

## CHAPTER 20

### STUDENT PROGRESS AND COMPLAINTS COMMITTEE

#### 20.1 Terms of Reference

- (i) To consider appeals or representations from students whose registrations have been terminated normally on the grounds of:
  - (a) procedural irregularity at the Faculty/Centre Board;
  - (b) new evidence, which could not have been available at the Faculty/Centre Board;
- (ii) To permit those students whose appeals are allowed to remain in the University to proceed with their studies subject to such conditions as the Committee may impose.
- (iii) To consider cases of students whose registrations have not been terminated but who are appealing against other decision(s) of the Faculty/Centre Board;
- (iv) To consider complaints from students pertaining to their Programmes of Studies (excluding review of examination scripts).

**20.2** The Committee will not normally consider cases of students who have reached the end of the maximum allowable period of study.

**20.3** The Student Progress and Complaints Committee reports directly to Senate subject to section 20.9.12.

#### 20.4 Composition of the Student Progress and Complaints Committee

The Student Progress and Complaints Committee (SPCC) will comprise the following members for a period of 2 years:

Pro-Vice-Chancellor (Academia)	Chairperson
Two Deans of Faculty not involved in the case(s) nominated by the Vice-Chancellor	Members
Three members of the academic staff appointed by Senate	Members
Students' Representative on Senate/ TRC/ Discipline Committee (in order of priority)	Member
Registrar's Representative	Secretary

**20.5** The Committee shall have the power to co-opt other member(s) of staff of the University, or other person(s), as the Committee considers appropriate.

**20.6** The Chairperson of the Committee is empowered to decide which items of business should be reserved items.

**20.7** The quorum for the Committee shall be four.

**20.8** Neither the Dean/ Director of the relevant Faculty/ Centre nor any other member directly related with the student's studies shall participate in or be present at the decision of the Committee. S/he may provide information and respond to questions by the Committee.

## **20.9 Operational Guidelines for the Student Progress and Complaints Committee**

- 20.9.1** All appeals and complaints by students shall be made in writing to the Registrar who will forward them to the Chairperson of the Student Progress and Complaints Committee.
- 20.9.2** Complaints pertaining to Programmes of Studies should be forwarded to the Registrar's Office before the start of examinations.
- 20.9.3** The Chairperson of the Student Progress and Complaints Committee reserves the right to refer appeals or complaints to other instances as appropriate, e.g. Faculty/ Centre/ Central Administration (VC, Registrar as appropriate).
- 20.9.4** The student should submit the following documents:
- (i) a written statement giving full details of her/his case to be considered;
  - (ii) documentary evidence to support her/his case under consideration, e.g. any extenuating circumstances, which the student thinks may have affected her/his performance.
- 20.9.5** A written acknowledgement should be sent to the student by the Registrar's Office within two weeks after receipt of the letter from the latter.
- 20.9.6** The outcome(s) or any action(s) to be taken in case of appeals or complaints referred and dealt at instances other than the SPCC, should be notified to the Chairperson of the Student Progress and Complaints Committee, within fifteen days of referral of the case, for appropriate and necessary action.
- 20.9.7** All appeals and complaints of students that cannot be dealt at Faculty/ Centre/ Central Administration (VC, Registrar as appropriate) level and appeals and complaints dealt unsatisfactorily by the latter will be considered by the Student Progress and Complaints Committee.
- 20.9.8** The Student Progress and Complaints Committee may give a hearing to the student, if necessary. The student may also be called for a hearing when her/his case has been referred to other instances. No member directly related with the student's appeal(s) or complaint(s) shall participate in or be present at the deliberation. S/he may however provide information and respond to questions.
- 20.9.9** After consideration of the case, the Student Progress and Complaints Committee may make one of the following decisions:
- (i) the student be permitted to proceed with her/his studies with or without conditions;
  - (ii) the student be required to withdraw permanently;
  - (iii) the student be permitted to repeat her/his year of study;
  - (iv) remedial action(s) be taken by Central Administration (VC, Registrar as appropriate) or Dean/ Director of the Faculty/ Centre;
  - (v) not entertain the complaint.
- 20.9.10** The recommendation(s) of the Student Progress and Complaints Committee regarding progress of students will be forwarded to Senate for approval.

- 20.9.11** Students shall have no right to appeal against the recommendation(s) of the Student Progress and Complaints Committee as approved by Senate.
- 20.9.12** The recommendation(s) of the Student Progress and Complaints Committee regarding complaints of students against staff will be forwarded to the Vice-Chancellor for appropriate action.
- 20.9.13** Students submitting frivolous complaints (e.g. unsubstantiated allegations) may be referred to the Discipline Committee for appropriate action.

## COMMITTEES ON WHICH STUDENTS ARE REPRESENTED

### Membership of Court

The Chancellor as Chairperson;

The Pro-Chancellor;

The Vice-Chancellor;

The Pro-Vice-Chancellor (Academia);

The Pro-Vice-Chancellor (Planning and Resources);

The Chief of Facilities and Services;

The Deans of Faculties;

The Minister overseeing tertiary education;

The Permanent Secretary of the Ministry overseeing tertiary education;

2 members of the National Assembly (to be nominated by the Honourable Speaker);

one benefactor of the University (to be nominated by Council);

one person to represent Learned Societies (to be nominated by Senate);

3 persons to represent the Professions (to be nominated by Council in consultation with Senate);

one member of the University Convocation (to be nominated by the Convocation);

one representative of the Tertiary Education Commission;

one representative of the Mauritius Institute of Training and Development;

one representative of Local Government (to be nominated by the Minister of Local Government);

one representative to be nominated by the Minister of Cooperatives;

one representative of the Trade Unions (to be nominated by the Minister of Labour and Industrial Relations);

one representative of Employers (to be nominated by the Mauritius Employers Federation);

one representative from the Mauritius Export Association;

one rector to represent secondary schools (to be nominated by the Minister of Education);

one representative of the Chamber of Agriculture;

one representative of the Chamber of Commerce;

one representative nominated by the Association of Bankers;

a representative of the Prime Minister's Office;

a representative of the Attorney-General;

5 persons to be nominated by the Prime Minister from Business and Industry;  
one representative from each of the registered Staff Unions of the University; and  
one representative from the Students' Union of the University.

### **Membership of Council**

The Pro-Chancellor as Chairperson;

The Vice-Chancellor;

The Pro-Vice-Chancellor (Academia);

The Pro-Vice-Chancellor (Planning and Resources);

The Chief of Facilities and Services;

A Dean of Faculty to serve by rotation for six months;

An elected representative of the academic staff of the University;

An elected representative of the non-academic staff of the University;

An elected representative of the students of the University;

Such other members not exceeding 9, 3 of whom shall be from the Public Sector, nominated by the Prime Minister from among persons who have been recommended to him by the appropriate professional bodies or institutions and who have distinguished themselves in the fields of education, agriculture, the arts, government, science and technology, business and the professions;

Other members will attend in a consulting capacity as and when required.

### **Membership of Senate**

The Vice-Chancellor as Chairperson;

The Pro-Vice-Chancellor (Academia) as Deputy Chairperson;

The Deans of Faculty;

The Registrar;

The Chief Librarian;

The Director of Quality Assurance;

Three full professors elected University wise and one elected academic staff per Faculty;

Three members from professional, commercial and industrial sectors nominated by the Senate; and

One representative nominated by the Students' Union.

Other members may attend in a consulting capacity as and when required

### **Membership of Teaching and Research Committee**

Pro-Vice-Chancellor (Academia) & Chairperson;

Pro-Vice-Chancellor (Planning and Resources);

Registrar;

Deans of Faculty;

Director, Quality Assurance;

One (1) Head of Department from each Faculty;

Students' Union Representative;

Secretary – Administrative Manager

#### **In Attendance:**

One (1) Administrative Manager/Administrative Officer per Faculty

Administrative Officers (Pro-Vice-Chancellor's (Academia) Office)

#### **To be available in Office**

Director/Officer-in-Charge, Centre for Innovative and LifeLong Learning (CILL)

### **Membership of Discipline Committee (Examination & Plagiarism)**

One Chairperson (should be a Professor);

Two academic staff of UoM as follows;

- One senior academic staff who is a Professor and will be alternate Chairperson.
- One senior academic staff from any Faculty (not necessarily a Professor)

Two Students' Representatives

### **Membership of Discipline Committee (Conduct of Students & University Discipline)**

Two (2) Professors/Associate Professors from two (2) different Faculties (to be appointed by Senate);

Three (3) members not being students appointed by the Vice-Chancellor (to include academics from legal, psychology and human resource management backgrounds, where appropriate);

Two (2) Students' Representatives appointed by Senate on the recommendation of the Students' Union;

The Secretary of the Discipline Committee shall be the Registrar or her/his representative.

## **Membership of Appeals Committee**

### Membership of the Appeals Committee (Five Members)

- A senior academic staff (at least at Associate Professor Level and preferably a former Dean), **not being a registered student of University of Mauritius** - Chairperson (to be nominated by the Vice-Chancellor).
- Three (3) University staff members not being registered students of the University appointed by Senate.
- A student representative nominated by Students' Union.

The quorum for the Committee shall be three (3).

The membership of the Committee is valid for two (2) years as from the date of appointment except for the Students' Union representative whose membership should be reviewed every academic year.

No member of the Appeals Committee should be a Senate member or a member of either Discipline Committee (Examination & Plagiarism) or Discipline Committee (Conduct of Students & University Discipline).

The Secretary of the Appeals Committee, on receipt of a case of a student appealing against a decision of Senate on Disciplinary Matters, shall convene a meeting of the Committee.

The matter should be cleared by the Committee within three (3) months of receipt of the appeal.

## **Membership of Board of Faculty**

The Dean of Faculty as Chairperson;

Heads of Departments;

One full Professor by rotation based on seniority for one year duration;

One nominated representative of academic staff of each Department for one year duration;

One nominated representative of academic staff of each Department for one year duration

Such other members of full-time or part-time staff of the University as may be co-opted to membership of the Board of Faculty for such period as the Board may in each case determine; and

One representative nominated by the Students' Union of the University who shall be a registered student with the Faculty concerned.

## **Membership of Library Committee**

Chief Librarian as Chairperson;

One Representative from each Faculty;

A Representative of Library;

One Students' Union representative from each Faculty;  
Librarian or representative of Mauritius Sugar Industry Research Institute;  
A representative of the Ministry of Agriculture and Natural Resources;  
A representative of the Mauritius Institute of Education;  
The Chief Archivist or Representative;  
A representative of the Mahatma Gandhi Institute.

### **Student Progress and Complaints Committee**

Pro-Vice-Chancellor (Academia) as Chairperson  
Two Deans of Faculty not involved in the case(s) nominated by the Vice-Chancellor  
Three members of academic staff appointed by Senate  
Students' Representative on Senate/ TRC/ Discipline Committee (in order of priority)  
Registrar's Representative as Secretary

### **Departmental Programme Board of Studies**

Head of the Department/ Unit Coordinator  
All full-time academic staff of the Department/ Unit  
Programme Coordinator(s)  
Two student representatives (of whom at least one should not be in the final year) to be nominated by and from students undertaking the Programme.

### **Interdisciplinary Programme Board of Studies**

Dean/ Centre Director or representative where the Programme is or will be on offer  
Head of the Department coordinating the Programme  
All Heads of Department whose modules (excluding CSE 1010e and GEMs) will appear or appear clearly in the Programme Plan or their representatives  
A minimum of four members of academic staff nominated by the Head(s) of Department, drawn from the principal participating Departments/Units including Partner Institutions, in approximate proportion to the number of credits contributing or to be contributing to the Programme as per Programme Plan  
Programme Coordinator(s)  
Two student representatives (of whom at least one should not be in the final year) to be nominated by and from students undertaking the Programme.



### **UoM Catering Services Supervisory Committee**

Chief of Facilities and Services - Chairperson  
One Member of Council;  
Representative of Finance Director;  
Representative of USU;  
Representative of UTU;  
Representative of UMASU;  
Two Representatives of Students' Union;  
Services Superintendent;  
One Academic Staff (Co-opted);  
Safety and Health Officer (Co-opted); and  
Administrative Officer as Secretary.

### **Sports Committee**

One Member of the Academic Staff – Chairperson;  
Administrative Officer;  
Administrative Officer & Registrar's Representative;  
Representative of Finance Director's Office;  
Services Superintendent;  
Sports Organiser;  
Sports Officer;  
Representative of University Staff Club;  
Representative of UMASU;  
Representative of USU;  
Representative of UTU;  
Three (3) Students' Representatives; and  
Principal Executive Assistant as Secretary.

## ACADEMIC DRESS

<p>Honorary Degrees</p> <p>Doctor of Civil Law Doctor of Literature Doctor of Science</p>	<p>Red gown with pointed cape type sleeves as follows:</p> <p>DCL Silver Grey DLitt Mid Blue DSc Gold</p> <p>Gold hoods lined with sleeve colour. Black square cap with tassel coloured as sleeve.</p>																		
<p>Doctor of Philosophy</p>	<p>Maroon gown with pointed cape style sleeves. Grey facings. Black hood lined with grey. Black brimmed academic cap with velvet crown.</p>																		
<p>Master</p>	<p>Dark green gown with cape sleeves. Black hood lined for each Faculty/ Partner Institution as follows:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 70%;">Agriculture</td> <td>Green</td> </tr> <tr> <td>Engineering</td> <td>Yellow</td> </tr> <tr> <td>Law and Management</td> <td>Red</td> </tr> <tr> <td>Science</td> <td>Blue</td> </tr> <tr> <td>Social Studies and Humanities</td> <td>Beige</td> </tr> <tr> <td>MGI</td> <td>Fuschia</td> </tr> <tr> <td>MIE</td> <td>Rust Coloured</td> </tr> <tr> <td>SAC</td> <td>Orange</td> </tr> <tr> <td>SSR Medical College</td> <td>Light Blue</td> </tr> </table> <p>Black square cap with green tassel.</p>	Agriculture	Green	Engineering	Yellow	Law and Management	Red	Science	Blue	Social Studies and Humanities	Beige	MGI	Fuschia	MIE	Rust Coloured	SAC	Orange	SSR Medical College	Light Blue
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<p>Bachelor</p>	<p>Black gown with pointed cape type sleeves. Black hood lined according to Faculty/ Partner Institution Colour as for Master. Black square cap with black tassel.</p>																		
<p>Undergraduate</p>	<p>Black gown with bell shaped sleeves. Black square cap with black tassel.</p>																		

*QA Updated on 06.04.15*