdrawal of the right of access to specified buildings, activities, facilities or services of the University, or other named person(s) the exact details of which will be specified in writing.

4.3 Suspension or Restriction is a neutral act in the context of the eventual determination of whether an allegation of Misconduct is to be proven or not proven.

4.4 A student shall not be Suspended or Restricted unless he or she has been given the opportunity to make brief oral representations to the Director, Deputy Director, Head of Academic Service, unless it is not possible, in which case he or she shall be entitled to make written representations. In cases of great

urgency, the Director, Deputy Director, or Head of Academic Service, is empowered to suspend a student with immediate effect, provided that the matter is reviewed within 10 days.

4.5 Where the Director, Deputy Director, or Head of Academic Service makes the decision to Suspend or Restrict a student pursuant to section 4.1 (above) the reasons why this action is being taken may be communicated orally to the student in the first instance. Where this is the case, written confirmation outlining the reasons for the decision and notice of the student's right of appeal will normally be provided within five days. The Director, Deputy Director, or Head of Academic Service will also provide a report, in writing, to the relevant Head of School and Student Services (and such other staff who may need to know for the purposes of policing the Suspension or Restriction) concerned informing of the Suspension or Restriction, normally within five days.

4.6 The student may appeal the initial decision to suspend and/or restrict them by submitting a written request stating the reason for the appeal to the Director, Deputy Director, or Head of Academic Service, via Student Services, within five days of the date of the notice of Suspension and/ or Restriction.

4.7 The Director, Deputy Director, or Head of Academic Service will consider the appeal by way of a review of the relevant evidence and within 10 days of receipt may take action as follows:

- (i) uphold the original decision and confirm the terms of the Suspension and/or Restriction;
- (ii) uphold the original decision but reduce or restrict the terms of the suspension and/or restriction;
- (iii) overturn the original decision and remove the Suspension and/or Restriction.

4.8 Any Suspension and/or Restriction under paragraph 4 of these Regulations will, unless otherwise stated, be for an initial period of up to four weeks, which can be renewed following review by the Director, Deputy Director, or Head of Academic Service with the opportunity for the student to make further written representations. At renewal of a Suspension and/or Restriction the University will make it clear to the student when the next date for review will occur (e.g. a further four weeks to allow the University to gather more evidence, or in serious cases involving criminal allegations, when a court case against the student is concluded). The student will also be informed of their right to submit new information at any point that is material to the continuation of the Suspension and/or Restriction.

## Annex A – Student Code of Conduct

### 1.0 Purpose

All students of the University are required at all times to conduct themselves in an appropriate manner in their day-to-day activities, including in their dealings with other students, staff and external organisations. Students are also required under the University's Agreement to Study Conditions to comply with all relevant University policies and regulations. The University's Agreement to Study Conditions along with all relevant student policies and procedures which can be found on the University's Moodle page.

The Student Code of Conduct sets out the expectations the University has in respect of the behaviour of all of its students. It outlines examples of behaviours that the University may deem to be misconduct (although the examples given are not exhaustive).

The University has formal disciplinary procedures that are followed in cases where students are found to have breached the Student Code of Conduct, the 'Student Disciplinary Regulations' ("the Disciplinary Regulations"). Any action taken under the Disciplinary Regulations can lead to expulsion, suspension, restrictions and formal reprimands depending on the severity of the breach. The University however reserves the right to deal with breaches of the Student Code of Conduct via any of its other student regulations (for example, Academic Misconduct, etc.).

When considering what action to take against a student the University will consider the severity of the breach, the impact on other students and staff, and any previous incidents of misconduct. Accumulated breaches of the Student Code of Conduct may result in more severe sanctions being applied and a formal consideration of the implications for the programme of study.

## 2.0 Scope

The Student Code of Conduct applies to all students of the University and to the following circumstances:

- activities in which they engage in their capacity as students of the University; or
- services or facilities they enjoy by virtue of being a student of the University (e.g. equipment, facilities, etc.); or
- their presence in the vicinity of, or their access to, any premises owned, leased or managed by the University; or
- any activity not covered above, which is considered to adversely affect the safety, interests or reputation of the University, its students, employees or authorised representatives, as outlined in this Code.

## 3.0 Misconduct Offences

The following examples of misconduct are not exhaustive and the University reserves the right to consider/investigate any complaints not specifically listed below. The University may decide to take action for misconduct offences whether they take place on University premises or elsewhere, including on social media. The term “Person” means any student, employee, visitor, subcontractor or other authorised representative of the University.

### **3.1 Behaviour towards others**

- a) Students shall act with respect and reasonable consideration towards every Person;
- b) Students shall not behave in a disorderly, abusive, threatening, intimidating, indecent, slanderous, libelous or offensive manner (whether by actions, speaking or in writing, including by electronic means);
- c) Students shall not behave in a physically violent manner (including, but not limited to, punching, kicking, slapping, pulling hair, biting, pushing, and shoving);
- d) Students shall not commit sexual misconduct (including, but not limited to, engaging or attempting to engage in kissing, touching inappropriately through clothes, sexual intercourse or a sexual act without consent, sharing private sexual materials of another person without consent, inappropriately showing sexual organs to another person and making unwanted remarks of a sexual nature);
- e) Students shall not steal, misuse, deface or damage property belonging to any Person;
- (f) Students shall comply with any reasonable instructions, including producing appropriate identification, as requested by any Person in the execution of their duties;
- (g) Students shall not obstruct, disrupt or interfere with, the duties or activities of any Person or disrupt or interfere with any academic, administrative, sporting, social or other University Activities; (h) Students shall not knowingly publish, be published in or distribute a poster, notice, sign or any publication which may be considered offensive, intimidating, threatening, indecent or illegal, or which may be considered to make others fearful, anxious or apprehensive;
- (i) Students shall not offer or give money, gifts or other incentives to any Person with the intention of inducing that Person to perform his/ her job improperly or to reward him/her for doing so;
- (j) Students shall not engage in conduct which unjustifiably infringes freedom of thought or expression whilst on University premises or engaged in University work, study or activity;

(k) Students shall not harass, victimise or discriminate against any Person on grounds of age, disability, race, ethnic or national origin, religion or beliefs, sex, sexual orientation, gender reassignment, pregnancy, maternity, marriage or civil partnership or socio-economic background.

### **3.2 Bringing the University into disrepute**

Students shall not exhibit any behaviour or engage in any activity, whether within the University premises or elsewhere, which has the potential to damage or has damaged the good name of the University (without prejudice to the right to fair and justified comment and criticism).

### **3.3 Use of buildings, grounds & equipment**

- (a) Students shall not litter on campus grounds;
- (b) Students shall not steal, deface, misuse, misappropriate or damage any property belonging to the University or associated organisations, whether deliberately or recklessly;
- (c) Students shall not take part in any trespass against, or unauthorised occupation of, any part of the University premises (including any residence). Occupation will be deemed to be unauthorised if continued after reasonable notice to desist has been given or if the student has occupied premises, or a part thereof, to which access by students is normally prohibited;
- (d) Students must comply with relevant regulations regarding the use of recording devices, mobile phones, personal music equipment, etc. when they are in any teaching/learning setting, examination or library premises;
- (e) Students shall not engage in any trade or business, or engage in the activities of any other form of employment, on University premises, other than employment by the University, without relevant permissions;
- (f) Students shall not misuse or make unauthorised use of University premises or items of property, including IT facilities or safety equipment;
- (g) Students shall not breach the conditions of a tenancy/licence agreement in respect of University residential accommodation;
- (h) Students shall not use or misuse, produce, trade, store or transport drugs or other illegal substances or keep in University accommodations, any paraphernalia that could be used in relation to drug use or misuse;
- (i) Students shall not breach any specific rules adopted by a service, School, Department or building within the University (for example, Library Regulations, rules relating to use of the University Gym, etc).

### **3.4 Health and Safety**

- (a) Students shall not behave in a way that may affect the health and safety of, cause or potentially cause injury or harm to a Person;
- (b) Students shall not behave in a way that may or does lead to the activating of a fire or smoke alarm or otherwise misuse fire safety equipment (including in the Residence);
- (c) Students shall not smoke in any areas other than those designated as authorised smoking areas;
- (d) Students shall not keep, carry on their person, use or threaten to use any offensive weapons, acid or other irritants, imitation firearms, ammunition, fireworks, explosives or any highly combustible materials or any article deemed to be an offensive weapon even if properly licensed on University premises.

### **3.5 University administration, policies & regulations**

- (a) Students shall comply with all relevant University rules, regulations and policies;
- (b) Students shall not be engaged in fraud, deceit, falsification of documents, deception or dishonestly in relation to the University or any Person.

### **3.6 Compliance with the Student Code of Conduct and Adjudication Procedure**

- (a) Students shall not assist, encourage or incite any other student to behave in a way which may constitute a breach of the Student Code of Conduct;
- (b) Students may be held responsible for any breach of the Student Code of Conduct committed by any person whom they have invited to any part of the University (including the Residence);
- (c) Students may be held responsible for any misconduct which amounts to a breach of the Student Code of Conduct which occurred prior to enrolment at the University and which was not previously known to the University, which raises questions about the fitness of the student to remain a member of the University community, poses a threat to any Person or the discipline and good order of the University, or raises questions about the student's fitness to be admitted to and to practice any particular profession to which the student's course or programme of study leads to directly;
- (d) Students shall co-operate with the implementation of the Student Code of Conduct and any associated disciplinary action;
- (e) Students shall comply with the outcome of any disciplinary process as a result of a breach of the Student Code of Conduct;
- (f) Students shall not intimidate, victimise or threaten any person who has raised a complaint against them in respect of a breach of the Student Code of Conduct, or any witnesses who are involved in that complaint;
- (g) Students shall not make false, frivolous, malicious or vexatious complaints about another person. Where they do they may themselves be deemed to have breached the Student Code of Conduct and will be subject to the procedures in investigating this breach.

### **3.7 Compliance with the Law**

- (a) Students shall not engage in conduct which constitutes a criminal offence within the premises of the University, at institutions where students are placed or visiting as part of their studies, or elsewhere;
- (b) Students shall report to the University immediately any instances in which they have been involved which gave rise to them being arrested, under police investigation, charged or convicted of a criminal offence;
- (c) Students shall not deliberately do, or fail to do, anything which causes the University to be in breach of a statutory obligation;

### **3.8 Use of Social Media**

- (a) Students shall not set up social media sites, post new, or reply to existing posts, on any form of social media that contravenes the University's IT Acceptable Use Policy. Although not exhaustive, students



shall not use social media, including whilst on placement or working in work based situations or elsewhere, in a manner that may be considered as:

- i. Bullying or harassment
- ii. Professional misconduct
- iii. Bringing the University into disrepute
- iv. Showing a lack of respect and/or reasonable consideration towards others.

### **3.9 Academic Misconduct**

- (a) Students must attend and fully engage in all learning activities and adhere to all external body requirements;
- (b) Students must conduct themselves appropriately in all programme-related activities, including placements;
- (c) Students shall not participate in any assessment offences, including making use of unfair means in any University assessment or assisting another Person to make use of such unfair means; (d) Students shall not participate in any misconduct in the course of carrying out any research activities.

### **3.10 Misconduct in the Residence**

- (a) Students shall comply with the conditions relating to standards, behaviour and domestic arrangements required in the Residence as outlined in their tenancy agreement;
- (b) Students shall comply with a direction of any Person, in the execution of their responsibilities in relation to the Conditions of the Residence.

## **Annex B – Outcomes and Penalties**

- a) Dismissal of the case;
- b) Requirement for a verbal or written apology;
- c) Guidance and advice regarding future behavior;
- d) Informal warning (not held on student's file);
- e) Formal written warning, to be held on the student's file for a time limited period, which will be taken into account in any future disciplinary cases within that timescale;
- f) Formal permanent written warning to be held on the student's file for the duration of their study, and which will be taken into account in any future disciplinary cases;
- g) Requirement for student to sign a 'good behavior agreement';

- h) Order for restitution and/ or compensation for damage or loss;
- i) Order the withdrawal of any benefit, facility or privilege for such period as the considered appropriate, including notice to quit the University's Residence;
- j) Requirement for the student to attend a relevant support service;
- k) Reasonable requirement that the student should carry out an activity, which contributes to the University community, particularly where that activity relates to their offence;
- l) Reasonable restrictions on communication with named students or members of staff, either verbally or via written or electronic or other means;
- m) Report to any relevant professional or statutory body (which may in some instances be mandatory);
- n) Referral of case to other procedures;
- o) Production of an action plan for completion within a set period of time (normally a maximum of three months), where possible with the agreement of the student, setting out actions to be taken to address any issues, by whom, a completion date for any actions, and how and when a review of the action plan will be undertaken.

## Annex C – Procedure of Student Disciplinary Committee

- (i) Disciplinary Committee members will meet without the student present to consider matters of process.
- (ii) The student and 'friend' (where accompanied) and the Investigating Officer (accompanied by a colleague if requested) will join the meeting and the Chair will invite those present to introduce themselves and will outline the procedure of the hearing.
- (iii) The Investigating Officer outlines the offence against the student including calling any witnesses. Members of the Committee may ask questions of the Investigating Officer and any witnesses. The student may ask questions of the Investigating Officer and any witnesses via the Chair.
- (iv) The student will be asked to present their case in response to the alleged offence and call any witnesses.
- (v) The Investigating Officer may ask questions on any representations made by the student or their witnesses via the Chair.
- (vi) The Committee may question the student and/or the Investigating Officer and/or any witness for clarification purposes.

(vii) The Investigating Officer will sum up their case.

(viii) The student will sum up their response, which may include any submission in mitigation.

(ix) Witnesses will be asked to withdraw.

(x) The student (and friend), along with the Investigating Officer (and colleague), will be asked to withdraw to allow the Committee to consider its decision.

(xi) The Committee will consider the evidence in private and reach a decision.

## Annex D – Procedure for a hearing of the Appeal Committee

(i) In the event of a hearing of the Appeal Panel all parties will be notified of the date not less than 15 days before the date of the hearing.

(ii) The Appeal Committee will call the student and the Chair of the Disciplinary Committee as witnesses. Other witnesses may also be called by the Appeal Committee.

(iii) Copies of all documentation will be circulated to all parties not less than five working days in advance of the hearing, although later circulation may be allowed at the discretion of the Chair.

(iv) At the start of the hearing the Chair of the Appeal Committee will invite the student to summarise the grounds for their appeal against the decision of the Disciplinary Committee. The student may call any witnesses upon whom they rely. Members of the Appeal Committee may ask questions of the student and any witness for clarification purposes. The Investigating Officer or Chair of the Disciplinary Committee may ask questions on any representations made by the student and/or witnesses via the Chair of the Appeal Committee.

(v) The Chair of the Appeal Committee will then invite the Investigating Officer or Chair of the Disciplinary Committee to state the case for upholding the findings and decisions. The Investigating Officer or Chair of the Disciplinary Committee may call any witnesses upon whom they rely. Members of the Appeal Committee may ask questions of the Investigating Officer or Chair of the Disciplinary Committee and any witness for clarification purposes. The student may ask questions on any representations made by the Investigating Officer or Chair of the Disciplinary Committee and/or witnesses via the Chair of the Appeal Committee.

(vi) Having completed any questioning the Chair of the Appeal Committee will ask the parties to withdraw.

(ix) The Appeal Committee will reach its decision by a simple majority.

(x) The Appeal Committee, having completed its discussion of the appeal and having reached a decision on the matter in private, shall recall the student and the Investigating Officer or Chair of the Disciplinary Committee to the meeting.

(xi) The Chair will then announce the decision on the Appeal Committee to the student and the Investigating Officer or Chair of the Disciplinary Committee.

## Annex E – General Principles

### 1. General

a) Students subject to a disciplinary process under these Regulations shall have the right to be accompanied to any meeting or hearing by a ‘friend’, who may be a Prague City University student or member of staff. The role of the friend is to provide moral support during a meeting or hearing. The friend must not be a witness. The friend is able, at the discretion of the person convening the meeting or the Chair of any relevant committee, make representations and ask questions of witnesses via the Chair.

b) The University will wherever possible seek to adhere to the time limits outlined in these Regulations; however, in cases where there are special circumstances which require deviation from specified time limits, students will be advised of the reasons for this by the relevant member of staff depending upon the stage the disciplinary process has reached. Reference to timescales in these Regulations relate to calendar days excluding the Christmas closure period of the University and statutory bank holidays.

c) Students will be given the opportunity to attend any hearings in person. The University reserves the right, however, to proceed with any investigation, summary finding, disciplinary hearing in the absence of a student, subject to the student having been properly notified of the date and time of the meeting or hearing, or in cases where criminal proceedings do not allow the student to attend in person.

d) The University reserves the right not to proceed with any investigation following an allegation of Misconduct if it is considered that there are insufficient grounds or evidence to do so.

e) The standard of proof to be adopted during the application of these Regulations will be ‘on the balance of probability’. This means that the University is satisfied that, on the evidence available, the student’s guilt is more likely than not.

### 2. Students under the age of 18

Where a student under the age of 18 years old is subject to disciplinary action under these Regulations a responsible adult (normally a parent or guardian) will be asked to attend any meetings held. Where a student under the age of 18 is given a written warning or expelled or suspended from the University, a parent or guardian will be informed in writing.

### 3. Data Protection

a) All processing of personal data is undertaken in accordance with the General Data Protection Regulations and the Data Protection Act 2018.

b) Information relating to allegations made or action taken under these Regulations will be treated as confidential subject to the need to disclose it within the University to the persons and departments named. The information will only be used for the purposes outlined in this procedure.

c) Subject to paragraph 3 b) (above) the University reserves the right to disclose the outcome of any action taken under these Regulations to the Czech Foreign Police and Visa and Immigration Service, or the police. In the case of reporting Misconduct to the police, the University will take into consideration the views of any victim before doing so, but will not be bound by these views.

d) Where a student submits a complaint to the Office of the Independent Adjudicator for Higher Education ("OIA"), relevant information shall be disclosed to that office in order for the review to take place.

e) Any witness statements made in connection with a disciplinary investigation will be shared with the student accused of Misconduct, as will the identity of those making those statements. If in an exceptional case where there is clear risk of harm the University would vary this position, subject to agreement by the University Secretary.

f) Where a third party has been involved in a case as a victim of the alleged Misconduct, the University will normally, upon request, provide information on whether the case is being considered, and what the outcome is of any disciplinary hearing consisting of the decision regarding whether it has been agreed Misconduct had occurred and the penalty imposed as identified under these Regulations.

g) The University reserves the right to refer to disciplinary findings when requested to provide a reference, but would only do so in cases which resulted in expulsion, punitive restriction or suspension, or exceptionally where failure to include mention in a reference would create a material risk in the context of the employment (for example, if it involved working with children). In any such exceptional case, the consent of the Head of Student Services must be sought before any such reference is made.

## 4. Students with Health Conditions

a) While diagnosed health difficulties do not necessarily mitigate the imposition of penalties on disciplinary grounds, there may be circumstances where the processes under these Regulations may need to be informed by an understanding of the impact of such difficulties upon a student's behaviour. Where there are such concerns, the Head of School or Head of Academic Services, and/or the Investigating Officer should consult with Student Services both at the initiation of disciplinary proceedings and before any final action is taken. This is to ensure that the student is properly supported throughout the process and that any Disciplinary Proceedings are informed by a clear understanding of the relevance of the student's health condition on the allegation of Misconduct concerned.

b) Interim action, such as Precautionary Suspensions and Restrictions may be taken against students with health conditions but in such cases, the student should be directed to appropriate support from either within or outside of the University, as part of the process.

c) Where a student is deemed to be in a state of mind or health, which is perceived to pose a threat to, or affect the welfare of staff and/or students of the University, or is disruptive of the learning and teaching process, the University reserves the right to refer the student under the Fitness to Study Policy & Procedure. In such cases, the Head of Academic Services will make the decision as to if/when cases should be transferred. This does not prevent the University from making a decision to suspend/ restrict or expel a student under these Regulations should the situation warrant it. Any such action will comply with the Human Rights Act 1998 and the Equality Act 2010.

## 5. External Review

At the conclusion of the University's internal processes under these Regulations, the student shall be issued with a 'Completion of Procedures' letter in the manner prescribed by the OIA. A student who is dissatisfied with the outcome of the procedure under these Regulations may submit a complaint to Pearson, Teesside University or the OIA under the rules of its scheme within 12 months of the issue of the 'Completion of Procedure' letter. Information on the process may be obtained directly from Student Services or the OIA at <http://www.oiahe.org.uk> .

## 6. Support

Wellbeing support for students subject to disciplinary proceedings under these Regulations (or for students who are involved as victims of misconduct, or as witnesses) is available from Student Services. Students are encouraged to seek support at all stages of this process if required.

## 7. Anonymous Allegations

Anonymous allegations will not normally be considered unless they are accompanied by clear and verifiable evidence which points to Misconduct in which case the person in receipt of the information will be considered to have 'discovered evidence of Misconduct'.

## 8. Witnesses

a) The student will normally be told the names of any witnesses whose evidence is relevant to his/her disciplinary case, unless the person responsible for considering the allegation exceptionally and reasonably believes that a witness's identity should remain confidential. There should be no normal expectation that the identity of witnesses will be kept confidential and witnesses should understand that evidence provided by them will, other than in exceptional circumstances, be provided to the student who is subject to disciplinary proceedings.

b) If a student's disciplinary case is to be considered at a hearing by either the Committee or the Appeal Committee, both parties may call witnesses, who have relevant evidence to provide which has a bearing on the material aspects of the case. The witnesses will only be invited to attend the portion of the hearing when their evidence is required for consideration, and are expected to leave at the conclusion of their evidence. It is the parties' responsibility to inform their witnesses of the date, time and venue of the hearing and provide them with copies of appropriate documentation.

c) The Secretary of the Committee or Appeal Committee, on behalf of the Committee, may call for written witness statements in support of the allegation in advance of the hearing. If such statements are obtained, all parties will be entitled to see them in advance of the hearing and normally at least five days beforehand.

d) Witness evidence presented at the hearing will normally be oral, given by witnesses appearing in person. The Committee or Appeal Committee may accept a witness' written statement in evidence where the student agrees that the witness need not attend, or where it is impracticable for the witness to attend, or where in the opinion of the Chair it is for some other reason in the interests of justice to do so.

e) The presentation of any new witnesses, by either party, will only be accepted in exceptional circumstances with agreement of the Chair. This may result in an adjournment of proceedings to provide all parties with the opportunity to consider the matter.

f) The Chair may call any appropriately qualified persons to give technical or expert evidence. The Chair may adjourn or postpone the hearing pending provision, and consideration by the parties, of the relevant expert report. In such cases, it is the responsibility of the Chair to ensure that the witness is provided with the appropriate documentation.

g) A witness may be recalled to give further evidence only with permission of the Chair.

## 9. Communication

For the purpose of this process, written communication with a student and relevant staff can be in paper or electronic format e.g. email. Students are expected to check regularly their University e-mail account. Written communications may also be sent to the current address (during the semester) or home address (outside the semester) as recorded on the University's student record system. Students are responsible for ensuring that these contact details are kept up to date. Non-receipt of properly addressed and dispatched correspondence will not be accepted as valid grounds for delay or annulment of procedures or outcomes under these Regulations, nor will it be accepted as grounds for appeal.

## 10. Behaviour at Meetings/Hearing

All participants at meetings and hearings are expected to behave in an orderly and non-confrontational manner. If the appropriate Chair of the meeting or hearing believes it necessary, they may adjourn or halt proceedings if, in their opinion, progress of the meeting/hearing is being hampered by a participant's behaviour.

## 11. Location of Meetings/Hearings

Any meeting/hearing will normally be held at either the University's campuses. Students and staff based in other locations may either attend the relevant campus or participate in meetings/hearings electronically for example, Zoom or Skype. Those who wish to do so must inform the relevant Chair prior to the meeting/hearing.



## 12. Recording of Proceedings

A written record shall be kept of any meetings/hearings held under these Regulations and may be used as part of proceedings. The audio recording of a meeting/hearing held under this process is prohibited subject to such reasonable adjustments as may be agreed by the University where required under the Equality Act 2010.

## 13. Document Retention

Any documentation obtained, or produced, as part of this process will be kept in accordance with University policy.

## 14. Monitoring and Evaluation

a) At the conclusion of a disciplinary matter, the formal record of proceedings and any penalty imposed on the student will be retained in accordance with University policy.

b) Once a year, Schools/Departments should normally submit to Student Services an annual report on the aggregated data about the use of this process. The report shall provide statistical data, identify any trends, or wider issues. Student Services shall transcribe this into its annual report to the relevant University Committee/Boards, and make any observations and/or recommendations that may assist the University to further good practice in the management of this process.