

ucu strike guidance

I'm concerned about the impact the ucu strike will have on my study. What can I do?

If the ongoing strike action is having an impact on your study, or you are concerned it may do, there are a number of steps you can take.

your rights

- Your rights as a student are governed by your contract with UEA and other academic policies in the University like those governing appeals.
- The current terms and conditions applying to your contract with UEA can be found at: <https://www.uea.ac.uk/documents/3154295/13885409/Terms+and+Conditions+2017/9088ae24-268a-44e1-1796-3c762e816a7f>. Different terms may apply in your particular case, depending on when you started your course.
- You should take advice about how these terms apply to your particular circumstances, but, in general terms, they oblige UEA to provide appropriate teaching and learning support for your course with reasonable care and skill unless prevented by circumstances beyond UEA's control.

extenuating circumstances (EC)

- If you will be unable to meet coursework deadlines because you have not been able to obtain academic support from your lecturers in time, consider using the EC process to request an extended deadline.
- If you are concerned that teaching of essential elements of modules you are studying has been cancelled as a result of the strike and you will be unable to answer exam questions on it, consider submitting ECs to ask for this factor to be considered by the Board of Examiners.
- For information about how to report ECs see: <https://www.uea.su/advice-housing/academicadvice/#Extenuatingcircumstances>.

appeals

- You can only appeal a mark once it has been considered by a Board of Examiners, so the first step is to put in ECs before the Board meets (see above).
- If your ECs have been rejected, you can appeal if they have not been considered fully and properly.
- There may be other grounds of appeal that apply in your individual case. For more information see the section on appeals at: <https://www.uea.su/advice-housing/academicadvice/>.

academic complaints

- You can use the UEA academic complaints procedure to raise concerns about the impact the loss of teaching or other services has had on your academic performance and/or your experience at UEA. While you won't have information about your performance until your results come out, you can gather information now to use as supporting evidence to show how you have been affected.
- With this in mind, you can use the questionnaire attached to help you gather everything you need.
- If you are not satisfied with the outcome of an academic complaint, you can ask the OIA (Office of the

Independent Adjudicator) to review the decision. The OIA will not review the decision if you have started legal proceedings (see below) but may take the terms of your contract with UEA into account.

legal action

- If you are not satisfied with the outcome of these, you may also be able to take legal action through the courts for breach of contract. To do this you will need to gather additional information about your contract with the university. This would include UEA's terms and conditions, your offer letter, and any printed or online material you relied on when choosing the course (tip: take screenshots now!).
- Taking legal action requires a considerable investment of time and effort and can be stressful. Make sure you have taken advice on what you could hope to get out of legal action and what it will cost you.

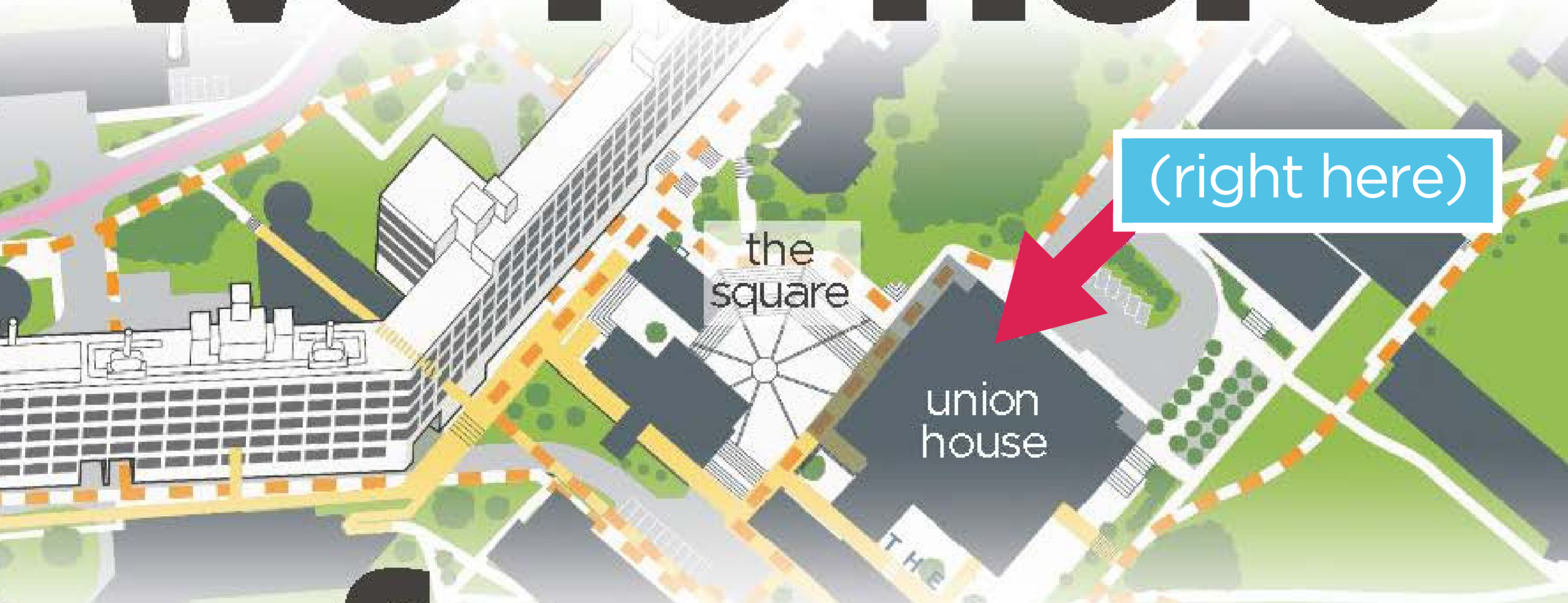
There's no need to rush! There is no benefit to you in raising a complaint or starting a legal case until you know what the full impact on your results has been.

If you would like to talk through your concerns, you can contact advicecentre@uea.ac.uk to arrange to talk to an Advice Worker. We can help guide you through the UEA procedures.

Information you will need to make a complaint

- What teaching has been cancelled for you because of the strikes? Do not include any teaching sessions which you missed voluntarily (e.g. if you missed lectures in support of those who were on strike, were ill or would have missed for other reasons). It would be helpful to list everything – name the lectures, etc:
 - lectures
 - seminars
 - tutorials
 - other
 - What would you have covered in those teaching sessions (where known)?
 - Did any of the topics come up in the exams? List any that did.
 - Was any of the material missed relevant to coursework? List any coursework affected.
 - What proportion is this of the total teaching time you should have received over the academic year?
 - Has the teaching time been rescheduled or have other arrangements been made?
 - If it has been rescheduled, what has been rescheduled and when? Has anything not been rescheduled?
 - Are you able to make the rescheduled times and/or make use of the other arrangements (if applicable)? If not, why not?
 - Are there other resources or support which you have been unable to access because of strike action or action short of a strike? For example, have you been able to access:
 - the university library
 - IT facilities
 - support services
 - career services
 - sports facilities
 - other student services, e.g. the students' union?
- (Only include things which you personally would normally have accessed or would have wanted to access over the strike period.)
- What proportion is this of the total term-time access you should have had to these facilities and services this academic year?
 - What have you lost because of the strike action? What impact has it had on you? (This might include lost opportunities e.g. if you could not access the library facilities for the 14 strike days, or if you could only access the library facilities for very limited periods.)
 - What impact has the “action short of a strike” had on you? For example, are there services which university staff would have provided before the strike action was called which they are not providing now? (Be as specific as possible about those services.)
 - Has the strike action had a particular effect on you which it might not have on other students? (E.g. this might be the case if you:
 - are pregnant or expecting to become a parent and need to complete your studies before having your baby
 - find uncertainty particularly anxiety-inducing (e.g. for people with certain disabilities or mental health conditions)
 - are an international student and this will cause you visa difficulties
 - have a job lined up to start in the summer and the strike action delays you getting your results
 - have a disability or require other special support and have been unable to access that support because of the strike
 - have had to extend your accommodation because of rescheduled classes
 - are applying for jobs or work experience placements (e.g. law students) and need to disclose first and second year grades and you feel those grades have been affected by the strike.)
 - Have you done anything which would in any way support the strike or encourage the staff who are on strike?

we're here



for you

With

free, confidential, impartial advice

mon - fri 10.00 - 16.00, 01603593463

advicecentre@uea.ac.uk

uea.su/advice

we've got your back