



Getting to know your Educational Rights

A Guide for
Undergraduate Students



Students'
Union
Bath Spa

#1. You have the right to apply for mitigating circumstances

But what does that mean?

During your time at university you may find yourself unable to submit your work on time due to deterioration in your mental health, sudden illness or another reason out of your control. Whilst you are able to request a short extension from your module leader, this may not be adequate. If this is the case you can use your right to apply for mitigating circumstances and if approved, you will be able to submit work at a later point, with no penalty (submission will usually be the next assessment period, so if your work was due in January, you can submit it during the Semester 2 assessment period, usually around June).

Mitigating Circumstances will usually require evidence such as a doctor's note, though this doesn't apply during the Covid-19 pandemic.

If you are unsure what evidence is needed, you can ask either the Student Information Desk (mycourse@bathspa.ac.uk) or the Students' Union Advice Centre (su-advice@bathspa.ac.uk)

The logo for the Students' Union Bath Spa, featuring the text "Students' Union Bath Spa" in a white sans-serif font inside a white rounded rectangle.

Students'
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#2. You have the right to be informed about any additional course costs

But what does that mean?

Your course may require you to pay additional course costs, these may be mandatory for you to successfully complete your course or they could be optional. Examples include art supplies and materials, workshop fees, and field trips. You have the right to know about these costs before you begin your course.

#3. You have the right for a Students' Union representative to attend a formal University meeting with you

But what does that mean?

As a student you may find yourself in a situation where you need to attend a formal meeting with University staff. Examples of these formal meetings include misconduct panels, being asked to give evidence or to talk about your progression. Before these meetings you are entitled to talk to the SU Advice Centre and to request a representative from the SU to support you at the meeting.

Always remember you can email us for support on su-advice@bathspa.ac.uk.

#4. You have the right to be consulted, either directly or through your Course Rep, about any changes to your course.

But what does that mean?

During your time at Bath Spa changes may be made to your course. This is usually because staff believe these changes will help to improve your experience.

However, students have the right to be consulted about, and in some cases to provide consent for, changes to their course. Often the students who are consulted are the Course Reps.

If you ever want to find out who your course rep is, email us on su-academicreps@bathspa.ac.uk or check on the SU website.

#5. You have the right to high quality and constructive feedback on assessed work within 15 working days.

But what does that mean?

When you submit a formal assessment, you have the right to receive your mark along with feedback within 15 working days, not including vacations and university closure days. Dissertations and major projects may take 30 days. If there is a reason that it may take longer than this, the reason for the delay should be clearly communicated to you along with when you can expect your result.

If you do not receive this feedback, we recommend getting in touch with your Course Rep. To find out who your course rep is, email su-academicreps@bathspa.ac.uk.

#6. You have the right to receive appropriate support throughout your studies, particularly if you are a student with a disability

But what does that mean?

All students should receive appropriate support to successfully complete their studies. This includes support from your module tutors, course leaders, personal tutors, and Student Wellbeing Services. If you declare a disability to the University, you have the right to support which may include reasonable adjustments. When you declare a disability, you are invited to complete an Academic Access Plan Questionnaire. This questionnaire helps the Accessibility Team to create an appropriate Academic Access Plan for you which will include recommendations for reasonable adjustments. This may include extra time in exams, making sure the content is in an accessible format for you or alternative assessments.

#6. Continued

The Accessibility Team in Student Wellbeing Services can also support you to access the Disabled Students' Allowance (DSA) to help cover the costs of equipment you may need for your course such as text to speech software or specialist support such as a mentor. The amount you can access through DSA will depend on your disability and how this impacts your ability to study your course.

For some disabilities you may have to pay to get a screening before you will be able to access support but the Accessibility Team in Student Wellbeing Services will be able to advise if you need to do this.

#7. You have the right to a named personal tutor

But what does that mean?

When you begin your studies at Bath Spa you should be assigned a personal tutor. If you don't know who your personal tutor is you can email personaltutor@bathspa.ac.uk to find out. Your personal tutor will usually introduce themselves at the beginning of the academic year and then provide ongoing support throughout your studies.

#8. You have consumer rights under consumer protection law

But what does that mean?

Consumer law can be complex and a bit tricky! It applies to the relationship between undergraduate students and universities. The university is required to provide you with accurate material information to help your decision when applying for your course, this includes course content, the full cost of the course and how the course will be assessed. This doesn't just include written information included in the prospectus or on the university website but also includes any information shared with you during an open day. Consumer law also applies to terms and conditions which set out what you can expect from the university and what the university can expect from you. These terms must be fair, accessible, and transparent - you will have been asked to agree to these when enrolling each year.

#9. You have the right to be treated equally, regardless of protected characteristics.

But what does that mean?

You have the legal right to be treated equally including in all decisions regarding assessments, learning conditions and progression regardless of any protected characteristic you may identify with. The protected characteristics are: age, disability, gender reassignment, marriage and civil partnership, being pregnant or on maternity leave, race (including colour, nationality, ethnic or national origin), religion or belief, sex and sexual orientation. The university has an equality policy which applies to all staff and students and activities run by the university. At no point at university should you feel disadvantaged or discriminated against due to your identity.

#10. You have the right to complain

But what does that mean?

If something isn't quite right on your course or your wider student experience you have the right to complain. The easiest way to raise your concerns is via your Course Rep or via [Unitu](#). Both allow you to raise concerns and complaints anonymously if you wish to and allows others to share if they have had a similar experience. You can also directly contact the relevant staff member about your concerns, and they may invite you to a meeting to discuss possible solutions.

If you are unable to informally resolve your concerns through these methods, you are able to submit a formal complaint. The University is required to provide a complaints process that is accessible, clear and fair to students. You will need to complete a form where you will be asked to outline the informal steps you have already taken to resolve the issue and then to provide details of the issue itself. We strongly recommend you [contact the Students' Union Advice Centre](#) before submitting a formal complaint.

Accessing Support

If you ever feel like any of these rights have been challenged, the Students' Union is here to offer you advice and support. We'll either be able to help you sort your query, or at the very least, be able to pass you on to the relevant team at the university.

Get in touch with the SU Advice Centre by emailing su-advice@bathspa.ac.uk, or alternatively, email bathspasu@bathspa.ac.uk to be directed to the relevant member of staff.

For more course specific feedback and concerns, speak to your Course Rep. If you're unsure who your course rep is, email us with your course title and year on su-academicreps@bathspa.ac.uk to be put in touch.

For more information on university policy and complaints procedures, [head to the university website](#).