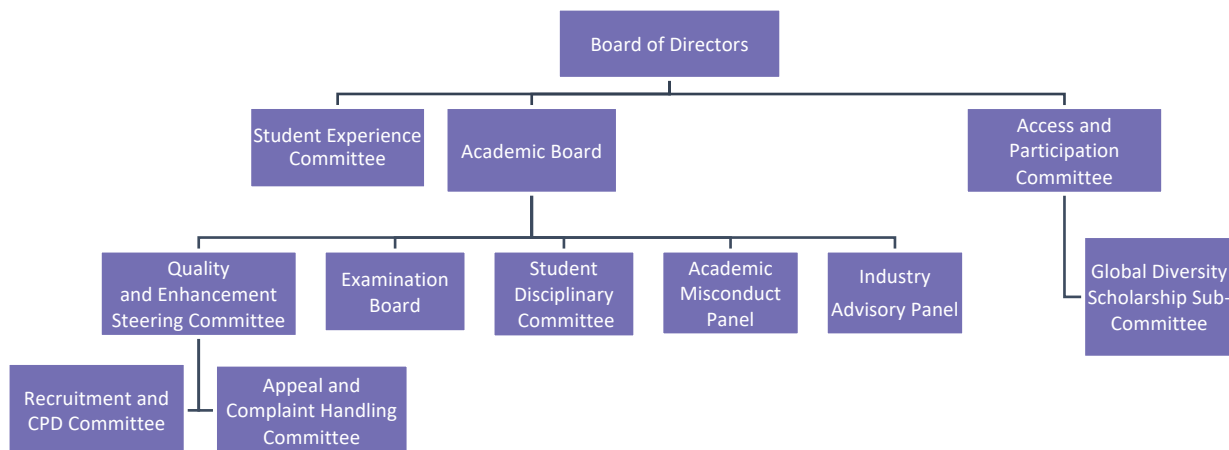


**ACADEMIC COMMITTEES  
HANDBOOK (24/25)**

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*NB: The existing Academic Committees Regulations contain Terms of Reference (ToRs) that are valid for the academic year 24/25, tailored to the current structure, staff, and resources of OELS:*



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## **General Regulations**

The Academic Committees Regulations at OELS are designed to ensure robust governance, transparency, and alignment with institutional strategy across all academic committee functions. These regulations set forth the framework within which academic committees operate, outlining their roles, responsibilities, and the processes they must follow to support the school's mission and strategic objectives.

OELS governance framework is aligned with the OfS's public interest governance principles, which emphasize accountability, transparency, and the safeguarding of students' interests. This alignment ensures that OELS not only meets regulatory requirements but also upholds its duty towards stakeholders, including students, staff, and the wider community. Regular reviews of our governance practices are conducted to ensure continuous compliance and alignment with these principles.

The General Regulations section establishes foundational principles that guide the operation of all academic committees. These principles are designed to ensure governance integrity, operational transparency, and strategic alignment across all committee activities, providing a consistent framework under which each committee functions.

### **Integration with Institutional Strategy**

Committees must ensure their activities support the broader strategic goals of OELS. Annual reviews assess how committee objectives contribute to the institution's long-term goals, with adjustments made to maintain focus and effectiveness.

### **Conflict of Interest**

It is imperative for all committee members to disclose any personal or professional interests that might influence their judgment or decisions within committee meetings. To maintain fairness and impartiality, those with conflicts must exclude themselves from discussions and voting on related matters.

### **Transparency and Documentation**

Detailed records of all committee meetings must be maintained, documenting discussions, decisions made, and action items assigned. These records are to be securely stored and made available to authorized members to ensure ongoing transparency and provide a reliable record of committee activities.

### **Organization of Meetings:**

To ensure effective governance and timely decision-making, the agenda for each committee meeting will be prepared and circulated to all members at least seven days in advance. Following each meeting, the Chair will review and approve the draft minutes which will then be distributed to all members no later than one month post-meeting. This practice ensures that all members are

kept informed of the outcomes and decisions promptly, fostering transparency and accountability within the committee's operations.

**Virtual meetings**

Recognizing the need for flexible meeting arrangements, as per decision of the Board committees may conduct meetings virtually. Clear rules are established for these meetings: all members must confirm their presence verbally for attendance purposes, discussions must follow the predetermined agenda distributed prior to the meeting, and votes are cast either verbally or via a secure digital platform to ensure accuracy and accountability. This ensures that decision-making remains effective and inclusive, regardless of members' locations.

## **Academic Board Terms of Reference (24/25)**

### **Purpose and Objectives:**

The Academic Board at OMNES Education London School (OELS) is responsible for ensuring the highest academic standards that align with sector-recognized benchmarks, including those set by the OfS, and maintaining comparability with other Higher Education Institutions (HEIs) in England and internationally. The Board maintains oversight of academic policies, establishes and promotes innovative quality enhancement initiatives in teaching and learning, and ensures a robust and rigorous quality assurance framework to support academic excellence across OMNES Education London School.

### **Terms of Reference:**

Subject to any general or particular direction that may from time to time be given by the Board of Directors, the Academic Board is charged by the Board of Directors:

- To consider and advise the Board, on the Board's responsibilities with respect to the Office for Students (OfS) conditions of registration..
- To maintain an overview of OMNES Education London School academic strategies, policies and procedures pertaining to the following:
  1. teaching and learning
  2. assessment including examinations; the Academic Board engages with external examiners to ensure that assessments and qualifications meet national standards.
  3. innovations in educational practice: setting and maintaining academic standards
  4. amending courses and modules, ensuring they meet the necessary academic quality and respond effectively to feedback from various stakeholders, including students and external examiners.
  5. culture of active student engagement, ensuring that student feedback is integral to the continuous improvement of teaching and learning experiences.
  6. course development, monitoring and review; the Academic Programmes Director will report on any programme request or development which will be approved by the Academic Board.
  7. student behaviour and discipline
  8. student experience and students' interests; the Student Experience Manager will report on the latest student surveys and class representative meetings
  9. academic staff development; the HR Officer will report on academic staff appointment, recruitment and training.
  10. quality management: through the Quality and Enhancement Steering Committee, the Academic Board will ensure that all internal quality assurance procedures meet institutional standards. The Academic Board will receive regular reports on module

evaluation data, and will discuss and review updates on any developments in the evaluation process

11. overview of the work of other committees which report to Academic Board by receipt of progress reports of subcommittees (Access and Participation Committee, Student Experience Committee, Quality Enhancement Steering Committee and Examination Board or other committees that Academic Board may constitute)

- To promote academic freedom and freedom of speech. The Academic Board should take such steps as are reasonably practicable to ensure that freedom of speech within the law is secured within OELS and that academic staff have freedom to offer opinions with freedom.

#### **Membership:**

- The Director of Teaching & Learning (acting as Chair)
- The Quality Manager (acting as Secretary)
- The Chief Academic Officer – *representative of the parent organisation OMNES Education Group*
- The OELS Director
- The Academic Programmes Director
- The Student Experience Manager
- The Academic Services Officer
- 1 Programme Lead<sup>1</sup>
- 1 Lecturer<sup>2</sup>
- 2 Student Representatives<sup>3</sup> (invited for part of the Academic Board)
- 1 External Lecturer – *external member of the Board*

#### **Meetings and Reporting:**

1. The Academic Board reports to the Board of Directors, acting with delegated authority to take decisions in the area of quality assurance and academic standards. An update on each Academic Board meeting will be shared with the Board of Directors.
2. The Academic Board is to meet three times a year and at such other times as may be determined by the Chair. It will usually meet in September, April and June and will interact electronically as necessary. The members of the Board will receive written reports and updates, which will be circulated among attending colleagues and students 5 days in advance of each meeting. An agenda will be circulated 7 days in advance. Following approval by the

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<sup>1</sup> Appointed for one year

<sup>2</sup> Appointed for one year

<sup>3</sup> Appointed for one semester (as per current maximum length of the programme)

Chair, draft minutes will be circulated to the members no later than one month after the Board. The minutes of the Academic Board will be available on the internal platform page for the students and for the staff.

3. In case of unforeseen circumstances, the Board of Directors may require the Academic Board to hold an exceptional meeting in addition to the regular meetings.
4. The Academic Board will be divided into two parts: Firstly, the Board will meet without student representatives to discuss any sensitive issues that should not be shared with students or do not affect them. The second part includes all members. As a general rule, the time will be split evenly, but this will depend on the specific agenda set.

## **Student Disciplinary Committee Terms of Reference (24/25)**

### **Purpose and Objectives:**

To receive and consider cases of serious breaches of non-academic conduct and to reach and impose an appropriate penalty in cases which are proven.

### **Terms of Reference:**

- To ensure that every disciplinary case is handled with impartiality and fairness.
- To provide a structured process where all parties involved can present their case and evidence.
- To align the committee's procedures with external regulatory requirements, specifically taking into account the guidelines provided by the Office for the Independent Adjudicator (OIA).
- To assess the validity and relevance of all evidence and testimonies presented during the hearings.
- to ensure that the decision-making process is based on factual evidence and aligns with institutional policies.
- To decide on the appropriate sanctions for students found in violation of the institution's codes of conduct, which may range from warnings to expulsion, depending on the severity of the misconduct.
- To ensure that the penalties imposed are consistent, equitable, and proportional to the misconduct.

### **Members:**

The membership of the Committee shall include:

- The OELS Director (acting as Chair)
- The Quality Manager (acting as Secretary)
- 1 Lecturer
- 1 Student designated at the start of each semester from the Student Representatives

Other members of staff or faculty may be asked to attend the meetings when appropriate.

All members of the Disciplinary Committee are bound indefinitely to keep the deliberations confidential.

### **Meetings and Reporting:**

The committee will convene as required by the caseload, but not less than twice per academic year.



The student is notified by the Chair of the Disciplinary Committee via email of a Disciplinary Committee hearing at least 5 working days before the date. All supporting documents must also be shared with the student at least 5 working days before the hearing.

The Secretary of the Committee will report the decision of the hearing Committee in a letter sent by email with delivery receipt to the student and inform him or her of the right to appeal as per OELS Appeals and Complaints procedure. If no appeal is received within 5 working days of the Disciplinary Committee hearing, the action proposed shall be imposed and the disposition shall be considered final.

The appeal must state the grounds for believing the decision to be erroneous or unfair. An appeal of a disciplinary decision may be made only on justifiable grounds, including irregularity in proceedings, punishment inconsistent with the nature of the offences, additional pertinent evidence not available for the original hearing, or a question of fact. The request for an appeal may be denied if the student fails to show sufficient grounds for an appeal.

## **Access and Participation Committee Terms of Reference (24/25)**

### **Purpose and Objectives:**

This Committee has been established to widen student access and participation, improve student progression, and achieve improved education and employment outcomes for all students. It will ensure compliance with the requirements and guidance of the Office for Students. It will provide strategic leadership in identifying and implementing initiatives and activity programmes that support student access, progression, and outcomes, and monitor and evaluate progress in these areas. Each year the committee will identify and implement a programme of work to achieve its aims, which will be evaluated annually.

### **Terms of Reference:**

- To provide a strategic framework and identify programmes of work that aim to widen student access and participation, improve student progression, and achieve improved education and employment outcomes for all students.
- To receive reports on Access and Participation initiatives with a focus on monitoring, evaluation and impact (in particular with regards to scholarships).
- To provide guidance and strategic direction on Access and Participation.
- To provide a summary of progress and issues to the Board of Directors.
- To take action, if needed following, the Quality and Enhancement Steering Committee' update.

### **Membership:**

- The OELS Director (acting as Chair)
- The Welfare and Wellbeing Key contact (acting as Secretary)
- 1 Lecturer<sup>4</sup>
- The Student Experience Manager
- The Finance Officer & Student Pre-arrival Support

### **Meetings and Reporting:**

1. The Access and Participation Committee reports to the Board of Directors. It acts with delegated authority to take decisions with regards to quality assurance, academic standards, widening participation and access to higher education
2. The Committee may bring matters to the attention of the Board of Directors as required.
3. The Access and Participation Committee is to meet at least once a year and at other times which may be determined by the Chair. It will usually meet in February and will interact

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<sup>4</sup> appointed by the Director of Teaching & Learning for 1 year, renewable 1 year

electronically when necessary. The members of the Committee will receive written reports and updates, which will be circulated among attending colleagues and students 5 days in advance of each meeting. The minutes of the Access and Participation Committee will be available on the internal platform page for the students and for the staff.

4. From time to time, the Committee will establish working groups or commission individuals to carry out detailed work under the Committee's oversight.
5. In case of unforeseen circumstances, the Board of Directors may require the Access and Participation Committee to hold an exceptional meeting in addition to the regular meetings.

## **Examination Board Terms of Reference (24/25)**

### **Purpose and Objectives:**

Ensure fair treatment of all students in regard to their grades and honours.

### **Terms of Reference:**

#### **The Examination Board:**

- To review marks awarded in assessments and checks that assessments have worked as intended. This might be, for example, by:
  - considering the spread of marks in a cohort
  - comparing against historic performance.
- To decide if students meet the academic requirements for the semester/programme.
- To consider the impact an approved request for mitigating circumstances has had on students' performance.
- To consider any penalties for academic misconduct.
- To ensure homogeneity, where applicable, of grades with Home Schools.
- To report incident(s) during assessments.
- To decide on awards.

If students wish to present evidence related to any specific circumstances, they must email the documentation to the Secretary at least five working days in advance of the Examination Board meeting.

The Examination Board reviews the grades and makes decisions regarding whether students who failed their programme:

- Retake failed modules.
- Fail to be awarded the corresponding credits.
- Are awarded bonus points to allow them to pass (see below).

Taking into account all or some of the following - the student's work, attendance, participation, behaviour, overall average, special circumstances that may have occurred during the programme and the ECTS credits of the respective module - the Examination Board can decide to give a bonus point to help students pass a module. The decision must be fair and consistent for all students. As a general rule, bonus points cannot be applied to modules with a grade lower than 9/20, and the overall programme average should be approximately 12 or above.

The decision of the Examination Board is final and cannot be appealed. The only exception can be process-related, such as documentation provided by the student not being presented at the Examination Board due to an internal error.

### **Membership:**

- The Director of Teaching & Learning (acting as Chair)
- The Academic Services Officer (acting as Secretary)
- The OELS Director
- 1 External Examiner (optional)

**Meetings and Reporting:**

1. The Examination Board reports to the Academic Board, acting with delegated authority to take decisions in the area of quality assurance and academic standards. An update on each Examination Board meeting will be shared with the Academic Board and the Access and Participation Board Committee.
2. The Examination Board may bring matters to the attention of the Board of Directors as required.
3. The Examination Board is to meet six times a year and at such other times as may be determined by the Chair. It will usually meet in January (Fall), March (Fall resits), May (Spring), June (Spring resits), August (Summer), and September (Summer resits), once the results of the programmes are available, and will interact electronically as necessary. The members of the Board will receive written reports and updates, which will be circulated among attending colleagues 3 working days in advance of each meeting. An agenda will be circulated 5 working days in advance. Following approval by the Chair, draft minutes will be circulated to the members no later than one month after the Board. The minutes of the Board will be available on the internal platform page ('M' drive) for the staff.
4. In case of unforeseen circumstances, the Board of Directors or the Academic Board may require the Examination Board to hold an exceptional meeting in addition to the regular meetings.

## **Global Diversity Scholarship Sub-Committee Terms of Reference (24/25)**

### **Purpose and Objectives**

The Global Diversity Scholarship Committee is established to oversee the awarding of scholarships to international students. This document outlines the committee's roles, responsibilities, and operating procedures. As part of the access and participation statement, OELS awards scholarships or waives student fees with the aim of widening and internationalising the student body. Beyond basic criteria for eligibility in line with the objective of the scholarship, OELS welcomes applications students from all backgrounds as it believes in diversity and inclusion and recognises the positive impact on the learning process, debates and cooperation between students when the student cohort is diverse.

### **Terms of Reference:**

1. The committee will discuss all eligible applications.
2. Eligibility criteria include the following:
  - a. The student must be studying outside the OMNES Education Group.
  - b. The student must not be a native/advanced French speaker.
  - c. All required documentation is submitted in English. This includes:
    - i. An academic reference letter from a previous/current teacher.
    - ii. A personal motivation statement outlining their interest in the programme with personal examples and experience included.
    - iii. Proof via a language exam or academic reference of a B2 level in English.

### **Membership:**

- The Finance and Pre-Arrival Support Officer (acting as Chair)
- The Campus Coordinator (acting as Secretary)
- 1 Permanent Lecturer/Programme Lead

Membership of the committee may be rotated throughout the year, but it will always contain three members, one of whom must be the Chair or a designated replacement.

### **Invited:**

Additional members may be invited by the Chair if they have specific expertise that may be required for the decision-making process.

### **Meetings and Reporting:**

1. The Committee reports to the Access and Participation Committee, acting with delegated authority to take decisions in the area of scholarships. An update on each

Scholarship Committee meeting will be shared with the Access and Participation Committee. All applications will receive a response from the Chair within 5 working days of the Committee meeting.

2. The Global Diversity Scholarship Committee is to meet approximately once a month whenever there are applications to review.

## **Industry Advisory Panel Terms of Reference (24/25)**

### **Purpose and Objectives**

OELS programmes are designed to educate young people to meet the needs of the economy. The aim is to equip them with relevant and up-to-date skills. The purpose of the Industry Advisory Panel (IAP) is to gather feedback from professionals who are actively involved in the industry. This feedback will be valuable when reviewing and updating the programmes.

OELS establishes an Industry Advisory Panel specific to sectors where it offers programmes. It may also be the case for OELS to decide on an Industry Advisory Panel in sectors where there are currently no programmes, but potential new programmes are under consideration.

The panel meets once a year in order to take an active look at the programmes (content, project outcomes, student feedback, career destinations) with a view to providing strategic advice on improving it.

### **Participants:**

- The Student Experience Manager (acting as Co-chair & Secretary)
- The Academic Programmes Director (acting as Co-chair)
- At most 5 professionals from the industry
- At least 1 Lecturer

Membership is by invitation only.

OELS seeks to maintain diverse representation on the IAP.

The Chairs may decide to invite other members of OELS community when relevant.

The Panel gathers once a year.

All participants will receive the following documents at least 5 working days before the meeting:

- Programme descriptions
- Module Handbooks
- Student Handbook

Minutes will be taken by the secretaries and circulated to all attendees within 2 weeks of the Panel. The Minutes may also be an important element of the programme development process.

### **Role and Responsibilities**

- To discuss the current programme design and its relevance to emerging industry needs. Is the programme comprehensive? Are there any key topics missing?
- To ensure that OELS programmes are relevant to current and future needs of industry and other graduate destinations.
  - Are there new trends in the sectors? How could they be introduced in the programmes?
  - Are there new tools that are currently deployed (e.g. computer language, Augmented Reality)
  - What are the transferrable skills which are missing in the current work force?
  - What are the specific skills which are missing in the current work force?



- What are the needs in the job market?
- To discuss issues spanning placements, and progression to employment.
- To identify opportunities for industry collaboration and commercialisation of academic and co-curricular activities.
- To contribute to discussion on development plans for OELS, including portfolio of programmes and activities, and marketing and communications.

### **Conditions**

- Membership is a voluntary contribution.
- OELS reserves the right to use a photo and description of IAP members on the School website.

## Quality and Enhancement Steering Committee Terms of Reference (24/25)

### **Purpose and Objectives:**

The Quality and Enhancement Steering Committee enhances the quality of the student learning experience and is responsible for the day-to-day operation of OMNES Education London School's framework, which assures that quality standards and in particular the Office for Students standards are duly respected.

The Committee also acts as a forum for the discussion and promotion of developments in quality assurance, whether internally driven or externally indicated.

### **Terms of Reference:**

- To oversee the delivery and enhancement of the School's quality assurance framework, ensuring that it meets external requirements, including: OfS, RNCP (*Repertoire National des Certifications Professionnelles*, by the French Government), AMBA, AACSB, etc.
- To develop and keep under review the School's quality framework, i.e. the systems, policies, and guidance for assuring and enhancing the quality of students' learning experience and maintaining academic standards, along with considering and managing the outcomes of these processes.
- To maintain oversight of the outcomes of the quality assurance framework, ensuring that actions are addressed, and support the sharing of good practice.
- To promote the quality assurance framework as an important part of the School's activities and ensure that the outcomes inform relevant School operations.
- To ensure that all academic offerings, including programmes modifications and course updates, adhere to the latest consumer protection standards, incorporating advice from external legal experts. A specific focus is on maintaining transparency in the communication of course information and changes, ensuring all academic information is clear, accurate, timely, and accessible as per CPL requirements.
- To support the School's engagement with external quality requirements and activities, including Advance HE membership, the UK Quality Code, and responses to consultations and initiatives.
- To oversee continuous professional development opportunities for faculty and staff to enhance their teaching, research, and service capabilities. This includes identifying needs for training based on feedback from course evaluations, changes in educational technology, and evolving industry standards.
- To identify processes needed to ensure innovation and enhancement of the student experience and make sure that these inform the Academic Board's policy development.

To ensure the follow-up of decisions and recommendations from the previous Committee meeting.

- To consider the implications of the Committee's work and its decisions in the context of external initiatives and compliance and legal frameworks, particularly in relation to equality and diversity.

**Membership:**

- The Quality Manager (acting as Chair)
- The Student Experience Manager (acting as Secretary)
- The Référent National Process Académiques et Accréditations – *representative of the parent organisation OMNES Education Group*
- The Academic Services Officer
- The International IT Manager
- 2 Programme Leads of OELS<sup>5</sup>

**Invited:**

- The Directeur des Accréditations, Amélioration Continue et Classements – *representative of the parent organisation OMNES Education Group*

**Meetings and Reporting:**

1. The Committee reports to the Academic Board, acting with delegated authority to take decisions in the area of quality assurance and academic standards. An update on each Quality and Enhancement Steering Committee meeting will be shared with the Academic Board and the Access and Participation Committee.
2. The Quality and Enhancement Steering Committee is to meet twice a year and at other times as may be determined by the Chair. It will usually meet in October/November and April/May and will interact electronically as necessary. The members of the Committee will receive written reports and updates, which will be circulated among attending colleagues 5 days in advance of each meeting. An agenda will be circulated 7 days in advance. Following approval by the Chair, draft minutes will be circulated to the members, no later than a month after the Committee. The minutes of the Quality and Enhancement Steering Committee will be available on the internal platform page for the staff.
3. From time to time, the Committee will establish working groups or commission individuals to carry out detailed work under the Committee's oversight.
4. In case of unforeseen circumstances, the Academic Board may require the Quality and Enhancement Steering Committee to hold an exceptional meeting in addition to the regular meetings.

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<sup>5</sup> Appointed for one year (due to the short nature of the programmes delivered)

## **Recruitment and CPD Validation Committee Terms of Reference (24/25)**

### **Purpose and Objectives:**

At OMNES Education London School, we are dedicated to maintaining high academic standards and providing an exceptional student experience. To achieve this, we employ a rigorous recruitment process to select our teaching staff, ensuring they possess the necessary qualifications and potential. Additionally, we offer comprehensive training programmes to help our faculty acquire new skills and competencies. The Recruitment and CPD Validation Committee oversees the hiring process, while the Quality and Enhancement Steering Committee is responsible for ongoing staff development.

### **Terms of Reference:**

The Committee will focus on 4 main areas:

#### **1. Recruitment**

OMNES Education London School is responsible for the selection of the candidates and the interviews. The final step is validation by the Recruitment and CPD Committee.

All CVs are reviewed, and feedback is given for each selected candidate to ensure they can provide the best teaching experience to our students.

#### **2. Update of current faculty**

The Committee will discuss the following topics regarding current faculty:

- Account management (IT accounts that need to be deleted)
- Review of teaching observation
- Review of increased rate request

#### **3. CPD (Continuous Professional Development)**

The Committee also approves and decides on CPD. A budget is allocated each year to allow all OMNES Education London School staff (permanent and HPL) to develop their skills, knowledge, and competencies.

All staff are eligible and criteria are as follow:

- Seniority
- Training already provided
- FTE
- Organisation's needs

#### **4. EDI & CSR**

The Committee will actively discuss topics related to Equity, Diversity, and Inclusion (EDI) as well as Corporate Social Responsibility (CSR). The committee is committed to identifying, developing, and sharing initiatives that promote a diverse and inclusive workplace, alongside fostering social responsibility within our organisation and the wider community. Regular updates and progress

reports on EDI and CSR initiatives will be communicated to ensure transparency and ongoing engagement.

**Membership:**

- The HR Officer (acting as Chair)
- The OELS Director (acting as Secretary)
- The Director of Teaching & Learning
- Academic Director INSEEC GE – *representative of OMNES Education Group School*
- Vice Dean ESCE - *representative of OMNES Education Group School*

**Meetings and Reporting:**

1. The Recruitment and CPD Validation Committee reports to the Quality and Enhancement Steering Committee. An update on each Recruitment and CPD Validation Committee meeting will be shared with the Quality and Enhancement Steering Committee.
2. The Committee may bring matters to the attention of the Board of Director as required.
3. The Committee is to meet twice a year and at such other times as may be determined by the Chair. It will usually meet in July and November and will interact electronically as necessary. The members of the Committee will receive written reports and updates, which will be circulated among attending colleagues 5 days in advance of each meeting. An agenda will be circulated 7 days in advance. Following approval by the Chair, draft minutes will be circulated to the members no later than one month after the Committee. The minutes of the Board/Committee will be available on the internal platform page for the staff.
4. From time to time, the Committee will establish working groups or commission individuals to carry out detailed work under the Committee's oversight.
5. In case of unforeseen circumstances, the Board of Directors may require the Recruitment and CPD Validation Committee to hold an exceptional meeting in addition to the regular meetings.

## **Student Experience Committee Terms of Reference (24/25)**

### **Purpose and Objectives:**

The Student Experience Committee helps ensure the quality of the general student experience. It also provides a regular opportunity for students to raise issues of particular concern or importance related to the student experience, and for them to learn how the School has responded.

The committee is pivotal for ensuring that the institution fosters an environment where every student can flourish, creating an inclusive campus community that respects and celebrates the uniqueness of each student, regardless of their background or identity.

### **Terms of Reference:**

Specifically, the Committee will:

- Advise the Student Experience Manager on strategic activities in support of an excellent student experience, with particular emphasis on student opportunities, engagement, expectations and the learning environment the School provides.
- Monitor progress from semester to semester through the analysis of satisfaction surveys, identification of areas of concerns, and deciding on action points.
- Have oversight of the mechanisms and systems which enables students to provide feedback on all aspects of their experience at OMNES Education London School.
- Evaluate the impact of the Student Welfare and Wellbeing policy and the Student Harassment and Bullying Policy on the students' experience.
- Discuss Societies' purpose, structure, objectives, and budget.
- Monitor and develop students' access to volunteering opportunities in London during their stay and the impact of those activities in the local community.
- Benchmark the OMNES Education London School student experience against competitors and best practice within the higher education sector.
- Review the existing information delivered to students regarding activities in London and assess the different communication channels.
- Monitor how well the institution's compliance with CPL impacts the student experience, particularly in areas such as contractual transparency, clarity of course offerings, and the accuracy of promotional materials.
- Review student complaints and feedback related to consumer law to identify areas for improvement and ensure that student-facing staff are well-trained on CPL implications.
- Review the Student Protection Plan once a year.
- Review the Safeguarding Policy once a year.
- Consider the implications of the Committee's work and its decisions in the context of external initiatives and compliance and legal frameworks, particularly in relation to equality, diversity and inclusion.

### **Membership:**

- The Student Experience Manager (acting as Chair)
- The Student Experience Support (acting as Secretary)
- The OELS Director
- The Campus life Coordinator and Administrator
- 1 Student Representative<sup>6</sup>
- The Communication Manager
- The Quality Manager

**Meetings and Reporting:**

1. The Student Experience Committee reports to the Academic Board. An update of each Student Experience Committee meeting will be shared with the Academic Board.
2. The Committee may bring matters to the attention of the Board of Directors as required.
3. The Student Experience Committee is to meet three times a year and at other times as may be determined by the Chair and will interact electronically when necessary. The members of the Committee will receive written reports and updates, which will be circulated among attending colleagues and students 5 days in advance of each meeting. The minutes of the Student Experience Committee will be available on the internal platform page for the students and for the staff.
4. From time to time, the Committee will establish working groups or commission individuals to carry out detailed work under the Committee's oversight.
5. In case of unforeseen circumstances, the Board of Directors may require the Student Experience Committee to hold an exceptional meeting in addition to the regular meetings.

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<sup>6</sup> Appointed for one semester (as per current maximum length of the programme)

## **Appeal and Complaint Handling Committee Terms of Reference (24/25)**

### **Purpose and Objectives:**

The Appeal and Complaint Handling Committee is established to ensure a fair and transparent process for addressing student appeals and complaints at OELS. This committee is responsible for the adjudication of appeals and complains against decisions that students believe have been handled improperly or unfairly.

The committee will ensure that all appeal and complaint handling procedures are in full compliance with the guidelines and standards set by the Office of the Independent Adjudicator. The committee will facilitate the referral process to the OIA when necessary and ensure that all relevant documentation is accessible for review.

### **Responsibilities:**

- To review and decide on appeals related to academic assessments, including alleged procedural errors, bias, or unfair treatment during assessments.
- To handle complaints regarding the quality of services provided by OELS or actions of its staff that significantly impact the student experience.
- To ensure all proceedings are conducted fairly, respecting the rights of all parties involved and maintaining confidentiality.
- To provide a final resolution and communicate the decision to the involved parties, ensuring clarity and closure on the issue.

### **Membership:**

- The Quality Manager (acting as Chair)<sup>7</sup>
- 1 administrative staff member familiar with OELS's policies but not involved in the case (acting as Secretary)
- 2 academic staff members<sup>8</sup> from departments not involved in the appeal or complaint.
- 1 student representative<sup>9</sup>, ensuring the student perspective is considered.

The student will receive an invitation by email at least 5 working days before the hearing, and the student can choose to be accompanied by one other person. The student must notify the committee by email at least 24 hours in advance if he/she chooses to be accompanied.

If a student chooses not to attend the Appeals Panel meeting or fails to attend without submitting in writing valid reasons for a postponement, the panel may meet in the student's absence.

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<sup>7</sup> If the complaint involves the quality manager, the OELS Director will appoint a senior academic as chair.

<sup>8</sup> Appointed on an ad-hoc basis by the Chair

<sup>9</sup> Appointed for 1 semester



**Meetings and Reporting:**

1. The Appeal and Complaint Handling Committee will be convened within 10 working days of the outcome of the initial scrutiny. Additional meetings may be scheduled as required by the complexity or urgency of the cases under review.
2. After each meeting, the Committee is responsible for compiling a detailed report of the proceedings, decisions, and rationale behind each decision. This report is prepared by the Quality Manager and, if necessary, submitted to the Academic Board to inform them of the outcomes and any further actions required.
3. An annual summary report is prepared by the Committee detailing the number and types of cases handled, outcomes, and any trends or issues identified. This report helps in understanding the effectiveness of current policies and practices and in identifying areas for improvement. The annual report also includes recommendations for changes to policies or practices based on the year's findings and feedback from participants. These recommendations are reviewed by the Academic Board and, if approved, are integrated into the institution's procedures.

## **Academic Misconduct Panel Terms of Reference (24/25)**

### **Purpose and Objectives:**

The Academic Misconduct Panel at OMNES Education London School (OELS) is established to ensure a fair and transparent adjudication process for academic misconduct cases. The panel is committed to upholding academic integrity and providing equitable treatment for all students involved.

The primary objectives are to review and investigate reports of alleged academic misconduct thoroughly and impartially. The panel determines whether academic misconduct has occurred based on the evidence presented and applies appropriate sanctions according to the institution's Academic Integrity Policy. It ensures clear and reasoned decisions are communicated to students, outlining the basis for findings and any sanctions imposed.

### **Terms of Reference:**

- The panel is tasked with conducting comprehensive and impartial investigations into reports of alleged academic misconduct. This involves gathering and reviewing all relevant evidence, including testimonies, documents, and any other pertinent materials, to ensure a fair and objective assessment of each case.
- Upon reviewing the evidence, the panel will determine whether academic misconduct has occurred based on the balance of probabilities. If misconduct is confirmed, the panel will impose appropriate sanctions. Sanctions may range from a formal warning to expulsion, depending on the severity and nature of the misconduct, and will be consistent with the Academic Integrity Policy of OELS.
- The panel will provide students with clear and reasoned decisions, detailing the findings and the rationale behind any sanctions imposed. This communication will be documented in writing and include guidance on any steps the student can take to mitigate the consequences or appeal the decision.
- Students will be given the opportunity to present their case, including any relevant evidence or mitigating circumstances, before a decision is made.
- The panel will maintain detailed records of all academic misconduct cases, including the evidence reviewed, the decisions made, and the sanctions imposed. These records will be securely stored and used for future reference, reporting, and Academic Integrity Policy review.
- The panel will regularly review and recommend updates to the Academic Integrity Policy and relevant procedures. This ensures that the policy remains effective, fair, and in line with best practices and evolving regulatory standards in higher education. The panel will stay informed about developments in academic integrity practices and incorporate these into their recommendations.

### **Membership:**

- The Quality Manager (acting as Chair)
- 1 administrative staff member familiar with OELS's policies but not involved in the case (acting as Secretary)
- The Reporting student/faculty/staff member
- 1 academic staff member not involved in the case.
- 1 student representative (only if requested by student)

### **Meetings and Reporting:**

1. The Academic Misconduct Panel will meet as required by the caseload. Panel members will receive written reports and case documentation at least three working days in advance of each meeting. An agenda will be circulated five working days in advance. Following approval by the Chair, draft minutes will be circulated to the members no later than one month after the meeting. Students involved in academic misconduct cases must submit any relevant evidence to the Secretary at least three working days prior to the meeting. The decisions of the Academic Misconduct Panel will be final and cannot be appealed except on procedural grounds, such as failure to consider submitted evidence due to administrative error. In such cases, a new panel will be convened.
2. The Academic Misconduct Panel will report to the Academic Board, acting with delegated authority to make decisions regarding academic integrity and standards. An update on each panel meeting will be shared with the Academic Board and relevant committees.
3. By establishing these terms of reference, the Academic Misconduct Panel aims to ensure a fair, clear, and consistent approach to managing academic misconduct, supporting the institution's commitment to academic excellence and integrity
4. An annual summary report is prepared by the Committee detailing the number and types of cases handled, outcomes, and any trends or issues identified. This report helps in understanding the effectiveness of current policies and practices and in identifying areas for improvement. The annual report also includes recommendations for changes to policies or practices based on the year's findings and feedback from participants. These recommendations are reviewed by the Academic Board and, if approved, are integrated into the institution's procedures.