

## Governance documents and guidelines

<b>Document type:</b>	
<b>Decision date:</b>	21.09.2018
<b>Established by/Title</b>	Board of Governors
<b>Validity period:</b>	Until further notice
<b>Document owner/Function:</b>	University administrator
<b>Reference No.:</b>	LED 1.3-2018/494
<b>Version:</b>	1
<b>Date of last revision:</b>	

# The Rights and Responsibilities of Students at Malmö University

## TABLE OF CONTENTS

INTRODUCTION	3
BEFORE BEGINNING YOUR STUDIES	3
Information regarding your study programme/course	3
Course and study programme syllabuses	3
Schedules	4
Course literature	4
Credit transfers	4
Support for students with disabilities	4
DURING YOUR STUDIES	5
Study environment	5
Study and career guidance	5
Healthcare and student social welfare	5
Student influence	6
Compulsory elements	6
Practicum placements/internships	6
Assessments and grades	6
Examination timetables	6
Sitting examinations at another location	7
Examination of practicum placements/internships	7
Notification of results and post-exam reviews	7
Resits	7
Limitations on total examination sessions	8
Replacement of examiners/supervisors	8
Previous examination papers	8
Cheating and plagiarism	8
Disciplinary measures	9
Errors on the part of the university	9
AFTER YOUR STUDIES	9
Review and justification of grades	9
Resitting examinations (supplementing grades)	10
Course assessment	10
Course certificates	10
Degree certificates	10
Publication of degree projects	11
OTHER	11
Deferment of studies for admitted students	11
Approved leave from studies with guaranteed admission	11
Non-completion	12
Expenses	12
APPLICATION AND MONITORING	12
TERMINOLOGY	14

## **INTRODUCTION**

Malmö University values its involved and engaged students and their participation in the development and quality assurance of our courses and study programmes. In order for the collaboration between the university's staff and students to work smoothly and create good opportunities for learning, our students must have transparent rights and responsibilities.

This document is based on various statutes, for example the Swedish Higher Education Ordinance, Freedom of the Press Act and Administrative Procedure Act, all of which govern the activities of the university. The university's highest decision-making body, the Board of Governors, makes decisions on this document and the regulations to be complied with by all staff and students. University management is responsible for keeping staff and students informed about the document and for ensuring that the organisation is run in accordance with applicable regulations

The rights and responsibilities stated in this document apply to all students at Malmö University. For fee-paying students, supplementary regulations and information are available in a separate document.

## **1. BEFORE BEGINNING YOUR STUDIES**

### **1.1 Information regarding your study programme/course**

Students are responsible for staying well-informed about their education. The university shall ensure that information regarding study programmes and courses is readily available. This information may be conveyed via course websites, learning platforms and email. Students have the right to receive information about courses and study programmes, roll-call/course introductions and timetables, etc., as well as regarding where they should turn for help, for example with requests for individual adjustments.

At the start of each course, teachers shall inform students about how and when they can be contacted. Teachers are also required to reply to questions from students in a timely manner.

### **1.2 Course and study programme syllabuses**

Course and study programme syllabuses are the documents that govern the education offered at the university. These shall be established and made available to students via the university's website no later than the date on which the course or study programme opens for applications. No changes are permitted subsequent to this publication. If revisions are required to courses contained in a study programme, it is possible to establish such revisions no later than eight weeks

prior to the start of the course. Among other things, course and study programme syllabuses shall state intended learning outcomes as well as the forms for assessing student performance. Course syllabuses shall state all requirements for compulsory attendance. The university has adopted governance documents with established instructions for course and study programme syllabuses, which are available via the website.

### **1.3 Schedules**

Schedules for courses shall be available to students no later than four weeks prior to the start of the course in question. Alterations to course schedules are only permitted when special grounds exist. Non-compulsory and unassessed course elements may however be added to the schedules. All schedule alterations shall be notified to affected students in an unambiguous manner, preferably on the university's learning platform.

### **1.4 Course literature**

Information on compulsory course literature shall be included in the course syllabus. Subsequently published articles and other relevant work may only be added in exceptional circumstances and only in limited scope and must not be crucial to the ability of students to achieve the course's intended learning outcomes.

### **1.5 Credit transfers**

According to the Swedish Higher Education Ordinance, students are entitled to apply to transfer credits awarded for a previous course or study programme and/or to seek credits for professional or vocational experience. The university has an obligation to assess whether the previous education, professional or vocational experience or other knowledge and experience correspond to the course or study programme for which the credits are to be recognised. Applications for credit transfer should be submitted to the appropriate function at the faculty. The university's decision regarding credit transfers can be appealed to the Higher Education Appeals Board.

### **1.6 Support for students with disabilities**

According to the Swedish Discrimination Act, students with documented lasting disabilities have the right to special pedagogical and compensatory support if such a need exists. Support measures may take the form of aids/specialist equipment, adapted literature, specially equipped computers, support staff and adapted examinations. Students are required to submit an application in order to have their needs assessed. Decisions to grant support will be notified to the student, who is responsible for passing on the information to those who require it. Information regarding support measures and the application procedure is available on the university website. Teachers and examiners shall consider the proposed measures regarding adaptations to teaching situations and examinations stated in decisions,

where decisions are reached pursuant to the Swedish Discrimination Act. However, the point of departure shall always be the intended learning outcomes stated in the course or study programme syllabus and adaptations shall be implemented in such a way that these outcomes can be examined. Examiners decide which adaptations it is possible to make to examinations.

## **2. DURING YOUR STUDIES**

### **2.1 Study environment**

Students' work environments shall fulfil the requirements of applicable legislation. Among other things, this means that student work environment representatives shall be appointed at Malmö University and that they shall have the same right to training as other work environment representatives at the university. Students have the right to the resources necessary to complete their studies, e.g. computers, libraries, study areas and break rooms. Where possible, students should be able to utilise these resources outside of timetabled periods. Students are obliged to comply with stated regulations and to use protective equipment and take the precautions otherwise necessary to prevent ill health and accidents. Students can exercise influence on the study environment in various ways, including via the Study Programme Board and course evaluations. Any formal complaints regarding the study environment can be addressed to the head of department, who bears the ultimate responsibility for the work and study environment.

### **2.2 Study and career guidance**

According to the Swedish Higher Education Ordinance, students shall be provided with study and career guidance. Higher education institutions shall ensure that those intending to begin a course or study programme have access to the information about it that is required. This support is available to students through the university's study and/or career advisors and study advisors at each faculty/department, as well as from the teachers responsible for their courses or study programmes.

### **2.3 Healthcare and student social welfare**

According to the Swedish Higher Education Ordinance, higher education institutions shall be responsible for providing students with access to healthcare, in particular preventive healthcare intended to promote the physical and mental health of the students, as well as for other student welfare activities to support students. Student healthcare at Malmö University acts as a complement to public healthcare. University clerics are also part of the student health and welfare network.

## **2.4 Student influence**

Students also have a statutory right to exercise influence over their education. Malmö University has established a separate policy for student influence, which is available via the website.

## **2.5 Compulsory elements**

Compulsory educational elements are those that the student is required to complete in order to pass the course. If a course contains compulsory elements, these must be stated in the course syllabus. According to the Swedish Higher Education Ordinance, a student may make a request to the examiner for an exemption from a compulsory element. Requests must be substantiated with relevant information. Students have the right to appeal a decision to reject such a request to the Higher Education Appeals Board.

## **2.6 Practicum placements/internships**

Students have the right to practicum placements/internships to the extent stated in the Swedish Higher Education Ordinance or in the study programme syllabus. Practicum placements/internships may be provided outside of the area in which the university is located, and the student shall be informed of the placement in good time. Students have the opportunity to apply for specific placements if special grounds exist, e.g. for medical or strong social reasons. Applications for specific placements shall be submitted to the relevant function at the faculty in writing, with reasons substantiated by certification. The faculty shall have established procedures for dealing with such matters and for what can be considered as special grounds.

## **2.7 Assessments and grades**

Assessments of a student's performance shall be conducted through written, oral and/or practical examinations. Assessments shall be based on the intended learning outcomes stated in the course syllabus. The forms of assessment to be used shall be stated in the course syllabus. Assessments shall be designed in such a way as to evaluate each individual's performance in relation to the intended learning outcomes, including in group-based activities. A grade shall be set for each completed examination. Grades shall be set by the examiner appointed by the university. For degree projects (dissertations) at BSc and MSc level, and for independent study for professional qualifications, the examiner and supervisor must not be the same person.

### **2.7.1 Examination schedules**

Schedules for examinations shall be published no later than four weeks prior to the start of the course. Resits may not be scheduled at the same time as ordinary examinations for the following term. It is the student's responsibility to register for examinations in accordance with applicable regulations.

### **2.7.2 Sitting examinations at another location**

A student may apply to the examiner to be able to take written examinations off-campus, for example if they are undertaking exchange studies or if some other special grounds exist. Applications in this regard shall be submitted to the examiner in writing, with reasons substantiated by certification. The examiner shall assess the application and reach a decision. If the request is granted, it is the student's responsibility to arrange for a room, invigilator and contact person at the higher education institution, school, etc. where they are to sit the exam.

### **2.7.3 Examination of practicum placement/internships**

If a study programme or course includes a practicum placement/internship, then specific rules may apply with regard to the total number of examination opportunities. These rules shall be clearly stated in the course/study programme syllabus. At least two opportunities must be provided. The supervisor's role in assessing students shall be clearly stated in the course syllabus. If a student is at risk of receiving a failing grade for their practicum placement/internship, they should be made aware of this at the earliest opportunity.

### **2.7.4 Notification of results and post-exam reviews**

Students shall be notified of examination results without undue delay, but no later than 15 working days after the examination session and no later than 10 working days prior to resitting the exam. Results may be posted on the learning platform or notified by email. Reporting in Ladok must be completed no later than five working days after the result has been notified. Oral and/or written post-examination reviews shall be arranged no later than 10 working days prior to any resit. According to a decision by the Swedish National Archives, written examinations shall be returned to the student or archived. Examination results, or copies thereof, shall be saved by the university for a period of two years. Once the examination has been corrected and the results posted, examination papers become public documents and are then subject to the principle of public access to official documents. In the event that anything else has been added, for example written comments by supervisors or examiners, these too must also be released upon request. The return of written examinations is conditional on the examination results having been registered in Ladok.

### **2.7.5 Resits**

Students wishing to resit an examination after the end of a course are themselves responsible for contacting the study administrator to find out how the relevant course information will be disseminated. If course

information is disseminated via the course website or learning platform, it is the student's responsibility to contact the study administrator for authorisation to access the course website or learning platform in question.

If a course is no longer given or has undergone major changes then the student shall be offered two opportunities during the year after the commencement of the altered course to resit the examination based on the intended learning outcomes and examination form stated in the course syllabus at the time of their registration.

#### **2.7.6 Limitations on total examination sessions**

The university is only permitted to limit the number of examination sessions if an unlimited right would lead to an unreasonable drain on resources, e.g. examinations that specifically require the hiring of equipment, staff or adapted premises. If a limit is placed on the total number of examination sessions, this shall be stated in the course syllabus. Three examination sessions shall be offered during one academic year, with a further two sessions to follow, so that the student can undergo a minimum of five examination sessions in total.

#### **2.7.7 Replacement of examiners/supervisors**

A student who has twice been failed in the same examination by the same examiner has the right to have a different examiner appointed prior to the next session, unless there are specific reasons to prevent this. A student who has twice been failed by the same examiner in reviewing their degree project has the right to have a different examiner appointed, unless there are specific reasons to prevent this. In the event of a failing grade for a practicum placement/internship, the student has the right to change examiner/supervisor, unless there are specific reasons to prevent this.

#### **2.7.8 Previous examination papers**

Students have the right to see previous examination papers, submitted written answers and correction templates. The above-named are public documents and cannot be classed as confidential.

### **2.8 Cheating/plagiarism**

Students have the right to receive information regarding rules and regulations pertaining to examinations. Information regarding cheating and plagiarism is available on the university's website. All teachers and examiners at Malmö University have recourse to a plagiarism control system. All degree projects carried out at Malmö University will be checked for plagiarism using this tool.



### **2.8.1 Disciplinary measures**

According to the Swedish Higher Education Ordinance, students may be subject to disciplinary measures if they:

1. use prohibited aids or other methods to attempt to deceive during examinations or other forms of assessment of study performance;
2. disrupt or obstruct teaching, tests or other activities within the framework of courses and study programmes at the higher education institution;
3. disrupt activities in the library of the higher education institution or other separate establishments at the institution; or
4. subject another student or member of the staff of the higher education institution to harassment or sexual harassment of the kind laid down in Chapter 1 Section 4 of the Swedish Discrimination Act.

All disciplinary cases shall be expedited. Disciplinary measures shall not be taken later than two years after the offence has been committed. Possible disciplinary measures are warnings and suspension. A decision to suspend a student means that they cannot participate in lessons, examinations or other activities conducted within the framework of education at the university. As an alternative, a decision to suspend a student may be limited to cover access to specified premises within the university. Both the Vice-chancellor and the Disciplinary Board at Malmö University may decide to issue a warning to a student. Any decision to suspend a student shall be taken by the Disciplinary Board. A student is entitled to appeal to the Disciplinary Board against a warning issued by the Vice-chancellor. Decisions by the Disciplinary Board to issue a warning or suspension may be appealed to a general administrative court. An examiner is not permitted to reappraise a decision taken by the Vice-chancellor or Disciplinary Board regarding whether cheating has occurred or not.

### **2.9 Errors on the part of the university**

If an error committed by the university prevents a student from taking an examination or obtaining a degree, the university shall rectify this error without undue delay.

## **3. AFTER YOUR STUDIES**

### **3.1 Review and justification of grades**

An examiner shall provide a written justification of the grade issued if requested to do so by the student, as well as review a grade if so requested by the student. Such a review can be requested irrespective of the grade issued. If the examiner reaches the conclusion that the initial decision was incorrect, the decision shall be altered. In the event that an examiner discovers independently that a grade is incorrect, the examiner shall alter the decision irrespective of whether the student has requested a review. In neither case is the examiner permitted to lower an already issued grade

unless some form of deception has taken place on the part of the student. However, if a decision is based on obvious inaccuracies such as clerical errors, miscalculations, etc., then this shall be corrected pursuant to the provisions of the Swedish Administrative Procedure Act.

It is not permitted to set limits of time on when a student can request a review; however, it will be easier for the university to deal with the matter if the review is not overly delayed after a grade has been notified.

### **3.2 Resitting examinations (supplementing grades)**

Students with a passing grade for a course or a module are not permitted to resit examinations in order to improve their grade. Exceptions to this rule may only be permitted in scientific/technical access programmes and in BSc engineering programmes, whereupon opportunities for resits (supplementing) shall be stated in the course syllabus.

### **3.3 Course evaluation**

Students have the right to offer their opinions in course evaluations. Course evaluations are one of the student's primary tools for influencing and developing their own and other student's studies. According to the Swedish Higher Education Ordinance, course evaluations are to be conducted for all courses and it is the higher education institution's responsibility to ensure that this is the case. Students are stakeholders in the university's operations and therefore have a responsibility to participate in course evaluations. The university shall compile the results of course evaluations in a report in which any decisions on measures to be taken are stated. This report shall be available on the course website and future students shall be made aware of its contents. Procedures for course evaluations are described in the relevant governance documentation, which is available via the university website.

### **3.4 Course certificates**

Students requesting course certificates on successfully completing their studies have the right to receive these within 10 working days. The department (or equivalent) offering the course is responsible for issuing course certificates. Students have the right to appeal a decision to reject a request for course certification to the Higher Education Appeals Board.

### **3.5 Degree certificate**

On graduation, a student has the right to request a degree certificate from the university if they fulfil the requirements for the award of the qualification as specified in the Qualifications Ordinance (Annex 2 of the Swedish Higher Education Ordinance). It is the applicant's responsibility to ensure that original documentation is available and that the application is complete. If the certificate is to include only courses read at Malmö University, the student should receive their

degree certificate no later than 40 working days after the submission of a completed application. If the certificate is to include courses read at another higher education institution, whether in Sweden or abroad, then the student should receive their degree certificate no later than 60 working days after the submission of a completed application, unless special grounds exist. Students have the right to appeal a decision to reject a request for a degree certificate to the Higher Education Appeals Board.

### **3.6 Publication of degree projects**

Malmö University uses a digital database to register and publish degree projects. It is compulsory to register degree projects. Publication is encouraged but is not compulsory. If the student's degree project forms part of a larger project within a research group whose combined work is to be published, the student should delay the publication of their own part online until such time as the research group's publication has been accepted.

## **4. OTHER**

### **4.1 Deferment of studies for admitted students**

The university may grant an admitted student a deferment of studies if special grounds exist. Swedish Council for Higher Education regulations state that special grounds may be social, medical or other special grounds, for example child care or student union commitments. Deferral applications should be submitted to the appropriate function at the university. The deferment period shall not exceed 18 months unless special grounds exist. An admitted student who has been granted a deferment is responsible for notifying the university when they intend to recommence their studies. The student shall give notice of their wish to resume studies in the upcoming term no later than 15 April or 15 October respectively. Students may appeal against any decision to reject a request to defer studies to the Higher Education Appeals Board.

### **4.2 Approved leave from studies with guaranteed admission**

A student may apply for a leave of absence from studies with guaranteed readmission if special grounds exist. Swedish Council for Higher Education regulations state that special grounds may be social, medical or other special grounds, for example child care or student union commitments. Applications for leave from studies should be submitted to the appropriate function at the university. A decision to grant a leave of absence from studies with guaranteed readmission shall be for a fixed period, after which the student has the right to retake their place in the course or study programme. The student shall give notice of their wish to resume studies in the upcoming term no later than 15 April or 15 October

respectively. Students may appeal against any decision to reject a request for a leave of absence to the Higher Education Appeals Board.

A student who fails an examination in a course that forms part of a study programme may be placed on 'involuntary' leave from studies, with a passing grade in the course as a precondition for beginning another course. The student can be offered a place on the next course once they have fulfilled the requirements and passed the examination for the course that constitutes the prior-knowledge requirement. In such a situation, however, there is no guarantee of admission, which is dependent on available places.

### **4.3 Non-completion of studies**

Students shall notify the university if they do not intend to complete a study programme. Notification of non-completion of studies will then be registered in Ladok. A student who has notified non-completion of studies only has the right to readmission to the programme if a place is available.

### **4.4 Fees and expenses**

Higher education shall be free of application and tuition fees for students who are citizens of an EEA country or Switzerland (Ordinance 2010:543 includes a list of other groups who are also exempted from fees). This does not however mean that studying at Swedish higher education institutions incurs no expenses for students. Course literature and personal equipment are examples of expenses paid by the student themselves. Local public transport is also normally paid for by the student. Expenses may also be incurred for travel in conjunction with practicum placements/internships. Compendia and other study materials may be sold by the university at cost price. The university is however not permitted to charge fees or expenses for compulsory elements, for example study trips of a more extensive nature, unless an equivalent free-of-charge alternative is also offered. If, in accordance with the study programme or course syllabus, study elements are to take place at a higher education institution other than Malmö University, then Malmö University is responsible for any fees charged by the other institution, while students are responsible for the cost of transport and accommodation.

## **5. APPLICATION AND MONITORING**

Each faculty at the university is at liberty to supplement university-wide rules and regulations. Any such rules and regulations shall not restrict the rights or extend the obligations contained in this document.

Each faculty board shall prepare procedures in consultation with the student union regarding how matters arising from this document are to be dealt with at the faculty, with responsibility for procedural compliance residing with deans (or

equivalent), The faculty is responsible for making procedures available to teachers, students and student representatives, for example on the website and learning platform.

Situations in which students feel that their rights are being infringed should initially be addressed in dialogue with teachers. If a conflict has arisen between the student and their teacher, then dialogue should instead take place with another member of staff in accordance with faculty's own procedures. Each faculty has student representatives who students can ask to attend meetings with university staff. Any complaint received from a student that cannot be immediately resolved to the parties' mutual satisfaction shall be documented and registered in accordance with current regulations. The matter should then be dealt with in accordance with the procedures adopted by the faculty.

Each faculty is responsible for ensuring that compliance with this document and any supplementary regulations can be monitored and followed up. As part of this monitoring and follow-up, representatives of students, staff and management shall meet on an ongoing basis, but at least once each academic year, in order to evaluate the application of the regulations. In conjunction with this evaluation, matters arising during the year related to this document shall be summarised. A list of matters arising and documentation of the evaluation shall be submitted to the university's drafting body for educational issues.

## TERMINOLOGY

**Compulsory course literature:** The literature, videos or other media deemed necessary for the student to achieve the intended learning outcomes.

**Course syllabus:** A legally binding document that describes parameters such as the forms that teaching and examination will take. Course syllabuses must be available on the website and searchable by course code.

**Credit transfer:** The transfer of credits for previous degrees, courses and/or knowledge and expertise acquired in professional practice. For example, if a student has read courses at another higher education institution that are equivalent to courses in the current study programme, they can apply for credits to be transferred.

**Dean:** The dean is the head of a faculty.

**Deferment period:** A defined period of time for which a decision is deferred. This may, for example, refer to an admitted student who is unable to begin their studies for six months, and who later requests a deferment until a later date.

**Department:** The organisational units within each faculty that conduct education and research activities.

**EU/EEA country:** EU countries are the Member States of the European Union. EEA countries are those who are not Member States but that cooperate with the EU in areas such as education.

**Examination:** The element in a course that forms the basis for setting grades. An examination can take a number of forms, from an oral seminar to a written test (examination).

**Examiner:** A teacher tasked with setting grades for an examination.

**Faculty:** The primary organisational unit of the university. The university consists of five faculties; the Faculty of Culture and Society, Faculty of Education and Society, Faculty of Health and Society, Faculty of Odontology and Faculty of Technology and Society.

**Head of department:** The head of department in charge of their department and is the senior manager who has the closest contact with students.

**Learning platform:** The digital platform used by the university to communicate with students.

**Post-examination review:** After each examination, a review is held, either orally or in writing.

**Reference literature:** Recommended literature that may provide a deeper understanding of a subject, but that is not compulsory. This literature may be recommended during the course.

**Student:** An individual admitted to and studying at the university. A full-time student is expected to study for approximately 40 hours a week and a part-time student for approximately 20 or 10 hours a week, depending on the scope of their studies.

**Student representative/student work environment representative:** Student representatives are employed by the Student Union at Malmö University and work at the various faculties, with responsibility for acting as student work environment representatives on behalf of all students at the university.

**Study administrator:** The administrator at the department who deals with issues related to the practical details of courses and study programmes, for example admissions, registration, authorised leave from studies and issues relating to results and grades.

**Study programme syllabus:** A syllabus must be established for every study programme. The study programme syllabus defines parameters such as the programmes intended learning outcomes and content, as well as the degree that the programme leads to.

**Supervisor:** A teacher tasked with supervising a student, for example in the preparation of their degree project. A supervisor is not an examiner.

**Swedish Higher Education Ordinance:** The ordinance that regulates the activities of higher education institutions at a level of detail greater than the Swedish Higher Education Act.

**Swedish Higher Education Act:** The act that regulates the activities of higher education institutions on an overall level.

**Teacher:** The individual with educational responsibility for students on courses and study programmes, e.g. lecturers.

UHR: The Swedish Council for Higher Education (previously a department of Högskoleverket). A public authority with a broad mandate in the field of higher education. The Swedish Council for Higher Education coordinates admissions to higher education institutions, provides support and information to prospective students, administers the Swedish Scholastic Aptitude Test and evaluates education at overseas higher education institutions.

UKÄ: The Swedish Higher Education Authority (previously Högskoleverket). The supervisory authority tasked with quality assuring higher education and research in Sweden, compiling official statistics and monitoring legislative and regulatory compliance by higher education institutions.

VFU: A practicum placement or internship. That element of a course or study programme that is carried out through practical training in the field or profession that the student studying.

Vice-chancellor: The senior executive at the university, with authority over both the pedagogical and administrative organisations. The vice-chancellor is the director-general of the university in its role as a public authority and leads the organisation under the university's Board of Governors.

ÖNH: The Higher Education Appeals Board. A public authority to which students can appeal certain decisions made at the university.