71   MINUTES OF THE LAST MEETING

71.1   **Agreed**   the minutes of the meeting held 26 April 2016.

72   MATTERS ARISING FROM THE MINUTES

72A   **Late Summer Resits Oral Update** *[Minute 64 (15-16) refers]*

72A.1   The Deputy Registrar had taken over the LSR pilots for summer 2016. Full implementation had been postponed until 2017-18 and so a wider pilot was planned for 2016-17.

PART II: MATTERS FOR DISCUSSION

73   QAA HIGHER EDUCATION REVIEW ORAL UPDATE *[Minute 59B (15-16) refers]*

73.1   The Provost had received the outline outcomes of the QAA review which took place from 9 to 12 May 2016. However the outcomes were embargoed until the report was formally published on the QAA website   report would be sent in the next three weeks giving UCL the opportunity to check for matters of factual accuracy. Once published, UCL would be required to publish an action plan in response, which would be signed

73.2   The committee thanked the Director of Academic Services and his team for the hard work which went into the review.

74   STUDENT COMPLAINTS REPORT 2015

74.1   **Received**   the report at <u>EDCOM 5-01 (15-16)</u> presented by the Deputy Registrar.

74.2   It was noted that the report focused on academic complaints only. There had been an 11% increase in the number of academic complaints since 2014 and there were greater numbers of complaints from PGT students than UG students. There were some interesting patterns in the number of complaints when broken down by student domicile and the authors planned to collect these data at a more granular level for future reports in order to further explore these variances.

74.3   The report highlighted a number of key areas which appeared to generate the most complaints. In particular it was felt that UCL could provide better guidance about PGT   in this area. EdCom agreed that it would be helpful for each Department to review its own guidance.

74.4

four weeks, and the PGT process by a number of months. EdCom noted that the introduction of Late Summer Resits could exacerbate the problem further if students submitted complaints relating to resit results. However it was argued that UCL ought to be encouraging students to complain at the time of the problem. It was felt that the current procedure encouraged both staff and students to view complaints as an appeal against results rather than a complaint about a material irregularity in the assessment process.

78.4   The review had aimed to re-
        which all programmes were expected to meet, in contrast to the previous regulations which
        set very high standards but resulted in multiple derogations, variations and suspensions of
        regulations. Some members asked whether programmes would need to apply to exceed
        the minimum standards. It was explained that the regulations deliberately defined the
        minimum standards expected of programmes and that anything above this threshold was
        therefore acceptable and did not require approval. The regulations clearly stated where
        any approval was needed for specific regulations.

78.5

        because of the decision by the Late Summer Resits Working Group to postpone full
        implementation until 2017-

the new draft of the regulations presented to EdCom for approval. The paper included a summary of all the key changes which would be communicated to students and staff via a comprehensive communications plan.

79.3   EdCom welcomed the revised regulations and increased guidance and requested that the

84   SCHOOL OF PHARMACY DEROGATIONS 2016-17

84.1   At its meeting in May 2015, EdCom approved a range of derogations for the School of Pharmacy for the 2015-16 session. The School had reviewed these arrangements and indicated that the majority could now be rescinded, with students covered by the main UCL regulations.

84.2   **Agreed** - the following derogations should continue for another year as they were ali
   a)   Derogation for the exclusion of Year 1 from the MPharm classification calculation
   b)   Derogation to cap resit marks at a pass for students on the MPharm programme.

84.3   SoP had also indicated a willingness to ado