



London Code of Student Conduct

Updated June 2016 by
Foundation for International Education
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WELCOME TO FOUNDATION FOR INTERNATIONAL EDUCATION (FIE)

PURPOSE OF THIS MANUAL

FIE is committed to the health, safety and well-being of our students and has policies in place to foster a safe, supportive and academic environment.

This manual is intended as a reference for FIE staff, faculty and students as well as partner institutions, visiting faculty and site staff.

Any questions, concerns or suggested amendments should be directed to the Student Life Office.

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PART ONE: FIE COMMUNITY STANDARDS AND VALUES

Living in a residence requires all individuals to be responsible and respectful of the policies, procedures and standards that have been established to protect each student, ensure personal and FIE property is well-maintained and protected, and to maintain a reasonable sense of order and structure. The standards and values below, combined with the Residential Policies and Procedures in Part Three, assist us in providing a safe, clean and academic environment.

1.1 COMMUNITY STANDARDS

As students, staff and faculty of FIE, we strive to:

- Unite all students as a part of the FIE Community, which equally values each member regardless of class or place of residence, their sex, sexual orientation, age, marital status, colour, creed, race, ethnic or national origin.
- Promote a shared responsibility for upholding the community values and standards amongst students and Residence Life staff.
- Increase communication and awareness of the community values and standards between students and staff.
- Encourage student and staff behaviours that demonstrate pride and respect for their living environments.

1.2 COMMUNITY VALUES

As a member of this community, I will:

- Practice personal and academic integrity.
- Accept responsibility for my own actions.
- Hold others accountable for their actions.
- Be a responsible, honest, active member of my residence community.
- Respect and care for myself, my friends, other people and their property.
- Accept responsibility for the actions of the members that I bring into the community.
- Follow all Residence Life Policies and Procedures as outlined in the FIE Code of Student Conduct.
- Follow all policies, procedures and expectations of my home university's guidelines.
- Value diversity and learn from differences in people, ideas and situations.
- Ask questions and actively listen in order to understand each member as an individual and avoid stereotypes.
- Be open to new ideas and to people who disagree with me.
- Respect and cooperate with FIE staff and personnel who work within our community.
- Recognize my role and responsibility to the community outside of my university and FIE.

PART TWO: RESIDENTIAL POLICIES AND REGULATIONS

2.1 ALCOHOL AND DRUGS POLICY

Policies and procedures related to alcohol and drug possession, use and distribution are based in national and local laws as well as FIE's commitment to fostering a safe, supportive and academic environment for our students. These policies apply to all FIE spaces, including but not limited to: in and around FIE residence halls; non-FIE residence halls in which FIE students reside; Foundation House; external academic spaces; FIE sponsored activities including extra-curricular events, co-curricular events and study tours; and the Dublin Business School.

Students with the legal right to possess and/or consume alcohol must do so with responsibility and respect for themselves and others. FIE encourages students to promote healthy decisions and behaviours which ensure the use of alcohol does not negatively impact their academic goals and the larger FIE community.

All students will be held accountable for their actions and decisions made under the influence of alcohol and/or other drugs.

General Regulations: Alcohol

- Alcohol beverages may not be consumed and/or in the possession of any individual under the national legal drinking age; in the United Kingdom and Republic of Ireland this is 18.
- Students of legal age may not distribute alcohol to any individual under the legal drinking age.
- Students of legal age who use or possess alcohol must do so in a manner which does not compromise the health, safety, well-being or respect for/of themselves or their community.
- Alcohol is prohibited in the common areas of FIE's residence halls, including: Metrogate kitchens; the Metrogate Study Area and Common Room; all residences' corridors, hallways, stairways and entrance areas; laundry areas; and the Manson Place study lounge.
- Alcohol consumption and the possession of open containers is prohibited on the front steps and pavements of FIE residence halls and Foundation House.
- Common source alcohol containers (e.g. kegs) are prohibited.
- FIE staff and faculty reserve the right to request students (including those of legal age) to dispose of alcohol in order to address disruptive behaviours and/or groups.
- Possession of empty alcohol containers, including for decorative purposes, is prohibited. Empty alcohol containers may be removed and disposed of by FIE staff.

Local and National Regulations

- The Royal Borough of Kensington and Chelsea is a designated controlled drinking zone. Metropolitan Police and Police Community Support Officers have the right to confiscate alcohol (open and unopened) from people behaving in an antisocial manner in public; this includes on the streets and pavements as well as in the parks.
- Students are expected to abide by all local, city and federal laws and regulations regarding alcohol when traveling outside their FIE city of study. FIE encourages students to be proactive in becoming knowledgeable of regulations and laws prior to their travel and to be mindful and respectful of not only local laws but also customs and cultural expectations and practices.

General Regulations: Drugs

- FIE prohibits the illicit use, consumption, sale, distribution, possession and cultivation of illegal drugs.
- Drug related paraphernalia is prohibited; this includes but is not limited to bongs, grinders, etc.
- Illicit possession and recreational misuse of controlled substances is prohibited; this includes using prescribed medication for other than its intended use, students using prescribed medication that is not prescribed to them, and “poppers” and other inhalants.
- Possession for illicit materials found in common and shared spaces will initially fall to residents responsible for that space (i.e. all members of a flat for materials found in the flat's kitchen).
- Confiscated items found in violation of local laws and/or FIE policies will not be returned to students.

2.2 BALCONIES, PATIOS, ROOFS AND WINDOWS

General Regulations: Balconies, Patios and Roofs

- No resident is permitted access to balconies, outside ledges, patios or roofs. If a balcony lock is broken, removed, or manipulated, there will be a £100.00 fine.
- Tampering with or deactivating balcony, patio or roof locks or alarms is prohibited.

General Regulations: Windows

- Window restrictors must remain locked except in the case of an emergency. Tampering with or removing a window restrictor is prohibited and students are liable for any costs associated with repairing or replacing restrictors.
- Windows are not to be used as entrances or exits from any residence or Foundation House.

- Students may not throw, pour or hang items such as sheets or banners out of the windows.
- Radios and speakers may not be placed in windows.

2.3 BODILY HARM

Inflicting bodily harm on another is strictly prohibited; this includes the threat of bodily harm, intentional bodily harm, unintentional bodily harm resulting from reckless or inappropriate behaviour, and harassment, relationship violence and sexual misconduct.

Any act of bodily harm, intentional or unintentional, that violates additional FIE policies are subject to those further repercussions as well as any applicable national law.

2.4 FIRE ALARMS AND FIRE SAFETY

Residents in violation of FIE's fire safety policies may receive additional fines or prosecution in accordance with UK health and safety laws.

General Regulations: Fire Alarms

- Evacuation for fire alarms is required of all occupants of FIE buildings whenever an alarm is sounded; failure to evacuate is a serious violation of city ordinances.
- Initiating a fire alarm is prohibited.

General Regulations: Fire Safety

- Tampering with fire safety and general safety equipment is prohibited; this includes unnecessarily discharging fire extinguishers, covering or removing heat/smoke detectors, hanging anything from heat/smoke alarms or sprinklers, and exiting through alarmed fire exits.
- Fire doors must be kept closed at all times.
- Exits and hallways must be kept clear and free of potential obstructions and rubbish.
- Electrical outlets and power strips should not be overloaded and appropriate transformers (voltage convertors) must be used for the UK voltage of 240v.

2.5 FIRE ARMS AND WEAPONS

In accordance with UK regulations, violators of firearms and weapons laws face criminal prosecution in addition to FIE and university sanctions.

Any threat of violence, including reference to use and/or possession of firearms or ammunition, will be treated as a serious and potentially life-threatening situation. Members of the FIE community are therefore expected

to temper their language appropriately and report any concerning behaviour or language to FIE immediately.

General Regulations: Fire Arms and Weapons

- FIE prohibits the possession and/or use of weapons of any type in and around their facilities. This includes but is not limited to firearms, knives (excluding appropriate kitchen cutlery), and weapons used in hand-to-hand combat. *Students who pursue personal interests that include materials prohibited by this policy (e.g. martial arts, fencing) must speak with the Director of Student Life or the Director of Facilities **prior to** bringing equipment in to FIE facilities.*
- Possession of firearms, including pepper spray, is illegal in the United Kingdom and Republic of Ireland and therefore prohibited in all FIE facilities.
- Ammunition is not permitted in or around FIE facilities.

2.6 FLAMMABLES AND FIREWORKS

General Regulations:

- The use and/or possession of fireworks (including sparklers), flammable liquids, and hazardous materials within FIE facilities is not permitted.
- The burning of candles, incense, and flammable liquids is prohibited. *Students who may have religious observance needs in contradiction to this policy should contact the Director of Student Life or the Director of Facilities.*
- Candles may be used for purely decorative purposes; FIE staff reserve the right to ask a student to remove a candle if there is suspicion it is being lit.
- The use of flammable materials (e.g. paper, fabric and tinsel) for decorative purposes must be limited and is at the discretion of FIE staff.
- Halogen lights/lamps within residences are prohibited.
- Barbeques (BBQs) are prohibited in and around FIE facilities, including the front steps and pavements outside FIE residences and Foundation House.

2.7 FOOD AND DRINK

All members of the FIE community are encouraged to consider the impact of their dietary decisions with regards to sustainability and the environment.

Sustainable reusable FIE water bottles are available for purchase from the Student Life Office.

General Regulations:

- No eating or drinking (excluding water) is permitted in classrooms or the Metrogate Study Area. Students with medical needs in contradiction to this policy may contact FIE's Administration and Accessibility Manager.
- Students are responsible for disposing of their rubbish from the common areas of FIE facilities including Foundation House.

2.8 GUESTS

All FIE students, staff and faculty have the right to be comfortable and respected in their community and environment; a guest whose behaviour or language contradicts this expectation or any of the following regulations may be asked to leave any FIE facility at any time.

General Regulations:

- Overnight guests are not permitted in the residences; guests must vacate all residences by 11pm.
- Hosts are responsible for the guests at all times and it is their responsibility to ensure guests are aware of and abide by FIE policies, procedures and expectations.
- Hosts are expected to be with their guests at all times; at no time should guests be permitted to walk through FIE facilities unattended.
- Guests to Metrogate House must sign in at the Facilities Support Desk and provide photo ID; they are not permitted to use Metrogate facilities at any time. Under certain circumstances, guests to Metrogate may be asked to remain in the Metrogate Facilities Support Desk area.
- Guests to Foundation House must check-in at the Front Office.
- Under no circumstances are guests permitted to be in possession of a resident's keys or the access codes to Metrogate House and Foundation House.

2.9 HARASSMENT AND BULLYING

FIE will not tolerate any form of disrespectful or abusive behaviour with or to other students, residents, staff or the public. This includes verbal and written communication as well as physical conduct.

Harassment includes but is not limited to: creating a hostile environment; retaliatory harassment; sexual harassment; and hate incidents (that is, words or actions that target an individual on the basis of race, colour, nationality, ethnic or national origin; sex, sexual orientation, gender identity or expression; marital or parental status; religion, belief or lack of religion/belief; age; disability; genetic information; or veteran's status.

Bullying includes any behaviours or actions by an individual or group, often repeated over time, which intentionally hurts another group or person, either physically or emotionally, including those over the internet or social media (i.e. cyber bullying).

2. 10 INTERNET POLICIES (IT)

FIE's wired and wireless networks are intended for educational purposes as well as personal use only ("personal use" including but not limited to: sending emails, browsing the internet, making bookings, and using social media and communication apps such as Skype and Facebook).

In the event a member of the FIE community's internet access is in violation of UK or US laws, FIE will cooperate fully with the investigating and/or licensing parties.

General Regulations:

- Any activities that violate UK or US laws are prohibited. This includes downloading and/or sharing copyrighted material.
- On-line gambling (including browsing on-line gambling or gaming sites) is prohibited.
- Accessing pornographic materials is prohibited.
- Sharing folders or files on Local Area Network (LAN) or Wide Area Network (WAN) is prohibited.

2.11 KEYS

Residents are issued keys upon check-in; keys are on loan to residents for the duration of their stay but remain the property of FIE. At no time should keys be sold, traded, given to or duplicated by another party.

Additional procedures related to keys and lock-outs are listed in Part 3: "Keys and Lock-outs".

2.12 KITCHENS

Whether a floor communal space or contained within a flat, all students are expected to demonstrate respect for the property, fellow community members and staff responsible for the maintenance and upkeep of their kitchen space.

FIE is committed to sustainable initiatives and committed to the environment; as such, all members of the FIE community are encouraged to consider food waste while cooking, participate in sustainable cooking and food production, and recycle packaging materials whenever possible.

General Regulations:

- Residents are responsible for cleaning their own dishes and utensils. Please note the Housekeeping Team will not wash dishes.
- Personal items such as food and cooking utensils should be properly stored in cupboards and fridges.
- Residents are responsible for removing their rubbish and placing it in the rubbish store. The Housekeeping Team will not remove rubbish.
- FIE staff reserve the right to remove kitchen items or restrict access to kitchens that are being used inappropriately.

2.13 PETS

With the exception of registered service animals, pets and other animals are prohibited within FIE facilities. This includes any animal in temporary or transient residence (e.g. "pet-sitting", renting a pet) as well as animals maintained in enclosed containers such as tanks and cages.

Students with medical needs in contradiction to this policy may contact FIE's Administration and Accessibility Manager.

2.14 PROPERTY, FURNITURE AND DECORATIONS

Residents are encouraged to create a comfortable and welcoming community within their residences and rooms; however, they are equally expected to respect FIE facilities, furniture and property in all FIE buildings.

Any resident requiring specific furniture or residence accommodation should contact the Directors of Facilities and/or Student Life.

General Regulations: Damages

Damages and normal wear and tear to FIE property, furniture and facilities should be reported immediately to the Facilities Team; further information regarding this process is located in Part 4.8: Maintenance Request and Reporting Information.

Wilful damage to or destruction of FIE property or furniture (i.e. vandalism) will result in disciplinary action and restitution.

Residents are jointly responsible for property and furniture, and damages therein, in their shared spaces, including flat common rooms, kitchens, residence common rooms and study labs.

General Regulations: Decorations and Furniture

- For health and safety reasons, residents may not move FIE furniture.
- FIE furniture may not be removed from rooms, flats or residences. This includes kitchen items such as crockery, silverware, pots, pans, utensils and electrical items.

- Residents may not use paint, wallpaper, double-sided tape, heavy duty tape, screws, tacks, or nails, in their residence rooms, flats or communal spaces.
- When decorating, residents should use tac putty (aka "blue tac"); this should be removed, along with all personal decorations and items, prior to their departure.
- Personal items and decorations may not in any way interfere or tamper with fire or other safety equipment.
- FIE reserves the right to move or remove any items that constitute a fire or safety hazard.

2.15 SEXUAL MISCONDUCT

Sexual misconduct is strictly not tolerated by FIE; this includes but is not limited to relationship violence, sexual or gender based harassment, and sexual assault.

FIE abides and is governed by the definitions and guidelines stated in the United Kingdom's [Sexual Offences Act of 2003](#). Any reports of sexual misconduct within, by or against the FIE community are subject not only to FIE's policies and disciplinary action but also this national law. Any acts of sexual misconduct that violates additional FIE expectations policies and/or UK laws are subject to those governing policies.

All members of the FIE community are expected to foster a respectful and supportive community. Additionally, all should familiarize themselves with related laws, policies and guidelines in order to continue to foster such a community and discourage misconduct.

FIE is dedicated to maintaining the health and well-being of all community members and, as such, FIE faculty, staff and students are encouraged to report any concerns about or incidents related to sexual misconduct.

FIE respects an individual's privacy and will, whenever possible, maintain the strictest confidentiality with regards to reporting concerns or incidents.

2.16 SMOKING AND TOBACCO PRODUCTS

Smoking and the use of tobacco products are prohibited in all FIE facilities including residence halls, Foundation House and outsourced classroom space. This includes electronic cigarettes (e-cigarettes) and vaporizers; any lit cigarette, clove or scented cigarette, pipe, cigar, cigarillo, hookah smoked products or other smoking product; and smokeless tobacco.

Local Regulations

- Under regulations of the Royal Borough of Kensington and Chelsea it is a littering offense to dispose of cigarette butts/ends on the streets, pavements or in gutters, and is liable for a £80 fine.

2.17 QUIET HOURS AND NOISE

Policies and regulations regarding quiet hours and noise reflect the laws of the Royal Borough of Kensington and Chelsea.

General Regulations:

- Quiet Hours begin at **11pm** every night.
- Groups should not congregate on the front steps and pavements outside of FIE residences. Members of the FIE community should be aware of and respectful of work spaces such as the Facilities Support Desk at Metrogate, the Front Office at Foundation House and the Student Life Office in the basement of Foundation House.
- Courtesy Hours are in place 24 hours a day in order to foster an academic environment. In order to reduce noise, residents are expected to comply with reasonable requests to turn down music, videos, TV or close windows.
- Metropolitan Police and Police Community Support Officers have the right to ask groups of two or more people to leave an area under the Anti-Social Behaviour Act 2003.

PART THREE: DISCIPLINARY MEASURES

Members of the FIE community are expected to abide by the policies and procedures contained herein for the duration of their study abroad programme with FIE. It is expected they familiarise themselves with the policies, procedures and expectations of FIE and while some points will be reiterated during student orientation it is a student's responsibility to read this document and clarify any questions they may have; an ignorance of policy or expectation is not an acceptable excuse for a violation.

Students residing in outsourced housing are expected to abide by not only FIE's expectations but also policies and procedures specific to their residence.

Equally, the rules of students' home institutions apply during their time in London; this includes codes of conduct, honour codes, and additional expectations of programmes abroad. While FIE does not actively enforce policies beyond their own, home institutions and their site staff (i.e. visiting faculty) will be notified of any community concerns or policy violations and reserve the right to invoke their disciplinary procedure.

FIE's Code of Student Conduct and any violations thereof are addressed jointly by the Student Life and Residence Life Offices.

Depending on the severity of the incident, outcomes can range from a verbal warning through to removal from the residence or their study abroad programme.

3.1 BEHAVIOURAL NOTIFICATION FORMS (BNFs)

The primary course of action, for minor indiscretions, is a verbal or written warning from a Residence Life Supervisor (RLS) or other FIE Staff as appropriate.

However, in some instances a Behavioural Notification Form (BNF) is issued to residents. This is a formal documentation that an action, behaviour or incident is unacceptable within FIE's community expectations and policies. A BNF can address repeated behaviour or violations where previous conversations and warnings have not produced the appropriate response or be utilized immediately in response to a serious infraction.

The Student Life and Residence Life Offices receives a copy of all BNFs issued and will determine the appropriate follow-up. Additionally, copies of BNFs may be shared with a residents' home institution, visiting faculty and/or site staff.

Violations of UK Health and Safety Law will result in an immediate BNF being issued.

3.2 CONDUCT PROCESS

Any alleged violations of FIE policies and procedures are reported to the Student Life and Residence Life Offices and the appropriate response will be determined.

Letters of Warning

First time or minor violations may be addressed via a letter of warning (sent electronically); the letter will state the alleged violation and reiterate FIE's expectations with regards to the related policies and resident's behaviour for the duration of their programme.

Upon receipt of a letter of warning, a resident may request to meet with the FIE staff managing the case to further clarify the incident, policies or expectations; this meeting does not constitute a conduct hearing. If a resident wished to dispute the alleged violation stated in a letter of warning, they may do so via the appeals process.

Copies of letters of warning will be shared with the resident's site staff, visiting faculty and home institutions.

Conduct Hearings

In instances involving repeated or more severe violations, it may be determined a formal meeting between the resident(s) and FIE staff is appropriate, resulting in a conduct hearing. The resident will receive notification of the alleged violation and the details of the scheduled hearing from the conduct hearing officer. In instances a BNF is issued, the resident will receive this in advance of the conduct hearing.

Conduct hearings may involve more than one resident. In this instance, each resident has the right to request an individual hearing; this must be done in advance of the scheduled hearing.

A conduct hearing provides an opportunity to discuss the alleged violation(s), sharing information or evidence to hand and offering the resident(s) the opportunity to share their perspective. The conduct hearing additionally provides a venue to clarify FIE's policies and procedures and answer any questions residents may have about these expectations.

While every effort is made to schedule conduct hearings in a timely manner, circumstances (e.g. conduct hearings with several residents) may dictate a delay in conducting the hearings and communicating decisions and sanctions. A resident's conduct hearing officer can address any questions residents may have about their case, its process and anticipated timeline for completion.

Conduct Hearing Officers

Conduct hearing officers manage conduct cases, conduct the conduct hearings, send summons and decision letters, and are the residents' point of contact during their case's process. They often will be members of the Student Life and Residence Life Teams and most cases will have one hearing officer.

Due to a case's circumstances, more than one hearing officer may be present at conduct hearings and other departments (e.g. Academics) may also be represented; residents will be made aware of their conduct hearing officers prior to the conduct hearing. Additionally, site staff or visiting faculty from a resident's home institution may wish to be present at conduct hearings to represent the home institution's conduct process.

Emergency Situations

In any instance in which a resident's decisions, actions or behaviour constitutes a perceived threat to the health and well-being of themselves or others, it may be determined immediate action not following the above process is required; this may include but is not limited to meeting with the residents concerned, temporarily suspending access to FIE buildings or activities, or notification of the home institution.

NB *The Student Life and Residence Life Offices do not adjudicate cases related to academic policies or procedures; therefore, the above processes do not apply to academic matters.*

3.3 DECISIONS AND SANCTIONS

Upon the completion of all related conduct hearings, conduct hearing officers will make decisions regarding responsibility for the alleged violations. These decisions and any applicable sanctions will be communicated to the resident in a timely manner; if there is a delay in this communication, the conduct hearing officer will communicate an adjusted timeline for decisions to the resident.

Decision Letters

Decision letters (sent electronically) will state the following:

- The conduct hearing officer's determination of "responsible" or "not responsible" for each alleged violation;
- Sanctions (if applicable);
- Sanction completion deadline;
- Appeals process.

A resident may contact the conduct hearing officer with questions regarding the decisions and sanctions; however, if they wish to contest a "responsible" finding or applied sanction, they must do so via the appeals process.

FIE decision letters contain information as it relates to FIE's policies, procedures, and expectations and FIE conduct hearing officers' decisions; decisions regarding alleged violations of a resident's home institution, as adjudicated by site staff or visiting faculty, will be communicated separately and is subject to a separate appeals process.

Sanctions

In the event a resident is found responsible for a violation, the conduct hearing officer may apply sanctions. These include but are not limited to:

- **Written warning:** in cases concerning a first time and/or low level violation, a written warning serves as official documentation that the resident's behaviour was inappropriate and further violations of FIE's policies and procedures will result in additional and heightened disciplinary action;
- **Fines/restitution:** in incidents where a resident's actions resulted in damage to another's property, residents found responsible may be required to pay for the necessary repairs or replacements; this applies to FIE property as well as the property of individuals (including other residents, FIE staff and FIE faculty). Restitution may also be made in the form of letters of apology;
- **Restrictions on housing privileges:** restrictions or removal of privileges as they relate to housing policies (e.g. guests);
- **Administrative move:** FIE reserves the right to move a resident to alternative FIE housing. In this instance, the resident incurs all costs related to the move (e.g. transportation between residences);
- **Residence Hall Probation:** in cases concerning repeat and/or severe violations of FIE's Code of Conduct, Residence Hall Probation serves as official documentation that further violations of FIE's policies and procedures may result in dismissal from FIE housing. Residence Hall Probation will be applied to violations of UK Law;
- **Dismissal from FIE housing:** in cases concerning repeat and/or severe violations of FIE's Code of Conduct, FIE reserves the right to dismiss a resident from FIE housing. In this instance, the resident will not receive any refunds associated to their housing costs nor does FIE have the responsibility to arrange alternative housing for the dismissed resident.

With regards to sanctioning, conduct hearing officers may allow an extension on sanction deadlines but cannot reduce or remove an applied sanction once the decision letter has been sent. Any resident wishing to request a dismissal of or reduction to an applied sanction may appeal if their request meets the stated criteria in section 3.4.

Community Sanctions

In cases where individual responsibility cannot be determined (e.g. noise), a general written warning may be sent to the community (i.e. room, flat, floor, or residence); this may include details regarding the concerns raised or

complaints made, a reminder of FIE's policies and procedures, and expectations for residential behaviour.

In cases concerning property damage/vandalism, if individual responsibility cannot be determined following a reasonable investigation, FIE reserves the right to apply community restitution/fines. In these instances, the restitution/fines collected will be applied to the costs associated with necessary repairs to or replacements of the damaged property.

3.4 APPEALS PROCESS

Residents found responsible for a violation and given a subsequent sanction has the right to request an appeal. All appeals should be directed to the Director of Student Life, James Cameron-Cooper (jccooper@fie.org.uk), in the Student Life Office. In some cases, an alternative appeals officer may be deemed appropriate; their name and contact information will be included in the related case materials.

The appeal request must be made in writing (email is sufficient) to the appeals officer within seven (7) calendar days of the decision letter date. The appeals officer will consider the following points while determining if an appeal is warranted:

- A procedural error in the conduct process that directly and negatively impacted the outcome of the case;
- Alleged arbitrary or capricious decisions or actions that are unsubstantiated by the evidence available;
- New or additional evidence that was unavailable at the time of the initial hearing.

If an appeal is granted, the appeals officer will request a meeting with the appellant to discuss the case. The appeals officer will have full access to all materials related to the case (e.g. BNFs, incident reports) and may request to meet with the hearing officer(s). Following the meeting(s), and after reviewing all materials, the appeals officer will contact the appellant with their decision in writing.

The appeals officer will not increase the severity of any previous decision regarding responsibility or applied sanction(s) but reserves the right to uphold or dismiss previous decisions and sanctions partially or in their entirety.

All decisions by the appeals officer are final. All materials related to the appeals process, including the request and outcome, will be shared with the residents' home institution, visiting faculty and/or site staff.

NB in some cases (e.g. violations of UK Law) the appeals process is not applicable; in these instances, the decisions and sanctions, including lack of appeal, will be made in conjunction with the home institution.

NB This above process does not apply to complaints and appeals related to Admissions or Academic matters; information on the [Academic Complaints](#)

[and Appeals process](#) can be found on MyStudyAbroad@FIE and the [Admissions Appeals, Complaints and Feedback process](#) on the FIE website.

Additionally, the above process does not apply to conduct processes and decisions adjudicated by a resident's home institution, site staff and/or visiting faculty.

PART FOUR: HOUSING PROCEDURES

The following procedures and guidelines apply to FIE residence halls; when FIE students are housed in FIE organized outsourced housing, FIE students are expected to abide by the policies of their building of residence.

Procedures are subject to change and, whenever possible, changes will be confirmed to students either prior to arrival or during their orientation. Updates or changes that take place during their programme will be communicated by the appropriate staff member to students.

When in doubt, all members of the FIE community are encouraged to ask for clarifications in order to avoid miscommunication or misinterpretation.

4.1 CHECK-IN

FIE students will receive a housing allocation email approximately thirty (30) days prior to their programme start date which contains information regarding their residence hall, programme start and end dates, and check-in and check-out times.

General Regulations: Check-In

- Check-in time at FIE residences is **2pm** on the programme start date.
- Students will be directed to the check-in place via the arrival email sent prior to their programme start date.
- In the event a programme's check-in time is not 2pm, this will be communicated via the housing allocation email.
- If students' rooms are ready prior to the stated check-in time, students may gain access; however, this is at the discretion of FIE staff and cannot be pre-arranged.
- Early arrivals cannot be accommodated.

4.2 CHECK-OUT

All FIE residents will receive check-out information including their check-out time at least one week prior to their programme end date. Late check-out or housing extensions cannot be accommodated.

For programmes in FIE residences, the Residence Life Supervisors may complete pre-departure inspections of students' rooms and flats.

To ensure check-out is completed in a timely and appropriate manner, the following regulations are in place to assist students with their departure day preparations:

General Regulations: Check-Out

- Strip the sheets and put them in the pillowcase on your bed.
- Remove all food from the kitchen, bedrooms and other residential spaces and thoroughly clean the refrigerator and freezer.
- Place any non-perishable food, electrical goods, clothes, books and cleaning fluids/cosmetics, etc., into the bin provided for charity donations.
- Secure all rubbish in the regulation bags and place them in the appropriate trash closet or outside bin.
- Recycle items and materials per the instructions in your residence.
- Return your flat/room to the original condition, including: washing dishes, wiping down all counter tops, and removing all items from the floor.
- Return the bathroom to a sanitary condition by cleaning the toilet bowl and wiping down all the shower, sink and countertops.
- Leave carpets and furniture free from burns, stains and other damage.
- Return your keys to the designated areas.

Fines start at £30.00 for failing to complete the above checklist.

In accordance with FIE's commitment to the environment, departing students are encouraged to donate any unwanted items to local charity shops rather than dispose of them in the rubbish bins.

Left Property

Residents' personal property left in the residences will be held by FIE for **no more than two weeks** from the programme departure date. If departing residents believe they left items behind, they should contact facilities@fie.org.uk.

Residents are responsible for arranging pick-up and delivery of their items and covering all associated costs.

Any unclaimed items will be donated to charity.

4.3 ELECTRICAL APPLIANCES AND FUSES

The UK operates on 240 volts, which is twice that of US voltage and different from many other countries. Residents, therefore, should use both adaptors and power converters/transformers to avoid damage to their and FIE's property.

Electrics and electrical items should be turned off when not in use; this includes TVs, lights, cookers/ovens, transformers and irons. This not only reduces fire risk but also saves electricity and natural resources.

If a fuse is blown, residents should contact the Facilities Support Desk at Metrogate.

Any questions or concerns can be directed to the Facilities Team at facilities@fie.org.uk.

4.4 FIRE REGULATIONS AND EVACUATION

All members of the FIE community are expected to familiarize themselves with the evacuation plan for FIE facilities; these plans can be found in the entry way of the facilities.

Any questions or concerns can be direct to the Facilities Team at facilities@fie.org.uk.

General Regulations: In the Event of a Fire

- If you smell smoke or detect a fire, activate the nearest alarm and call 999 immediately from a safe location.
- Before opening any door, use the back of your hand to see if it is hot. If it is, leave it closed, place wet towels or clothes under the door and open a window. If the door is not hot, open it slowly and be prepared to close it quickly if necessary.
- Exit the building quickly and carry a damp blanket or towel to protect you from flames and smoke.
- If it is safe to take the time to do so, lock your door and take your keys with you.
- Use stairways not elevators; if you see or smell smoke in a hall or stairway, use another exit.
- Once outside, move to your designated emergency assembly point.
- Do not return to an evacuated building until the all-clear signal is given by the designated incident commander.
- Fire alarms and fire safety equipment are located in each building to save lives and property; always use them appropriately.

4.5 HOUSEKEEPING

Housekeeping staff clean the residences once a week; this includes kitchens, common areas and bathrooms. A cleaning schedule is located at the entrance of all residences. Please note normal cleaning will not be carried out during the last week of your stay.

Residents have responsibilities to assist FIE's Housekeeping Team in ensuring FIE's facilities and residences are clean and pest-free. FIE reserves the right to limit access to facilities and/or charge individuals, rooms, flats or floors for damages related to kitchen damages and extra cleaning costs.

Any questions regarding the cleaning schedule, or specific requests related to cleaning, can be directed to the Facilities or Residence Life Teams.

Additional guidelines and regulations related to Housekeeping can be found

in Parts 2.7: "Food and Drink" and 2.12: "Kitchens".

General Regulations: Resident Responsibilities

- Linens are provided weekly. Residents who wish to have their linens replaced should strip their beds (sheets and pillowcase only, do not remove pillows, duvets and duvet covers) and place the used linen in the pillowcase and in the corridor outside their bedroom door. New linen will be placed on residents' beds and is not provided the first and last week of programmes.
- Residents are responsible for washing their duvet covers.
- Residents are responsible for washing their own dishes and putting clean dishes away as well as remove their own rubbish. Please note the Housekeeping Team will not wash dishes or remove trash.
- All residential spaces should be kept tidy and relatively clear of clutter.
- All residents with access to a communal space (kitchens, study areas, etc.) have a shared responsibility for its cleaning, maintenance and upkeep.
- One toilet paper roll per resident will be placed in residents' bathrooms each week. FIE does not provide additional toilet paper.

4.6 KEYS AND LOCKS

Each resident is issued with a set of keys upon their check-in; this includes a room key and, if applicable, a flat and residence building key. Residents are responsible for their keys and should keep them in their possession at all time; under no circumstances should residents give their keys to guests or residents of other residence buildings.

In the interests of safety, residents should report lost or missing keys to the Facilities Team or Facilities Support Team immediately.

If lost or missing, residents are liable for a key replacement fee; replacement key set costs vary based on residence and a current price list can be obtained from the Facilities Team.

All keys must be returned to FIE upon check-out and departure from the residence.

Lock-outs

Residents are encouraged to make every effort to avoid lock-outs by carrying their keys with them at all times and communicating with their roommates and flatmates regarding access to their space.

Residents locked out of their residence building, flat or room should contact the Facilities Support Desk at Metrogate and request staff assistance in gaining access.

Out of regular business hours, or during particularly busy periods, staff responding to lock-outs may be delayed up to forty-five minutes.

Residents of Metrogate can be issued a spare pass key to gain access to their room. This should be returned immediately; failure to return or loss of the pass key will result in a key replacement charge.

4.7 LAUNDRY

Coin-operated washers and dryers as well as irons and ironing boards are located in Metrogate House and are available to all FIE students.

Faults with the machines should be reported to the staff at the Facilities Support Desk in Metrogate.

Machines, irons and ironing boards in Manson Place are for the sole use of Manson Place residents; faults on these machines should be reported via the maintenance request procedures.

Residents are responsible for providing their own washing powder/detergent.

4.8 MAINTENANCE REQUEST AND REPORTING PROCEDURES

Any maintenance requests and/or reporting of faults or problems within FIE facilities should be submitted via the On-line Maintenance Request Form. Should this form be inactive for any reason, alternative reporting methods will be distributed to members of the FIE community via email.

In the event of a facilities emergency, residents should contact the FIE Emergency Number at the Facilities Support Desk in Metrogate immediately.

All questions regarding FIE facilities and residences can be directed to the Facilities Team at facilities@fie.org.uk or to their office in Foundation House.

4.9 ROOM ENTRY AND SEARCH

FIE staff occasionally require access to student room and flats. This includes routine health and safety checks, housekeeping, visitor tours and pastoral care.

Facilities and Maintenance

For routine access, residents can obtain housekeeping and health and safety inspection schedules from posted notices in their residence, their Residence Life Supervisors (RLS), or the Facilities and Facilities Support Teams.

Residents will be given at least 24 hours' notice for staff tours or visits to the buildings. Tours will be conducted around FIE buildings to show new staff and visitors from universities or other educational organisations. The same notice

period applies to scheduled but not routine maintenance. No notice will be given for staff responses to resident submitted maintenance requests as staff access is implied.

However, in some instances, advanced notice may not be possible. In all cases, FIE Facilities team and outside contractors will wear ID badges and Hi-Vis jackets. Any concerns over the identity of maintenance workers in your flat/room should be verified with the Facilities Team at Foundation House or the Facilities Support Team at Metrogate during evenings and weekends.

Pastoral Care and Responses

In the event a concern for a resident's immediate health and safety is raised, FIE staff reserve the right to enter a room, flat or common area in the course of their role and responsibilities.

Drug Searches

FIE staff reserve the right to search any room, flat or common area in any FIE building if there is suspected consumption or possession of illegal or illicit substances.

If any illegal substance or paraphernalia is found, it will be confiscated by the staff member present.

4.10 SAFETY AND SECURITY

All members of the FIE community are responsible for maintain a diligent, safe and supportive environment. Students, staff and faculty are encouraged to abide by the following guidelines to facilitate a safe community.

Any concerns regarding the security of FIE residences and other buildings or their environs should be brought immediately to the attention of FIE staff, which can include their Residence Life Supervisor, the Facilities Support Desk at Metrogate or the Facilities Team.

Please note FIE are not responsible for any lost, missing or theft of personal belongings in your bedroom, flat or common areas.

These guidelines are in addition to policies and regulations stated elsewhere in this handbook, including fire safety and regulations.

General Regulations: Resident Responsibilities

- Key should be kept in residents' possessions at all times and not shared with guests, other residents, or additional parties.
- Keys should not be labelled with identifying features, including but not limited to residence building name, flat number or room number. Further, residents are encouraged to carry keys separately

from additional identifying features such as their FIE student card, mail with their current address or other identification.

- Lost or missing keys should be reported immediately.
- Flat and room doors should be kept closed and locked, even if residents are elsewhere in the building. Residents are encouraged to use the double locks where possible.
- Bedroom, flat and kitchen windows should be kept close and locked when residents are not in the space.
- Residents should ensure the front doors of FIE buildings are closing firmly and tightly behind them. At no time should anything be placed in a doorframe or the locks tampered with (including taped over) to prevent the door from closing and locking properly.
- Residents should store their valuables in a safe place and are encouraged to purchase a lock for their wardrobe.

PART FIVE: US HIGHER EDUCATION LAWS

As FERPA, the Clery Act and Title IX are United States federal laws, they do not directly apply to FIE policies and practices. However, FIE recognizes our US based partners are governed by these regulations and is committed to providing related information as available to assist partners in their compliance with these laws.

It is important to note the United Kingdom and the Republic of Ireland may have different definitions for and legal classifications of the crimes outlined in Clery and Title IX which impedes a directly comparative reporting. Additionally, information provided by local authorities may not align directly with Clery and Title IX requirements.

In support of FIE's commitment to professional development, any staff member interested in learning more about or being trained to respond to incidents and concerns regarding the below laws and policies are encouraged to speak with the Vice President – Operations.

5.1 CONFIDENTIALITY

FIE respects an individual's right to privacy and is committed to supporting all members of its community with compassion and discretion.

Within the roles and responsibilities of FIE's staff and faculty, there are reporting lines and notification processes in place, including notification of partner visiting faculty and site staff. These procedures not only provide as comprehensive and complete support to students and colleagues as possible but also comply with national UK, IE and US regulations related to reporting of serious crimes.

These reporting lines and notification responsibilities as well as legal requirements may impact guarantees of absolute confidentiality. Therefore, anyone reporting an incident, particularly one of a sensitive or personal nature, is encouraged to engage in open and honest conversations regarding support, assistance and confidentiality to fully understand these responsibilities and regulations.

Partner institutions should communicate any further expectations or home institution policies regarding confidentiality, particularly with regards to Title IX regulations, to FIE's VP – Operations.

5.2 CLERY ACT

For the purposes of reporting incidents to US partners, FIE uses the incident categories stated in the Jeanne Clery Act (20 U.S.C. § 1092(f): Disclosure of campus security policy and campus crime statistics) and as outlined by the [Clery Centre for Security on Campus](#):

- Murder;
- Sex offenses, forcible or nonforcible;

- Robbery;
- Aggravated assault;
- Burglary;
- Motor vehicle theft;
- Manslaughter;
- Arson; and
- Arrests or persons referred for campus disciplinary action for liquor law violations, drug-related violations, and weapons possession; and
- Crimes ... of larceny-theft, simple assault, intimidation, and destruction, damage or vandalism of property, and of other crimes involving the bodily injury to any person, in which the victim is intentionally selected because of the actual or perceived race, gender, religions, sexual orientation, ethnicity, or disability of the victim

FIE will annually communicate with partners any incidents that occur within FIE facilities that violate the above laws. Please note FIE is committed to maintaining the confidentiality of persons involved in sensitive and personal incidents and therefore identifying details such as name, gender and home institution may not be shared with all partners.

For the purposes of reporting incidents that occur outside of FIE facilities, FIE London utilizes the crime statistics reported by the [London Metropolitan Police for the Royal Borough of Kensington and Chelsea](#). FIE's London Study Centre, residence halls, and facilities frequently utilized for academic and social purposes are located in this Borough. FIE Dublin utilizes the crime statistics reported by the [Central Statistics Office](#). These statistics can be utilized for campus interpretation.

5.3 FERPA

As designated by the [Family Educational Rights and Privacy Act](#) (FERPA) (20 U.S.C. § 1232g; 34 CFR Part 99), FIE will not release nor discuss students' information to a third party without their consent; this includes names, contact information, grades and academic standing, internship placements, and judicial cases.

Information that is shared as a matter of course with partner institutions and their on-site representative staff includes application materials, housing allocations, internship placements, transcripts and final grades, student welfare and behavioural concerns.

This exchange of information is in accordance with contracts between FIE and partner institutions and is specific to these contracts; FIE assumes partner institutions communicate this with their students in preparation for their study abroad programme.

An emergency incident and/or concerns regarding a student's health and well-being, be it physical, mental, emotional or academic, may constitute additional information being shared with visiting faculty, partner site staff,

home institutions and FIE faculty and staff; information in these instances will be shared on a need to know basis and with discretion.

5.4 TITLE IX

In accordance with [Title IX Education Amendments of 1972 \(20 U.S.C. § 1681 et seq.\)](#), and consistent with FIE's policies regarding discrimination and equal opportunity, FIE prohibits any discrimination on the basis of sex or gender.

FIE is committed to fostering an environment free of sexual harassment, intimidation or assault. As noted above with regards to the Clery Act, FIE will notify partners of any incidents that occur that violate the law or spirit of Title IX.

In the event a Title IX violation is reported while a student is on-site, FIE will communicate with the partner's programme coordinator.

FIE maintains a complete list of partners' Title IX Coordinators and will provide this contact information if asked for this information by students, visiting faculty or site staff.

Partner institutions, visiting faculty or site staff who launch an internal investigation regarding Title IX do so with the support and cooperation of FIE.

In order to support not only our partners but also our students, faculty and staff, FIE will:

- Compile and maintain a list of partners' designated Title IX Coordinators;
- Communicate any known Title IX violations to the designated Title IX Coordinator at the relevant partner institution;
- Provide internal training on Title IX policies to current FIE staff and faculty;
- Train new FIE staff and faculty on these responsibilities and reporting lines during new staff inductions;
- Make our policies and expectations regarding all conduct, including Title IX, transparent and available to all staff, faculty, prospective and current students;
- Provide annual reports to partners in line with Clery Act reporting guidelines.

In the event any member of FIE's community is made aware of or has reason to believe a violation of Title IX has occurred, they should immediately contact the Vice President – Operations. The VP, in turn, may convene the Emergency Incident Review Group for additional guidance and consideration.