

New Uzbekistan University Policy Handbook

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Table of Contents

1. Institutional Statement
2. Equality, Diversity, and Inclusion Policy
3. Data Protection Policy
4. Economic Crime and Anti-Corruption Policy
5. Modern Slavery and Human Trafficking Policy
6. Freedom of Speech Policy
7. Safeguarding Policy
8. Health and Safety Policy
9. Harassment Policy
10. Sexual Misconduct Policy
11. Employment and HR Policy
12. Prevent Policy
13. Student Charter
14. Attendance, Retention and Student Support Policy
15. Extenuating Circumstances Policy
16. Complaints Policy
17. Appeals Policy
18. Academic Misconduct Policy
19. Student Discipline Policy
20. Fitness to Study Policy
21. Student Feedback Policy

1. Institutional Statement

New Uzbekistan University (“NEWUU”) is committed to operating in accordance with international standards of higher education governance, academic integrity, equality, safeguarding, and student welfare.

The University seeks to create an inclusive, safe, ethical, and academically rigorous environment for all students, staff, contractors, visitors, and partners.

This handbook establishes the University’s core policy framework in alignment with international higher education best practice.

All members of the University community are expected to comply with these policies and contribute to a culture of integrity, respect, inclusion, professionalism, and academic excellence.

2. Equality, Diversity, and Inclusion Policy

Purpose

To embed a culture of equality, diversity, and inclusion across all facets of New Uzbekistan University (NEWUU), ensuring that every individual is valued, respected, and provided with equitable opportunities, in full compliance with the international human rights principles.

Scope

This policy applies universally to all members of the NEWUU community, including prospective and current students, staff (academic, professional, and support), contractors, visitors, and partners. Its principles govern all University activities, including admissions, recruitment, employment, teaching, learning, research, assessment, student support services, campus facilities, and external engagements.

Policy Statement

New Uzbekistan University is steadfast in its commitment to fostering an inclusive environment where diversity is celebrated, and all forms of discrimination, harassment, and victimisation are unequivocally rejected. The University actively promotes equality of opportunity for individuals irrespective of their age, disability, gender reassignment, marriage and civil partnership status, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. We believe that a diverse community enriches the academic experience, stimulates innovation, and prepares graduates for a globalised world.

Commitments

- To proactively identify and dismantle barriers to inclusion, ensuring equitable access and participation for all individuals.
- To embed EDI principles into all University policies, procedures, and practices, from strategic planning to daily operations.
- To offer regular and comprehensive training on EDI to all staff and students, promoting awareness, understanding, and best practices.
- To foster an environment where individuals feel safe and empowered to report incidents of discrimination or harassment, ensuring prompt, fair, and confidential investigation and resolution.
- To regularly review and evaluate the effectiveness of EDI initiatives, using feedback and data to drive continuous improvement and accountability.

Inclusive Practices

NEWUU will actively promote inclusive practices across all university functions, ensuring that curriculum design, campus facilities, digital platforms, and support services are accessible, welcoming, and responsive to the diverse needs of individuals from all backgrounds. This includes providing appropriate training, resources, and support to foster an inclusive culture.

3. Data Protection Policy

Purpose

To ensure the lawful, fair, and transparent processing of personal data at New Uzbekistan University (NEWUU), safeguarding the privacy rights of individuals.

Scope

This policy extends to all personal data collected, stored, processed, or transmitted by NEWUU, regardless of the medium or format, and applies to all staff, students, contractors, researchers, and any third-party organisations or individuals acting on behalf of the University.

Policy Statement

New Uzbekistan University is dedicated to protecting the privacy and personal data of its students, staff, and stakeholders. The University is committed to processing personal data lawfully, fairly, and transparently, ensuring its collection for specified, explicit, and legitimate purposes. Data will be adequate, relevant, and limited to what is necessary, accurate and kept up to date, retained only for as long as necessary, and processed in a manner that ensures appropriate security. Individuals have rights concerning their personal data, including the right to access, rectification, erasure, restriction of processing, data portability, and objection.

Commitments

- To process all personal data: lawfulness, fairness and transparency; purpose limitation; data minimisation; accuracy; storage limitation; integrity and confidentiality; and accountability.
- To implement robust technical and organisational measures to ensure the security of personal data, protecting it from unauthorised access, alteration, disclosure, or destruction.
- To establish clear procedures for responding to data subject rights requests, ensuring individuals can exercise their rights effectively and without undue delay.
- To conduct Data Protection Impact Assessments (DPIAs) for high-risk processing activities and maintain comprehensive records of processing activities.
- To promptly detect, report, and investigate any personal data breaches, mitigating potential harm and notifying supervisory authorities and affected individuals as required by law.

4. Economic Crime and Anti-Corruption Policy

Purpose

To establish New Uzbekistan University's (NEWUU) zero-tolerance stance against all forms of economic crime and corruption, ensuring the highest standards of integrity and ethical conduct in all its operations.

Scope

This policy applies to all staff, students, contractors, agents, and any third parties acting on behalf of NEWUU, both domestically and internationally. It covers all financial and non-financial transactions, business dealings, and interactions where the University's reputation or assets could be affected.

Policy Statement

New Uzbekistan University maintains an absolute zero-tolerance approach to all forms of economic crime, including bribery, fraud, money laundering, and corruption. This policy is established in alignment with the relevant national and international anti-corruption legislation, reflecting the University's unwavering commitment to conducting its affairs with the highest standards of integrity, transparency, and ethical conduct. The University strictly prohibits the offering, giving, soliciting, or accepting of any bribe, facilitation payment, or other improper advantage, whether directly or indirectly, to or from any person or organisation.

Commitments

- To implement and enforce robust internal controls, financial procedures, and due diligence processes to prevent, detect, and respond to economic crime and corruption risks.
- To conduct regular risk assessments to identify and mitigate potential areas of exposure to economic crime and corruption across all University activities and partnerships.
- To provide mandatory training and clear guidance to all staff and relevant third parties on their obligations under this policy and applicable anti-corruption laws.
- To maintain a secure and confidential whistleblowing mechanism, encouraging the reporting of any suspected instances of economic crime or corruption without fear of retaliation.
- To thoroughly investigate all allegations of economic crime or corruption, taking appropriate disciplinary action against those found in breach of this policy, and cooperating fully with law enforcement agencies where necessary.
- To ensure that all gifts, hospitality, and expenses are managed transparently and are proportionate, legitimate, and do not create any perception of undue influence or obligation.

5. Modern Slavery and Human Trafficking Policy

Purpose

To prevent modern slavery and human trafficking in all operations and supply chains of New Uzbekistan University (NEWUU), demonstrating its commitment to ethical practices and human dignity, in accordance with the international human rights standards.

Scope

This policy applies to all NEWUU operations, including its direct employment practices, procurement activities, and supply chains, encompassing all staff, contractors, suppliers, and partners. It extends to any third-party relationships where there is a potential risk of modern slavery or human trafficking.

Policy Statement

New Uzbekistan University is unequivocally committed to preventing modern slavery and human trafficking in all its operations and supply chains. This policy reflects the University's recognition that modern slavery, in all its forms including slavery, servitude, forced or compulsory labour, and human trafficking, constitutes a grave violation of fundamental human rights. The University will not tolerate any such practices within its own activities or those of its extended network.

Commitments

- To conduct thorough due diligence processes to identify, assess, and mitigate potential risks of modern slavery and human trafficking within its direct operations and across its entire supply chain.
- To embed anti-slavery and human trafficking clauses into all contracts with suppliers and partners, requiring adherence to this policy and relevant legislation.
- To provide regular training and awareness programmes for relevant staff, particularly those involved in procurement and HR, to enhance their ability to identify and respond to indicators of modern slavery.
- To maintain transparent reporting mechanisms, including an annual Modern Slavery Statement, detailing the steps taken to combat modern slavery and human trafficking and demonstrating continuous improvement.
- To collaborate with relevant governmental bodies, NGOs, and industry partners to share best practices and strengthen collective efforts against modern slavery.
- To ensure that any concerns or suspicions of modern slavery or human trafficking are investigated promptly, sensitively, and thoroughly, with appropriate action taken to protect victims and hold perpetrators accountable.

6. Freedom of Speech Policy

Purpose

To uphold and promote freedom of speech within the law at New Uzbekistan University (NEWUU), recognizing its fundamental importance to academic inquiry, robust debate, and the advancement of knowledge.

Scope

This policy applies to all staff, students, and visiting speakers at NEWUU, and covers all activities, events, and discussions conducted on University premises or under its auspices, whether in person or online. It applies to all forms of expression, including teaching, research, artistic expression, and public discourse.

Policy Statement

New Uzbekistan University is profoundly committed to upholding and promoting freedom of speech within the bounds of the law, recognizing it as an indispensable pillar of a vibrant academic community and a cornerstone of democratic society. This policy places a legal duty on university to take reasonable steps to secure freedom of speech. The University champions academic freedom, enabling staff to teach, discuss, and research without interference or restriction, provided that views are expressed in a responsible, respectful, and lawful manner. We believe that the open exchange of ideas, even those that may be challenging or unpopular, is essential for critical thinking, intellectual growth, and societal progress.

Commitments

- To take all reasonable and practicable steps to secure freedom of speech within the law for all staff, students, and visiting speakers, ensuring a wide range of views can be heard and debated.
- To protect and promote academic freedom, enabling staff to pursue and disseminate knowledge and ideas without fear of censorship or reprisal, subject to professional responsibilities and legal limits.
- To develop and implement clear procedures for the management of events and external speakers, ensuring that freedom of speech is facilitated while also safeguarding individuals from harassment, intimidation, or unlawful acts.
- To not tolerate any form of harassment, intimidation, or discrimination against individuals for exercising their lawful right to free speech, and to address any such incidents promptly and effectively.
- To ensure that the University's facilities and resources are accessible for the exercise of lawful freedom of speech, and that any restrictions are proportionate, necessary, and clearly communicated.

7. Safeguarding Policy

Purpose

To safeguard and promote the welfare of all members of the New Uzbekistan University (NEWUU) community, particularly children and vulnerable adults, by outlining clear responsibilities and procedures for protection from harm, abuse, and neglect, aligned with relevant legislation and best practices.

Scope

This policy applies to all staff, students, volunteers, contractors, and visitors within the NEWUU community, particularly those who work with or come into contact with children (under 18) or vulnerable adults. It covers all University premises, activities, and online interactions.

Policy Statement

New Uzbekistan University is deeply committed to safeguarding and promoting the welfare of all individuals within its community, with a particular focus on protecting children and vulnerable adults from harm, abuse, and neglect. This policy outlines the University's proactive approach to fulfilling its moral and legal responsibilities, aligning with relevant UK safeguarding legislation and best practices. We recognise that safeguarding is everyone's responsibility and that creating a safe environment requires vigilance, clear procedures, and a culture of openness. The University will ensure that all individuals are treated with dignity and respect, and that their well-being is paramount.

Commitments

- To establish clear, accessible, and well-publicised procedures for reporting concerns about abuse, neglect, or potential harm, ensuring that all disclosures are treated with sensitivity, confidentiality, and acted upon promptly.
- To cooperate fully and effectively with statutory agencies, including local authorities and law enforcement, in any safeguarding investigations, sharing information appropriately to protect individuals at risk.
- To foster an open and supportive environment where individuals feel safe and empowered to raise concerns, ensuring that no one is penalised for reporting a genuine safeguarding issue.
- To provide appropriate support and guidance to individuals who have experienced harm or abuse, and to those who have raised concerns, ensuring their well-being is prioritised.
- To regularly review and update safeguarding policies and procedures in response to legislative changes, best practice guidance, and lessons learned from incidents or reviews.

8. Health and Safety Policy

Purpose

To provide a safe and healthy environment for all students, staff, visitors, and contractors at New Uzbekistan University (NEWUU), by developing and implementing robust health and safety measures in accordance with the relevant regulations.

Scope

This policy applies to all activities undertaken by NEWUU, covering all University premises, facilities, equipment, and operations, both on and off-campus, and extends to all individuals within the University community, including those participating in fieldwork or international travel for University business.

Policy Statement

New Uzbekistan University is committed to providing a safe and healthy environment for all its students, staff, visitors, and contractors. This Health and Safety Policy reflects the University's legal and moral obligation to protect the well-being of its community. The University recognises that effective health and safety management is integral to its operations and academic mission, and it strives to eliminate hazards and minimise risks to health, safety, and welfare.

Commitments

- To identify and assess all significant health and safety risks arising from University activities, implementing effective control measures to eliminate or reduce these risks to an acceptable level.
- To provide and maintain a safe working and learning environment, including safe plant and equipment, and ensure safe systems of work are in place for all operations.
- To provide comprehensive information, instruction, training, and supervision to all staff and students, enabling them to perform their duties and studies safely and to understand their health and safety responsibilities.
- To consult with staff and student representatives on health and safety matters, fostering a collaborative approach to risk management and continuous improvement.
- To establish clear procedures for reporting and investigating all accidents, incidents, and near misses, learning from these events to prevent recurrence.
- To regularly review and audit health and safety performance, ensuring compliance with legal requirements and internal standards, and driving a culture of proactive risk management.

9. Harassment Policy

Purpose

To create a respectful and inclusive environment free from harassment at New Uzbekistan University (NEWUU), by defining harassment, outlining clear reporting mechanisms, and ensuring prompt, fair, and confidential investigation of all complaints.

Scope

This policy applies to all members of the University community, including students, staff, contractors, and visitors. It covers harassment occurring on University premises, at University-organised events, or through University-related communications, including online platforms and social media, whether during or outside of working/study hours.

Policy Statement

New Uzbekistan University is dedicated to creating a respectful and inclusive environment where all individuals feel safe, valued, and free from harassment. This policy defines harassment as unwanted conduct related to a protected characteristic (as defined in the Equality, Diversity, and Inclusion Policy) or of a sexual nature, which has the purpose or effect of violating a person's dignity or creating an intimidating, hostile, degrading, humiliating, or offensive environment. This university unequivocally states that it will not tolerate any form of harassment, whether verbal, non-verbal, physical, or online.

Commitments

- To clearly define what constitutes harassment, including examples, to ensure all members of the community understand unacceptable behaviours.
- To establish accessible, confidential, and multiple pathways for reporting incidents of harassment, ensuring that individuals feel safe and supported when coming forward.
- To ensure that all complaints of harassment are investigated promptly, thoroughly, impartially, and confidentially, with due regard for the well-being of all parties involved.
- To provide comprehensive support to individuals who have experienced harassment, including access to counselling, welfare services, and academic or workplace adjustments.
- To take appropriate disciplinary action against those found to have engaged in harassment, in accordance with University disciplinary procedures, and to prevent any form of victimisation or retaliation against complainants or witnesses.
- To implement preventative measures, including regular awareness campaigns and mandatory training for staff and students, to challenge harmful attitudes and behaviours and promote a culture of respect and civility.

10. Sexual Misconduct Policy

Purpose

To prevent and respond effectively to all forms of sexual misconduct at New Uzbekistan University (NEWUU), ensuring the safety and well-being of its community, fostering a culture of consent and respect.

Scope

This policy applies to all members of the University community, including students, staff, contractors, and visitors. It covers sexual misconduct occurring on University premises, at University-organised events, or through University-related communications, including online platforms and social media, whether during or outside of working/study hours.

Policy Statement

New Uzbekistan University is profoundly committed to preventing and responding effectively to all forms of sexual misconduct, ensuring the safety, dignity, and well-being of every member of its community. This policy defines sexual misconduct broadly to include, but not be limited to, sexual harassment, sexual assault, and rape. The University maintains an absolute zero-tolerance approach to sexual misconduct and is dedicated to fostering a pervasive culture of consent, respect, and personal boundaries across all aspects of university life.

Commitments

- To maintain an absolute zero-tolerance approach to sexual misconduct, clearly defining what constitutes such behaviour and communicating these standards widely.
- To establish clear, accessible, and confidential reporting mechanisms, ensuring that individuals who have experienced sexual misconduct can come forward safely and receive immediate support.
- To provide comprehensive and compassionate support to survivors of sexual misconduct, including access to specialist counselling, medical assistance, academic adjustments, and safety planning.
- To ensure that all reports of sexual misconduct are investigated promptly, thoroughly, impartially, and with sensitivity, adhering to principles of natural justice and due process for all parties.
- To take appropriate and proportionate disciplinary action against those found to have engaged in sexual misconduct, in accordance with University disciplinary procedures, and to prevent any form of victimisation or retaliation.
- To implement robust preventative measures, including mandatory consent education, awareness campaigns, and bystander intervention training for all staff and students, to challenge harmful attitudes and promote a culture of respect and positive sexual behaviour.

11. Employment and HR Policy

Purpose

To establish New Uzbekistan University (NEWUU) as an exemplary employer, fostering a fair, supportive, and productive working environment for all staff, covering all aspects of the employment relationship in alignment with employment law principles and best practice in human resource management.

Scope

This comprehensive policy framework applies to all employees of NEWUU, encompassing all stages of the employment lifecycle from recruitment and selection, terms and conditions of employment, professional development, performance management, grievance and disciplinary procedures, to cessation of employment. It also extends to volunteers and temporary staff.

Policy Statement

New Uzbekistan University is committed to being an exemplary employer, fostering a fair, supportive, and productive working environment for all its staff. This comprehensive Employment and HR Policy framework covers all aspects of the employment relationship, from recruitment and selection to professional development, performance management, and cessation of employment. It is developed in alignment with law principles, promoting equality of opportunity, fair treatment, and adherence to best practice in human resource management. The University values its staff as its most important asset and is committed to creating a workplace where everyone can thrive.

Commitments

- To ensure transparent, fair, and merit-based recruitment and selection processes, attracting and retaining a diverse and talented workforce.
- To provide competitive terms and conditions of employment, including fair remuneration, benefits, and a supportive work-life balance.
- To invest in the continuous professional development and training of its staff, fostering a culture of lifelong learning and career progression.
- To implement clear and equitable policies for performance management, grievance resolution, and disciplinary procedures, ensuring fairness, consistency, and due process.
- To prioritise staff well-being, offering comprehensive support services and promoting a healthy and inclusive working environment.
- To ensure compliance with all relevant employment legislation in Uzbekistan and to align with best practices, promoting equality of opportunity and preventing discrimination.

12. Prevent Policy

Purpose

The purpose of this policy is to fulfil New Uzbekistan University's (NEWUU) responsibilities to prevent individuals from being drawn into terrorism and to foster a safe, inclusive, and resilient environment where open debate and critical thinking are encouraged.

Scope

This policy applies to all staff, students, and visitors at NEWUU, and covers all University activities, events, and facilities, particularly those where individuals may be vulnerable to radicalisation or extremist ideologies. It extends to both on-campus and University-organised off-campus activities.

Policy Statement

New Uzbekistan University, in fulfilling its responsibilities as a higher education provider, is committed to complying with the Prevent Duty. This policy sets out the University's proactive approach to preventing people from being drawn into terrorism, while simultaneously upholding its commitment to freedom of speech and academic freedom. The University recognises the importance of protecting its community from extremist ideologies and will work to create a safe, inclusive, and resilient environment where open debate, critical thinking, and intellectual challenge are encouraged, thereby building resistance to radicalisation.

Commitments

- To assess the risk of individuals being drawn into terrorism and to develop and implement effective strategies to mitigate these risks across the University community.
- To provide comprehensive training to relevant staff to enhance their understanding of the Prevent Duty, enable them to identify individuals who may be vulnerable to radicalisation, and guide them on appropriate referral pathways.
- To ensure that external speakers and events held on University premises or under its auspices are managed in a way that facilitates freedom of speech within the law, while also preventing the promotion of extremist views or unlawful acts.
- To establish clear and accessible referral pathways for individuals who are identified as being vulnerable to radicalisation, ensuring they receive appropriate support and intervention.
- To collaborate effectively with local partners, including law enforcement, local authorities, and other agencies, where appropriate, to share information and coordinate efforts in line with the Prevent Duty.
- To regularly review and update this policy and associated procedures in response to evolving threats, legislative changes, and best practice guidance, ensuring its continued effectiveness and proportionality.

13. Student Charter

Purpose

To define the mutual expectations and responsibilities between New Uzbekistan University (NEWUU) and its students, fostering a partnership approach that underpins a successful, enriching, and mutually beneficial university experience, and promoting a culture of active engagement and respect.

Scope

This Charter applies to all registered students of NEWUU and to the University as an institution, encompassing all academic, social, and support aspects of the student experience. It serves as a guiding document for the student-university relationship throughout a student's enrolment.

Policy Statement

New Uzbekistan University is committed to a dynamic partnership approach with its students, recognising that a successful university experience is built on mutual understanding, respect, and shared responsibilities. This Student Charter articulates the fundamental expectations and commitments of both the University and its students. It clearly sets out what students can expect from the University in terms of high-quality teaching, learning resources, support services, and facilities, and, in return, what the University expects from its students, including active engagement with their studies, respectful conduct, adherence to University regulations, and constructive participation in the University community. The Charter aims to foster an environment of open communication, collaboration, and shared purpose, enabling students to thrive academically, personally, and professionally.

Commitments

- The University commits to providing a high-quality academic experience, including effective teaching, comprehensive learning resources, and fair assessment practices, designed to enable students to achieve their full academic potential.
- The University commits to offering accessible and responsive student support services, including academic advice, welfare support, career guidance, and disability services, to promote student well-being and success.
- The University commits to fostering an inclusive, safe, and respectful campus environment, free from discrimination and harassment, where all students feel a sense of belonging.
- Students commit to actively engaging with their studies, attending scheduled learning activities, and taking responsibility for their own learning and academic progress.
- Students commit to conducting themselves respectfully towards all members of the University community, adhering to the University's codes of conduct, and contributing positively to the campus environment.
- Students commit to familiarising themselves with and adhering to all University regulations, policies, and procedures, including those related to academic integrity, health and safety, and IT usage.

14. Attendance, Retention and Student Support Policy

Purpose

To support New Uzbekistan University (NEWUU) students throughout their academic journey, promoting active engagement, enhancing retention rates, and ensuring their successful progression and completion of studies through a comprehensive and proactive student support framework.

Scope

This policy applies to all registered students of NEWUU across all programs of study and to all academic and support departments within the University responsible for student engagement, attendance monitoring, and the provision of student support services.

Policy Statement

New Uzbekistan University is dedicated to supporting its students throughout their academic journey, promoting active engagement, and ensuring their successful progression and completion of studies. This policy outlines the University's clear expectations regarding student attendance and engagement, recognising their crucial role in academic success and integration into the University community. It also details the comprehensive and proactive support mechanisms available to enhance student retention and well-being. The University systematically monitors attendance and engagement to identify students who may be experiencing difficulties or are at risk of disengagement, enabling early intervention and tailored support. This integrated approach aims to create a supportive learning environment that addresses individual student needs, promotes academic achievement, and fosters a strong sense of belonging within the University community.

Commitments

- To clearly communicate expectations regarding student attendance and engagement, emphasising their importance for academic progress and successful completion of studies.
- To implement a robust and fair system for monitoring student attendance and engagement, ensuring compliance with visa regulations for international students and identifying students who may require support.
- To provide a comprehensive range of proactive support services, including academic guidance, personal tutoring, counselling, disability support, financial advice, and career development, accessible to all students.
- To ensure that academic advisors and personal tutors are equipped to provide effective guidance and to refer students to appropriate specialist support services when needed.
- To foster a culture where students feel comfortable seeking help and support, and where early intervention strategies are employed to address challenges before they escalate.
- To regularly review and evaluate the effectiveness of attendance monitoring and student support initiatives, using data and student feedback to inform continuous improvement and enhance student retention and success.

15. Extenuating Circumstances Policy

Purpose

To provide a fair, transparent, and consistent process for New Uzbekistan University (NEWUU) students to request consideration for unforeseen, unavoidable, and significant circumstances that genuinely impact their ability to complete assessments or attend examinations, while upholding academic standards and ensuring equity across the student body.

Scope

This policy applies to all registered students of NEWUU undertaking assessed work or examinations across all programmes of study. It covers all academic departments, assessment boards, and relevant University committees responsible for considering extenuating circumstances claims.

Policy Statement

New Uzbekistan University recognises that students may occasionally experience unforeseen, unavoidable, and significant circumstances that genuinely impact their ability to complete assessments or attend examinations. This Extenuating Circumstances Policy provides a fair, transparent, and consistent process for students to request consideration for such circumstances, ensuring that they are not unfairly disadvantaged by events beyond their control. The policy clearly defines what constitutes valid extenuating circumstances (e.g., serious illness, bereavement, significant personal crisis, or other exceptional unforeseen events) and outlines the precise procedures for submitting claims, including required evidence, deadlines, and the process for review. The University is committed to balancing compassion and support for students with the imperative to maintain academic standards and ensure fairness to all students.

Commitments

- To clearly define what constitutes valid extenuating circumstances, providing illustrative examples and criteria to guide students and staff.
- To establish a transparent and accessible procedure for students to submit claims for extenuating circumstances, including clear deadlines and requirements for supporting evidence.
- To ensure that all extenuating circumstances claims are considered promptly, confidentially, and impartially by an appropriately constituted panel or authority, with decisions communicated clearly and with reasons.
- To provide a range of appropriate remedies for approved claims, which may include extensions to submission deadlines, deferral of assessments, or alternative assessment arrangements, designed to mitigate the impact of the circumstances without compromising academic integrity.
- To ensure that students are fully informed about this policy and the process for making a claim, through comprehensive guidance and support.
- To regularly review and evaluate the effectiveness and fairness of the Extenuating Circumstances Policy and its application, using feedback and data to inform continuous improvement.

16. Complaints Policy

Purpose

To provide a clear, accessible, and fair process for addressing concerns and complaints raised by students and stakeholders at New Uzbekistan University (NEWUU), promoting continuous improvement, enhancing the quality of experience, and ensuring timely and effective resolution.

Scope

This policy applies to all registered students and other stakeholders of NEWUU who wish to raise a concern or make a complaint about any aspect of the University's provision, services, or conduct. It covers complaints related to academic programmes, administrative services, student support, and the conduct of staff or other students.

Policy Statement

New Uzbekistan University is committed to providing a high-quality experience for all its students and stakeholders. This Complaints Policy outlines a clear, accessible, and fair process for addressing concerns and complaints, recognising that constructive feedback is vital for continuous improvement. The University encourages informal resolution of concerns at the earliest possible stage, but also provides a robust formal complaints procedure for more serious or unresolved issues. The policy details the stages of the complaints process, including initial informal resolution, formal complaint submission, thorough investigation, and a review stage. It ensures that all complaints are treated seriously, investigated objectively, and resolved promptly and impartially, with outcomes communicated clearly to the complainant.

Commitments

- To encourage and facilitate the informal resolution of concerns at the earliest possible stage, providing guidance and support for this process.
- To establish a clear, multi-stage formal complaints procedure that is accessible to all students and stakeholders, detailing how to submit a complaint, what information is required, and expected timelines.
- To ensure that all formal complaints are investigated thoroughly, impartially, and confidentially by appropriate personnel, with due consideration for natural justice and fairness to all parties.
- To provide clear communication to complainants throughout the process, including acknowledgement of receipt, updates on progress, and a comprehensive outcome letter detailing findings and any actions taken.
- To use feedback and learning from complaints to identify systemic issues, implement corrective actions, and drive continuous improvement in University services, policies, and practices.
- To ensure that complainants are not subjected to any form of victimisation or detriment for making a complaint in good faith, and to provide avenues for external review where internal processes are exhausted.

17. Appeals Policy

Purpose

To provide a transparent, fair, and impartial process for New Uzbekistan University (NEWUU) students to appeal against certain academic decisions, safeguarding student rights, ensuring the integrity of academic decision-making processes, and upholding principles of natural justice.

Scope

This policy applies to all registered students of NEWUU who wish to appeal against academic decisions, including assessment outcomes, progression decisions, final award classifications, and decisions related to academic misconduct. It covers appeals against decisions made by examination boards, academic committees, or other authorised University bodies.

Policy Statement

New Uzbekistan University provides a transparent, fair, and impartial process for students to appeal against certain academic decisions, recognising the importance of robust mechanisms for review and redress. This Appeals Policy clearly outlines the specific grounds on which an appeal can be made, which typically include procedural irregularity, extenuating circumstances not previously considered, or evidence of bias or prejudice in the decision-making process. The policy details the structured stages of the appeals process, from the initial submission of an appeal to its review by an independent panel or committee, and the range of possible outcomes. The University is committed to ensuring that all appeals are considered objectively and that students have a fair opportunity to present their case, thereby safeguarding their rights and ensuring the integrity and fairness of all academic decision-making processes.

Commitments

- To clearly define the specific and limited grounds on which an academic appeal can be made, ensuring that students understand when an appeal is permissible.
- To establish a transparent and accessible procedure for students to submit appeals, including clear deadlines, required documentation, and guidance on preparing an appeal statement.
- To ensure that all appeals are considered impartially by an independent panel or committee, whose members have not been involved in the original decision, and that decisions are based solely on the evidence presented and the grounds for appeal.
- To provide clear communication to appellants throughout the process, including acknowledgement of receipt, updates on progress, and a comprehensive outcome letter detailing the decision and reasons.
- To ensure that students are not subjected to any form of victimisation or detriment for making an appeal in good faith.
- To regularly review and evaluate the effectiveness and fairness of the Appeals Policy and its application, using feedback and data to inform continuous improvement in academic decision-making processes.

18. Academic Misconduct Policy

Purpose

To uphold the highest standards of academic integrity at New Uzbekistan University (NEWUU) by clearly defining academic misconduct, outlining robust investigation procedures, and detailing proportionate penalties, while promoting responsible academic practices and fostering a culture of honesty and originality.

Scope

This policy applies to all registered students of NEWUU across all programs of study and levels. It covers all academic work submitted for assessment, including examinations, coursework, dissertations, theses, presentations, and research projects, as well as any conduct related to academic integrity.

Policy Statement

New Uzbekistan University is unequivocally committed to upholding the highest standards of academic integrity, which are fundamental to the credibility of its awards and the reputation of its graduates. This Academic Misconduct Policy clearly defines various forms of academic misconduct, including but not limited to plagiarism, collusion, cheating in examinations, fabrication of data, contract cheating, and impersonation. The policy outlines robust, fair, and transparent procedures for investigating suspected cases of academic misconduct, ensuring due process and natural justice for all students involved. It details a clear range of proportionate penalties that may be imposed, which can vary depending on the severity and nature of the misconduct, from re-submission of work with a capped mark to suspension or permanent expulsion from the University. The University aims not only to penalise misconduct but also to educate students on responsible academic practices.

Commitments

- To clearly define and communicate what constitutes academic misconduct, providing comprehensive guidance and examples to students and staff.
- To implement fair, transparent, and timely procedures for investigating suspected cases of academic misconduct, ensuring due process and the right to be heard for all students.
- To apply a clear and proportionate range of penalties for academic misconduct, ensuring consistency and fairness across all cases, with a focus on both deterrence and education.
- To provide extensive guidance, resources, and training to students on academic integrity, proper referencing, and avoiding plagiarism, fostering a culture of honesty and originality in all academic work.
- To ensure that all staff involved in teaching, assessment, and investigation of academic misconduct receive appropriate training and guidance.
- To regularly review and update this policy and associated procedures in response to evolving academic practices, technological advancements, and best practices in academic integrity.

19. Student Discipline Policy

Purpose

To maintain a safe, respectful, and conducive learning environment for all members of the New Uzbekistan University (NEWUU) community by outlining clear expectations for student conduct and establishing fair and transparent procedures for addressing non-academic misconduct.

Scope

This policy applies to all registered students of NEWUU. It covers student conduct occurring on University premises, at University-organised events, during placements, or through University-related communications, including online platforms and social media, where such conduct impacts the University community or its reputation.

Policy Statement

New Uzbekistan University is committed to maintaining a safe, respectful, and conducive learning environment for all members of its community. This Student Discipline Policy outlines the University's clear expectations regarding student conduct and establishes fair and transparent procedures for addressing non-academic misconduct. The policy covers a broad range of behaviours that may constitute misconduct, including but not limited to disruption, harassment, bullying, damage to property, theft, misuse of University resources, and breaches of University rules and regulations. It details a structured disciplinary process, from initial investigation to formal hearings and the imposition of sanctions. The University aims to address misconduct fairly and consistently, with a focus on education, rehabilitation, and restorative justice where appropriate, while always ensuring the safety, well-being, and rights of the wider University community are protected.

Commitments

- To clearly define and communicate expected standards of student conduct, ensuring all students understand their responsibilities and the behaviours deemed unacceptable.
- To establish fair, transparent, and timely procedures for investigating alleged instances of non-academic misconduct, ensuring due process and the right to be heard for all students.
- To apply a clear and proportionate range of sanctions for student misconduct, ensuring consistency and fairness across all cases, with a focus on both deterrence and, where appropriate, education and rehabilitation.
- To provide support and guidance to students involved in disciplinary processes, including access to advocacy and welfare services.
- To ensure that all staff involved in disciplinary processes receive appropriate training and guidance on procedural fairness and decision-making.
- To regularly review and update this policy and associated procedures in response to evolving student needs, best practices in student conduct management, and relevant legal frameworks.

20. Fitness to Study Policy

Purpose

To support the health and well-being of New Uzbekistan University (NEWUU) students while ensuring all students can engage safely and effectively with their studies and the wider University community, by outlining clear procedures for addressing situations where a student's health or behaviour impacts their ability to study or poses a risk.

Scope

This policy applies to all registered students of NEWUU whose physical or mental health, well-being, or behaviour may be impacting their ability to engage with their studies, meet academic requirements, or posing a risk to themselves or others within the University community. It covers all programmes of study and all University settings.

Policy Statement

New Uzbekistan University is deeply committed to supporting the health and well-being of its students, recognising that a student's health can significantly impact their academic engagement and success. This Fitness to Study Policy outlines clear, supportive, and structured procedures for addressing situations where a student's physical or mental health, well-being, or behaviour may be impacting their ability to study effectively, meet academic requirements, or posing a risk to themselves or others within the University community. The policy aims to provide a compassionate and proactive framework for students experiencing difficulties, offering appropriate interventions, support services, and reasonable adjustments. It details a staged process, from initial concerns and informal support to formal review and, in exceptional circumstances, temporary withdrawal or suspension from studies, always balancing the student's best interests with the need to maintain a safe and effective learning environment for all.

Commitments

- To provide a supportive and non-punitive framework for identifying and assisting students whose health or behaviour is causing concern, prioritising early intervention and access to appropriate support services.
- To establish clear and confidential pathways for raising concerns about a student's fitness to study, ensuring that staff are trained to recognise indicators of distress and know how to respond appropriately.
- To implement a staged process for addressing fitness to study concerns, beginning with informal support and guidance, progressing to formal review only when necessary, and ensuring student involvement and consent where appropriate.
- To ensure that all decisions regarding a student's fitness to study are made fairly, transparently, and based on objective evidence, with due consideration for medical advice and the student's individual circumstances.
- To provide a range of support and adjustments to enable students to continue their studies where possible, and to facilitate a safe return to study following any period of absence or intervention.
- To ensure that students have the right to appeal decisions made under this policy, and that the policy is regularly reviewed to ensure its effectiveness, fairness, and alignment with best practice in student welfare.

21. Student Feedback Policy

Purpose

To enhance the quality of education, services, and overall student experience at New Uzbekistan University (NEWUU) by valuing and actively utilising student feedback as a crucial mechanism for continuous improvement, innovation, and partnership.

Scope

This policy applies to all registered students of NEWUU and all academic and administrative departments responsible for collecting, analysing, and responding to student feedback. It covers feedback related to all aspects of the student experience, including teaching, learning, assessment, support services, facilities, and the wider University environment.

Policy Statement

New Uzbekistan University values student feedback as a crucial mechanism for enhancing the quality of its education, services, and overall student experience. This Student Feedback Policy outlines the various formal and informal channels through which students can provide feedback, including module evaluations, course representatives, student surveys, focus groups, and direct communication with staff. The policy details how feedback will be systematically collected, rigorously analysed, and proactively used to inform improvements across all levels of the University. The University is deeply committed to 'closing the feedback loop', ensuring that students are not only heard but also informed about how their input has led to positive changes and developments. This policy fosters a culture of continuous improvement and genuine partnership with students, empowering them to contribute actively to the evolution of their learning and living environment.

Commitments

- To establish and maintain diverse, accessible, and user-friendly channels for students to provide feedback on all aspects of their University experience.
- To ensure that all student feedback is collected systematically, analysed rigorously, and disseminated appropriately to relevant departments and decision-making bodies.
- To demonstrate clearly how student feedback has been considered and acted upon, communicating the resulting improvements and changes back to the student community.
- To empower student representatives and student bodies to play a significant role in gathering, articulating, and influencing responses to student feedback.
- To provide training and support to staff on how to effectively solicit, interpret, and respond to student feedback, fostering a responsive and student-centred approach.
- To regularly review and evaluate the effectiveness of student feedback mechanisms, seeking to enhance student engagement and ensure that feedback genuinely contributes to strategic planning and operational improvements.