

AMELIORATION PROCEDURE

Section	Academic
Contact	Office of Academic Quality, Reporting and Assurance
Last Review	NEW
Next Review	September 2027
Approval	AC22/09/255

Procedures:

This procedure shall have standing in cases in which an emergency, crisis or other threat or operational disruption results in Massey University initiating responses to ensure the continuity of teaching and learning that may be required considering the disruptions experienced or anticipated. The procedure aims to outline a possible range of amendments and/or suspensions of procedures, practices and regulations in matters related to teaching and learning to facilitate the adjustments in light of the disruption. These adjustments are named/denoted “ameliorations” in Massey so that their special status as agreed amendments are highlighted through specific nomenclature.

The table below has been constructed as a series of rows identifying areas of adjustment to teaching and learning that are potentially applicable as ameliorations. Within each row there are two or three cells which outline potential University-wide *positions* in relation to that area of adjustment. The cells are laid out as a continuum with the more status quo *positions* situated on the left of the continuum and the maximally accommodating *positions* situated on the right. As was mentioned above, the list that follows is anticipated to be encompassing of areas that might need to be considered, but the list is not intended to be read as exclusive - other solutions more appropriate to the specific context and situation are able to be offered by stakeholder representatives through this process.

Practice:


1. On occasions where Massey University has a situation that creates or has the potential to create disruption to the continuity of teaching and learning, the Provost shall seek contributions from key internal stakeholder representatives¹ on adjustments required in light of the disruptions experienced or anticipated.
2. Wherever possible, and where it does not unduly delay a quick effective decision, the key internal stakeholder representatives shall enter the discussions having already garnered views on possible ameliorations from the groups they represent (including both staff and students).
3. These key internal stakeholder representatives shall then work together to identify the preferred ameliorations either from the table below, or by suggesting alternatives which they add to the list below.
4. In reaching their recommendations the internal stakeholder representatives will consider the current situation and available responses by balancing a commitment to minimising student detriment, with academic and quality assurance expectations. Recommendations must also be informed by risk management and operational practicability.
5. The internal stakeholder representatives will complete the table as follows:
 - a. They shall recommend *positions* in each row by highlighting the preferred cell in each row and strike through those that don't apply.

¹ It is anticipated that at the minimum, this would include representatives of all the impacted Colleges and all the main service units.



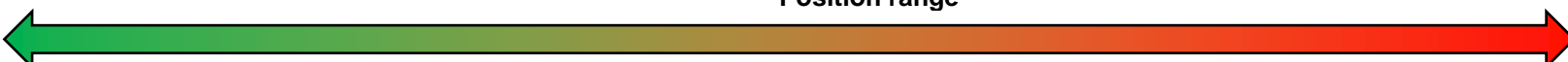
- b. They may add further rows with recommendations on adjustments, durations and any concerns or caveats, but to avoid confusion of intent, they shall not otherwise alter the detailed definition in the positions already defined below.
 - c. If a row is not relevant to the situation at all it may be crossed through.
 - d. They should seek to reach consensus between themselves on recommended *positions* (see 6).
6. There is strong value, for the sake of clarity of communication and certainty, that all the internal stakeholder representatives agree on a single accommodation *position* for each row, if this is possible, **but** it is important to note that if a single position is not possible because of the contingent situation, the consensus may also be reached that different solutions should be offered for different groups, and in this situation the 'Internal Stakeholder Representatives' Recorded Recommendations' list at the end of this document will clarify the recommended *position* for the different groups.
7. The internal stakeholder representatives' recommendations would then be considered by the body managing the disruption, as appropriate (such as the Crisis Management Team if this is activated, or where not activated via normal decision-making authorities) and that body shall adjust as necessary and then issue a "standing order" which details which amelioration shall be applied, to which students and the duration of the decision.
 - a. The "standing order" shall be reported to Academic Committee and Academic Board for noting.
8. The ownership of this procedure including any future need to update the table shall be within the remit of Academic Committee.

The Table – the Range of possible amelioration positions²:

Position range			
			
	Minimum Adjustment/ Status Quo Position	Midline Position	Maximal Adjustment Position
Exams	1.0 Exams shall continue to be offered in venue or online in accordance with prevailing university approved exam practice prior to the emergency.	1.1 Colleges shall determine for each relevant course (via College Boards and noted by Academic Committee (AC)) whether to remove some examinations entirely and re-weight, replace with alternative assessments, move some to online only, or have some in-venue.	
Missed Assessment ³	2.1 Students who miss their assessment/s would be subject to standard Aegrotat (AG)/Impaired Performance (IP) and assessment failure practices.	2.2 Students who have not undertaken or completed assessment/s may apply for AG. Colleges may also permit students to undertake replacement assessments and/or to have fixed time and place assessments reopened.	
Approved Assessment	3.1 Assessments shall be set as per the approved course specifications.	3.2 Colleges will review assessments for each course and propose temporary adjustments if appropriate. Proposals will be considered by the College Boards and will be evaluated based on the need to set assessment patterns that are both: as enabling as possible; and which also respect academic quality assurance standards. Any changes approved by College Boards will be noted by AC.	
Assessment Sub minima	4.1 All course assessment item sub-minima (i.e. achieving a minimum grade in a specific assessment) outlined in course specifications are in place as standard, except for attendance which will be adjusted unless subject to regulatory, professional body or external obligations.	4.2 Colleges will determine for each relevant course (via College Boards and noted by AC) what course assessment item sub-minima will remain in force. Evaluation of whether a student has passed will be based on their grade.	4.3 Course assessment item sub-minima are suspended unless the item is subject to regulatory, professional body or external obligations. Evaluation of whether a student has passed the course shall be based on their grade.


² Where "College" is used in this document refers to Colleges and MUC. The term implies coordination *within* the College that need not be specifically regulated by this document.

³ Assessment and Examination Regulation 13 m) permitting Not Finalised (NF) grades to be recorded through until the next offering (at the latest) would remain in place but should be relied on rarely /only in limited circumstances and only where other assessments have been passed and the student has completed less than 60% of the weighting of the course.

Position range			
			
	Minimum Adjustment/ Status Quo Position	Midline Position	Maximal Adjustment Position
Compulsory Assessment	5.1 All compulsory assessments (i.e., undertaking a specific assessment) are as standard except for attendance which will be adjusted unless regulatory, professional body or external obligations apply.	5.2 Colleges to determine for each relevant course (via College Boards and noted by AC) what compulsory assessment requirements will remain in force.	5.1 Compulsory assessment rules are suspended unless that item is subject to regulatory, professional body or external obligations.
Other Assessment Rules	6.1 Any other completion rules (i.e., specified conditions that must be completed) are as standard, except for attendance, which will be adjusted, unless subject to regulatory, professional body or external obligations.	6.2 Colleges to determine for each relevant course (via College Boards and noted by AC) what other completion rules will remain in force.	6.3 Any other completion rules are suspended unless that item is subject to regulatory, professional body or other external obligations.
Assessment Extensions⁴	7.1 The College, School or Unit standard extension policy or prevailing practices shall apply to each course.	7.2 Where a non-research student encounters difficulties with completing assessment, extensions may be given as follows: a) Short – up to 10 working days longer shall be approved without demur or objection. b) Medium - completed by the initial grade publication date, to be approved as appropriate to circumstance. c) Long - within 4 months of the initial course publication date, may be granted by the College DTL or equivalent as appropriate to circumstance. ⁵	
AG/ IP	8.1 The University's standard AG/ IP regulations, policy and procedures shall apply.	8.2 Emergency rules shall apply to AG and IP and the application form shall state that it may be beneficial to the application to supply supporting evidence. Evidence may or may not be required depending upon the circumstances.	8.3 Emergency rules shall apply to AG and IP, suspending the absolute requirement to provide evidence of a claim.
Blanket IP	9.1 The College's standard moderation processes shall be applied.	9.2 Colleges shall consider the performance of student cohorts where the majority of students are likely to be impacted by the emergency situation and compare it to performance of prior cohorts, and may determine whether to make adjustments to the impacted cohort's grades if there is a significant drop in performance.	

⁴ Assessment and Examination Regulation 13 m) permitting NF based extensions to be recorded through until the next offering (at the latest) is still in place but should be relied on rarely /only in limited circumstances (and only where other assessments have been passed and the student has completed less than 60% of the weighting of the course).

⁵ These to be logged at Course Publication as a Not Finalised grade (NF) with minutes in the SMS record for each student with a NF which states the extension deadline. The NF must be overridden with a non-completion or actual grade within 10 days of the extended date. Note that long extensions for individual students may not prevent timely release of results for students meeting deadlines.

Position range			
			
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Non-PhD Research Students	10.1 The University's standard procedures and expectations for non-PhD Research Students' extension applications shall apply.	10.2 Non-PhD Research Students' extension applications for final project/ report/ thesis shall be addressed through the standard procedures, without financial penalty (e.g. additional fees) but with an expectation that any reasonable accommodation will be made when appropriate relative to the likely impact of the emergency situation.	
NFs and Pre-requisites	11.1 Course pre-requisite rules shall be as per standard prevailing practices including students being able to make individual applications for entry through special permission.	11.2 Where a student has a published NF on a course pre-requisite to one, they wish to study, they may apply for special permission to enrol in the next course. If the student then subsequently passes the higher course and fails the lower course, the passed credits will be unaffected but the failed course (or equivalent) will need to be successfully completed. Students will be advised that they are proceeding with the higher course at their own risk.	
Fee Appeals	12.1 The University's standard fee appeal policy, rules and procedures shall apply	12.2 Where a student lodges a fee appeal because of the emergency this shall be approved as far as is reasonable. Evidence may or may not be required depending upon the circumstances.	12.3 Where a student lodges a fee appeal because of the emergency situation, this shall be approved wherever possible and with the same evidence standard as is being used for AG/ IP.
Inability to complete planned teaching / learning	13.1 Where contingencies mean that course offerings are judged to be unlikely to complete core teaching and learning activity within 15 working days of the published end date for a course, the offerings impacted will have extended end dates (carrying forward grades) to permit completing the requirements in the following semester. Any student who is unable to continue with the decision reached for the offering will be given a without penalty refund if they can demonstrate their circumstances will make continuation untenable. ⁶	13.2 Where contingencies mean that a course offering is judged to be unlikely to complete core teaching and learning activity no later than 15 working days after the course's previously published end date Colleges will review impacted offerings and make proposals to their College Board (any changes noted by AC). Options available: a) If less than 50% of the offering's teaching and learning has been completed and/or if the cohort's completion of the core learning outcomes cannot be assured, the offerings impacted will have extended end dates (carrying forward grades) to permit completing the requirements in the following semester: this will not require a student to re-enrol in a course's next offering. b) If more than 50% of the offering's teaching and learning has been completed; and if the cohort's completion of the core learning outcomes can be assured, the offerings impacted may be curtailed and grades awarded using recorded performance or close approximations. ⁷ Any student who is unable to continue (if that is the decision reached for the offering), will be given a without penalty refund if they can demonstrate their circumstances will make continuation untenable.	

⁶ Evaluation of such cases shall be undertaken by the College DTL (or equivalent)

⁷ Subject to regulatory, professional body or other external obligations.



Position range			
	Minimum Adjustment/ Status Quo Position	Midline Position	Maximal Adjustment Position
Additional Area			

Internal Stakeholder Representatives' Recorded Recommendations:

- Additional to the areas identified in the table above, the internal stakeholders wish to offer the following suggestions for ameliorations that seem appropriate to the specifics of this situation/ disruption:

- It is recommended that the duration of the decision be (delete those that do not apply)

The whole of the current semester (preferred)	Until xxx date and then reviewed
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- The suggested application of this decision is (delete those that do not apply):

All students, all courses, all offerings	All students and all offerings excluding those taught solely to a trans-national education cohort overseas (preferred)
Students on xxx programme	Students studying at xxx location

- The internal stakeholder representative group wishes to highlight these issues or concerns or caveats relevant to their advice:

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- Completed by/ Date:

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