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Student Rights and Responsibilities

STU-002 | Student Lifecycle

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INSTITUTIONAL REGULATIONS & POLICIES | IEU

Student Rights and Responsibilities

DOCUMENT CONTROL / STU-002

Document ID	STU-002
Document family	Student Lifecycle
Document custodian	Student Services Lead
Version	1.0
Edition date	18 October 2026
Review cycle	Annually and following material change

1 Purpose and applicability

Applies to participants in IEU-led learning and student support services. The provisions govern the activities within the defined IEU service scope; applicable programme-specific contracts and verified rules of a separate awarding institution govern award requirements wherever relevant.

2 Policy requirements

- 01 Students are entitled to respectful treatment, accessible academic information and a route for reporting concerns.
- 02 Students should receive timely information about learning requirements, assessment rules and material changes.
- 03 Students must uphold academic honesty, respectful communications and appropriate use of digital systems.
- 04 Learners must keep contact details current and protect login credentials.
- 05 Reasonable individual support adjustments are considered through a confidential process.
- 06 No student is disadvantaged for raising a complaint in good faith.

3 Operational procedure

Trigger: Orientation, support request, conduct issue or rights-related enquiry

- 01 Provide accessible orientation materials and an explanation of the student support channels.
- 02 Explain academic responsibilities, academic integrity and the relevant complaints and appeals mechanisms.
- 03 Receive support or adjustment requests confidentially and record the agreed action.
- 04 Review whether the student experienced the promised service or requires escalation.

4 Responsibilities and evidence

Accountable process owner. Student Services Lead maintains implementation, staff guidance, case processing and reporting. Academic decisions requiring external award authority must be referred according to the verified programme arrangement.

Minimum evidence. Orientation confirmation; request case; adjustment decision; support correspondence.

Record protection. Keep case files, decisions and correspondence in access-controlled systems; apply an approved retention schedule and document transfers to relevant partners. Do not publish personal or confidential records.

5 Exceptions, concerns and review

Exceptions. Material deviations require a written rationale, authorization by a role with the appropriate delegation, and a record of any impact on students or staff. No local exception may override mandatory law or a controlling awarding-body requirement.

Challenge and escalation. Explain the applicable complaints, academic appeals or rights-request route to affected persons. Refer safety concerns, integrity incidents, data incidents, conflicts of interest or disputed award claims to the designated specialist authority.

Monitoring. Review unresolved support requests and evidence of non-retaliation.

6 Linked institutional controls

Related controls, where relevant: Academic Regulations (ACD-001); Academic Integrity (ACD-003); Student Complaints (STU-004); Academic Appeals (STU-005); Quality Assurance (QUA-001); Privacy and Student Records (DIG-001); Academic Partnerships and Award Information (PAR-001).

7 Document information and periodic review

Document series	IEU Regulations & Policies
Institution	International European University (IEU)
Applicability	See section 1 and programme-specific terms
Student enquiries	Use the IEU contact and support routes
Document maintenance	Controlled by the responsible function