



IMPORTANT REGULATIONS AND POLICIES

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Introduction to Important Regulations and Policies

This document is designed to give you clear information about some of the important regulations that govern your time at Metanoia Institute (referred to here as “the Institute”), and to signpost you to the definitive current versions of these policies and regulations.

Where this document refers to ‘Terms and Conditions,’ this refers to the Terms and Conditions for your course which have been sent to you alongside your offer letter these can also be found on our Policies and Procedures webpage: <https://www.metanoia.ac.uk/about/policies-and-procedures/>. By agreeing to the Institute’s Terms and Conditions you have agreed to abide by the regulations relating to your time as a student at Metanoia Institute.

This document references the following regulations from the Policies and Procedures pages of our website, as may be amended from time to time and **published annually by 1st August** preceding the start of the academic year. Please check back on the link regularly to ensure you are viewing the most recent versions.

[Academic Appeal Policy](#)
[Academic Integrity and Misconduct Policy and Procedures](#)
[Academic Regulations](#)
[Admissions Policy](#)
[Break in Study Policy](#)
[Clinical Ethics Handbook](#)
[Course Approval and Modification Policy & Procedure](#)
[Data Protection Policy](#)
[Fitness to Practise](#)
[Fitness to Study Policy](#)
[Intellectual Property Policy](#)
[Mi Education Strategy](#)
[Mitigating Circumstances](#)
[Privacy Notice](#)
[Student Charter](#)
[Student Code of Conduct](#)
[Student Complaints Policy](#)
[Student Disciplinary Procedure](#)
[Student Engagement Policy](#)

This document also contains an overview of important financial information. It also refers to our [Student Complaints Policy](#) and [Academic Appeal Policy](#).

This document is not designed to replace or supersede any of the above regulations and policies, and where there is any doubt the information in the regulations and policies should be taken as definitive.

If you need further guidance, please contact a member of Registry or the Admissions teams.

Withdrawal

The Institute has the right to withdraw you from your course if:

- You have poor attendance at lessons, in line with the Higher Education Student Withdrawal Procedure (see the [Student Engagement Policy](#))
- Where appropriate, you will also have to comply with any professional body attendance and time-keeping requirements
- You fail too many assignments and no longer meet the progression requirements (see [Academic Regulations](#))
- A fitness to study panel finds that you are unable to continue your studies due to illness, including mental health issues (see the [Fitness to Study Policy](#))
- You are found guilty of academic misconduct (see our [Academic Integrity and Misconduct Policy and Procedures](#))
- You exceed the maximum registration period
- You fail to return after a period of interruption (see Terms and Conditions - Section 10: Metanoia Institute's Right to Terminate)
- You fail to pay your tuition fees (see Terms and Conditions – Section 8: Tuition Fees and Funding)
- If you fail to re-enrol at the beginning of any academic year
- You are found guilty of a serious breach of our regulations at a disciplinary hearing. This could include, but is not limited to:
 - Harassing and bullying behaviour
 - Discriminatory behaviour
 - Assault
 - Threatening/abusive behaviour
 - Drugs/alcohol on Metanoia Institute premises

For more information, please see the [Student Code of Conduct](#), the [Student Disciplinary Procedure](#) and the [Student Charter](#).

You may also withdraw yourself from a course of study by contacting student support, who will be able to guide you through the process.

If you are withdrawn from a course:

- You will no longer be allowed to use Metanoia Institute premises
- You may be liable for any outstanding fees for the year (please see the Terms and Conditions for more details)
- You will not receive a degree qualification, but may be able to claim a lower-level exit award if you have previously completed relevant years of study successfully and you do not owe the Institute any outstanding fees
- (For international students only) we will be required by law to inform the relevant immigration authorities that you are no longer a student. This will likely result in your student visa being revoked.

Break in Study

You may be allowed to take a break in study between years whilst on your course. This period of interruption or partial enrolment will only be permitted for a maximum of twelve months, please see the [Break in Study Policy](#) for parameters and exceptions to this.

If you fail to return within the agreed timeframe, you may be withdrawn from your course.

For more information, please see the [Academic Regulations](#) (see regulation C4 of [Middlesex University's Regulations](#) or section 7 of [Metanoia Institute's Academic Regulations](#), as appropriate).

Progression requirements

In order to progress from one stage of a course to another you must meet the progression requirements.

The best way to guarantee you will progress on to the next stage of your course is to pass all your modules with 50% pass mark or above. There will also be professional requirements that you will also need to meet, the specific requirements will be detailed in your course handbook once you have enrolled.

If you do not pass all your assessments/modules/professional requirements you may be offered re-sits of assessments, a retake of a module, a year of partial enrolment, or a retake of the entire year, depending on your personal circumstances and the number of assessments/modules or professional requirements you have failed. The decision will be made by the relevant assessment board, which will apply the progression rules as outlined in the Academic Regulations (see [Middlesex University's Regulations](#) or [Metanoia Institute's Academic Regulations](#), as appropriate). It is strongly advised that you read these regulations fully.

It is important to note that if you are awarded a re-sit in an assessment, it will be capped at 50% meaning that this is the highest grade you will receive for this assessment. It may also impact on your final degree calculation.

Additionally, there may be minimum clinical requirements that you must meet.

Award Requirements

In order to receive your degree qualification, you will need to meet certain requirements as set out by the Institute, its validating partner or its accrediting bodies. These requirements are set out in full in the [Academic Regulations](#). For professional body requirements, please see your course handbook once enrolled.

The best way to guarantee that you will receive your full academic and professional qualifications is to get at least 50% or above in all modules, and meet the professional requirements for every year of the course.

If you fail to meet the award requirements for your full qualification you may receive a lower-level exit qualification. If you fail to meet the minimum professional requirements you may not be entitled to practice as a counsellor or psychotherapist.

Submission of work

Work must be submitted in the correct format. Failure to submit work or to submit work in the correct format will result in an automatic fail with a mark of 0% (grade 20 in the point-scale). Should your work be failed at first attempt, you will be entitled to and will be given a second opportunity to resubmit the work. Work resubmitted at levels 5, 6 and 7 will be capped at 50% (grade 16 in the point-scale). In the event there is approved mitigation or successful appeal, the second opportunity will be uncapped.

When submitting work digitally it is your responsibility to ensure that files are submitted in the correct file format and can be opened correctly. It is a good idea to test files on different computers to make sure they work. If the file cannot be opened, we will not be able to mark it, and will result in a mark of 0% (grade 20 in the point-scale). Should your work be failed at first attempt, you will be entitled to and will be given a second opportunity to resubmit the work. Work resubmitted at levels 5, 6 and 7 will be capped at 50%

(grade 16 in the point-scale).

Failure of correct submission or failure of electronic device is not grounds for a mitigation claim, so it is important that you backup all of your work and double-check all submissions.

For more information, please refer to the Academic Regulations (see [Middlesex University's Regulations](#) or [Metanoia Institute's Academic Regulations](#), as appropriate).

Academic Misconduct

Academic misconduct is defined as any attempt to gain an unfair advantage in assessed work by deception or fraudulent means. This includes, but is not limited to:

- Plagiarism - the practice of taking someone else's work or ideas and passing them off as your own, including the use of artificial intelligence
- Self-plagiarism – submitting the same piece of work or a substantial part of it for assessment more than once
- Collusion - working together with someone on an assessment that is meant to be an individual effort
- Cheating in examinations or tests – breaching the examination room rules
- Copying - consciously presenting someone else's work as your own
- Personation – having someone else sit an examination for you
- Taking notes into an unseen examination
- Gaining access to an unseen examination paper in advance of sitting it
- Fabricating or falsifying research results
- Purchasing or commissioning work from a third party
- Integration of artificial intelligence-generated documentation

The result of committing academic misconduct varies depending on the severity of the case but could ultimately lead to you being withdrawn from the course. If you have already received an award, but are then found guilty of misconduct, you may have that award revoked.

For more in-depth information, please refer to our [Academic Integrity and Misconduct Policy and Procedures](#).

Mitigating Circumstances

If you feel you have been negatively affected by factors outside your control you may be able to gain an assessment deferral through a Mitigation Claim.

A mitigation claim may be made against the following circumstances:

- Late or non-submission of assessment
- Absence from an in-person assessment
- Assessment submitted on time and/or in-person assessment (such as examination) taken on scheduled date – but assessment performance is seriously and unexpectedly impaired.

For more information, please see the [Mitigating Circumstances Policy](#).

Complaints and Appeals

Metanoia Institute has several distinct procedures and policies for handling different types of complaints and

appeals.

The [Student Complaint Policy](#) covers problems relating to teaching, learning, research and supervision, and to the provision of other services by the Institute.

The [Academic Appeals Policy](#) covers requests for review of a decision made by an academic body (such as an Assessment Board) regarding student assessment, progression or award. The below is an indicative list of decisions against which you can appeal:

- Failure of the course of study
- The recommended category of award
- A decision that the student is required to withdraw from the course because they have failed to satisfy the requirements for academic progress within that course
- A decision that a student is required to submit one or more assessment units, having failed to satisfy the requirements for academic progress (this can include a decision that a student is required to repeat a year)
- A particular assessment result (this can include a penalty for late submission, or failure to submit a piece of work)
- A decision from Metanoia Institute that a student is deemed to have withdrawn

Your appeal will only be successful if you meet one of the grounds for appeal, these will be slightly different depending on what you are appealing against. The grounds for appeal can be found in the appeals procedure.

The [Student Code of Conduct](#) alongside the [Student Disciplinary Procedure](#) cover complaints concerning the inappropriate behaviour (or allegations of behaviour) of other students.

Finally, there are separate complaints and appeals procedures for applicants. Information about these procedures can be found within the [Admissions Policy](#). In these cases, a complaint is defined as a concern about an aspect of the admission process, which is not necessarily connected to the selection decision. If, following receipt of feedback, an applicant feels that an error has occurred, they have the right to request a formal review of the selection decision on one of the following grounds:

- Pertinent information was missing from the original application
- There has been a misinterpretation of information or data contained within the original application
- There was a procedural anomaly in the handling of the application.

It is important that all forms of complaint and appeal are submitted in a timely fashion. The timings for each form of complaint and appeal can be found via the above links. Late applications are unlikely to be considered unless you can provide sufficient evidence of mitigating circumstances.

Help and Guidance

If you are considering making an appeal or complaint, you are **strongly advised** to talk to one of the figures below. They can advise you on how to deal with your appeal/complaint, help to resolve it informally and, if necessary, support you in the process of making a formal appeal/complaint:

- Registry and Academic Services Support Staff
- Your Head of Programme or in their absence, the appropriate Associate Director of Education
- One of your Student Representatives

Further information on academic appeals and other appeals and complaints can be found on the Appeals and Complaints pages within My Registry once you have enrolled.

If you have tried to resolve your complaint or appeal informally and are still dissatisfied, you may use the forms available from My Registry once you have enrolled.

Intellectual Property

As outlined in our [Intellectual Property Policy](#) as a general rule, the Institute makes no claims over Intellectual Property (IP) generated by students in the course of their studies. Students are, therefore, free to exploit the IP they generate in the course of their study, including published songs, written articles, and other such work. There are, however, some exceptions to this rule, which are detailed in the Intellectual Property Policy.

Course Changes and Academic Development

In response to student feedback changes may be made to your course, this will only happen when one or more of the following is true:

- The changes are non-material (e.g. module aims or non-assessed learning outcomes)
- The changes are beneficial to students
- The changes are required because of circumstances outside of our control (e.g. a change in the law).

When we are making changes to a course, we always consult with your student reps through Boards of Studies meetings for your programme. You are able to express your concerns or any input you would like to have by contacting your student rep or by attending the Student Association.

If it is believed that a change is deemed to be detrimental to students, we will email all students to inform them of the proposed change with appropriate time to respond well ahead of the start of the new academic cycle.

Any major or detrimental changes made to the course between the time the prospectus is released, and release of this document will be made clear in the accompanying course overview.

For more details see our [Course Approval and Modification Policy & Procedure](#).

Students should also be aware of the [Mi Education Strategy](#), which sets out the strategic aims and principles guiding the Institute's approach to Learning and Teaching, by which they aim to provide students with the best opportunity to achieve a sustainable career in the psychological professions and those allied to them.

Financial Information

Course fees: -

The Institute's Schedules of Fees are provided with your contract and published on My Registry under the Finance section.

For further information, including details of support and payment plans, please see the [Financial Policies and Procedures](#) section of our website.

Data Protection

The Institute processes students' personal data as part of the necessary functioning of the institution. Personal data is information that can be used to identify students individually, and which students provide by completing application and enrolment forms, as well as information which is processed while students are enrolled, such as assessment results. In compliance with current data protection legislation, the

Institute's Privacy Notice sets out which forms of information the Institute collects, and how it is used and stored.

Conclusion

As noted in the Introduction, this document is designed to provide an overview of some of the important regulations which govern your time at the Institute, and to signpost you to the definitive versions of these regulations and policies. It is not a substitute for reading these regulations in full. We wish you all the best in your future studies.