Student Terms and Conditions 2020

1. Introduction

1.1 A contract between you and the University of West London ("University") is formed when you accept an offer of a place at the University.

1.2 These terms and conditions set out the basis of your contract with the University. They summarise key obligations for the University and also you about your course of study or research. They also set out what additional documents, policies or procedures you and the University need to abide by.

1.3 These terms and conditions, the policies referred to in 1.2 above, together with your offer letter and the declarations you make during your online enrolment, form the entirety of the agreement between you and the University relating to your course and replaces any other undertakings or representations ("Agreement").

2. Enrolment

2.1. Enrolment is the process whereby you officially become a student of the University. The enrolment process requires you to:

   a) Ensure that the University has the correct personal details for you;
   b) Provide proof of your identification and qualifications;
   c) Where applicable, provide proof of your immigration and fee status;
   d) Agree to abide by the University’s regulations and policies;
   e) Pay your tuition fees/confirm who is paying your tuition fees.

2.2. You must enrol with the University at the beginning of your studies. You must re-enrol at the beginning of each subsequent academic year of your course, in accordance with instructions issued by the University, in order to continue your course of study and maintain your student rights and privileges.

2.3. You will be entitled to re-enrol for subsequent academic years provided that:

   (a) You have paid the tuition fees;
   (b) You have not been withdrawn from the University;
   (c) You have met the relevant progression requirements for the previous years of your course.

2.4. You should note that once you have enrolled, you will incur a fee liability which is not normally refundable if you choose to withdraw. You should refer to the Tuition Fee Policy to ensure that you are fully aware of this liability.

3. Cancellation before Enrolment

3.1. You have a right to cancel this Agreement within 14 days of your acceptance of an offer of a place to study at the University ("Cancellation Period"). You do not have to give a reason for cancellation. Any reimbursements of fees for cancellation will be in accordance with the Tuition Fee Policy.
3.2. You must inform the University of your decision to cancel within the Cancellation Period by writing to us:

For UK admissions:

Write to the University’s Admissions Office, the University of West London, St. Mary’s Road, Ealing, W5 5RF or email the University’s Admissions Office at undergraduate.admissions@uwl.ac.uk Telephone 0208 231 2220.

For International admissions:

Write to the University’s International Office, the University of West London, St. Mary’s Road, Ealing, W5 5RF or email the University’s International Office at int.app@uwl.ac.uk Telephone +44 208 231 2947

3.3. If you call to inform the Admissions Office/International Office of your decision to cancel the offer of a place to study at the University, you must also confirm in writing either by email or letter.

3.4. If you applied to the University via UCAS, you will receive a notification of the cancellation through UCAS. If you applied directly to the University, we will notify you of the cancellation in writing by email or letter addressed to your correspondence address.

4. The University’s obligations to you

4.1. The University will provide you with the tuition and learning support associated with your course with reasonable care and skill in the way described in the relevant course specification and other publications such as the prospectus and the University’s web site for the appropriate academic year.

4.2. The University will use its reasonable efforts to provide you with appropriate access to academic and other resources in support of your studies including:

   (a) Library and suitable learning resources, including online learning resources;
   (b) IT infrastructure;
   (c) Pastoral support;
   (d) Confidential disability advice and support (see clause 10 for further details) and
   (e) Careers, employability and placement advice and support (see clause 12 for further details).

5. How we communicate with you

5.1. When you enrol we will create a student email account for you. The University will use this account to communicate with you and it is important that you check your inbox regularly.

5.2. The University may also communicate with you via letters and online notices on Blackboard and the Student Portal. You should ensure that you keep your details up-to-date through My Registry and also that you check Blackboard and the Student Portal regularly.

6. Changes to your course

6.1. In order to ensure that the University’s courses remain current and relevant, they are subject to regular review. The University may, from time to time, need to amend modules, course content or the way that these are delivered, in order to:
(a) Comply with changes in the law;
(b) Comply with the requirements of the University’s regulators and accrediting bodies;
(c) Make updates to reflect best practice and academic developments for the benefit of students;
(d) Adjust content as a result of staff changes; or
(e) Improve course quality in response to student or external examiner’s feedback.

6.2. Where changes are necessary, the University will give you reasonable notice of the changes, which will include details of why the change was necessary, and what has changed. The University will take all reasonable steps to minimise disruptions to students.

6.3. Below is an indicative but not exhaustive list of changes that may be necessary:

(a) To alter the timetable, location, and number of classes for your course;
(b) To make reasonable changes to the content and syllabus of your course including in relation to placements, to ensure that the course remains current and relevant;
(c) Make changes to assessments as a result of student or external examiner feedback.

7. Major changes

7.1. Where there are major changes to your course, the University will:

(a) Inform you at the earliest opportunity and give you reasonable notice of the reasons for the change, what changes are being proposed and information on the potential impact of the changes;
(b) Consult you on the changes and give you an opportunity to provide feedback;
(c) Take account of your feedback in our decision and will attempt to minimise any adverse impact on you;
(d) If necessary and appropriate, explore with you the opportunities for transferring to another course either at the University or elsewhere, and ensure that you receive recognition or credits for any units you have successfully completed.

7.2. Major changes may include:

(a) Change of core modules;
(b) Change to overall course aims;
(c) Change to module credit value;
(d) Change to method of delivery;
(e) Discontinuance of a course;
(f) Combining courses of study;

7.3. If between the time of your acceptance of an offer and before enrolment the University discontinues, or makes fundamental changes to your course, and you do not wish to accept the replacement course and have notified the University, we will reimburse you for any tuition fees and/or deposits paid by you.

7.4. Where the University discontinues your course following your enrolment, it will undertake this in line with the Student Protection Plan here.
8. **Your obligations to the University**

8.1. As a student member of the University community, you agree to behave respectfully to all other members of our community.

8.2. You must familiarise yourself with and adhere to all University regulations, policies and codes of practice that are published on the University’s website and as revised from time to time.

8.3. You must provide accurate information on application and enrolment (students discovered to have falsified or misrepresented information may be liable to expulsion from the University).

8.4. You must abide by the University Academic Regulations which are available here. These describe the academic regulatory framework of the University and give information about the requirements for awards. They include important information about the requirements for your academic performance and for continued study.

8.5. You are expected to take responsibility for your studies including attending all scheduled teaching, examinations and submission of assessments.

8.6. You must comply with your obligations as outlined in the Student Charter and the Student Code of Conduct which are available online here. The Student Charter and Student Code of Conduct contain important information about the expectations that the University has of you as a student and the relevant procedures and processes to be followed.

8.7. You must take reasonable care of yourself and your safety and also the health and safety of other members of the University community and will co-operate with the University in fulfilling its obligations regarding health and safety. You will not intentionally or recklessly misuse or interfere with equipment or facilities provided to you by the University.

8.8. If you do not abide by the regulations and policies outlined above, you may be subject to disciplinary action under the Student Disciplinary Regulations. For cases of academic misconduct including cheating, you will be subject to the Academic Misconduct Regulations.

9. **Fees and Payment**

9.1. The University charges tuition fees for delivery of its courses (“Tuition Fee”). You will be informed of your Tuition Fee as part of your offer letter.

9.2. You are bound by the University’s Tuition Fee Policy which sets out the requirements to pay Tuition Fees, refunds in the event of withdrawal and the consequences of non-payment. The Tuition Fee policy is available here.

9.3. You are required to pay Tuition Fees at the beginning of each academic year as part of the enrolment process. If you withdraw from the University you will be liable for the Tuition Fees up until formal notification of your withdrawal is received by the University in accordance with the Tuition Fee Policy.

9.4. The University reserves the right to increase your Tuition Fees on re-enrolment in line with the Retail Price Index ("RPI") annual rate of inflation.
9.5. If you do not pay the Tuition Fees in accordance with the University’s Tuition Fee Policy, you may not be able to access University facilities or be eligible for benefits awarded such as scholarships and bursaries from the University. The University also reserves the right to withhold your results and to not permit you to graduate.

9.6. The Tuition Fees do not include any fees payable for residential accommodation, nor do they include examination fees, travelling expenses, field trip expenses, course materials or other miscellaneous expenses which may be related or required as part of your course, for example chef uniform, additional course materials (this is not an exhaustive list)(“Additional Fees”). Where there are any Additional Fees or charges, you will be informed of these in your offer letter.

10. Adherence to Immigration Rules (for non UK/EU/EEA students)

10.1. If you are admitted under a UK Visa and Immigration (“UKVI”) Tier 4 visa, short term study visa or other temporary immigration status, it is your responsibility to ensure you comply with the conditions of your visa and UKVI immigration rules during the course of your studies at the University.

10.2. The University will only provide a CAS to applicants who meet the criteria set out in the Home Office Immigration Rules. This will be assessed at the point of application for a CAS. The University reserves the right not to issues a CAS to any student who does not have the required finances, has criminal convictions which bar them from being issued a visa or on credibility grounds. This applies to new students or those who are applying for an extension to their visa or applying for further study.

10.3. If you are not compliant with the conditions of your visa and/or immigration rules, the University has the right to withdraw you from the course. Where you are sponsored under Tier 4, the University will withdraw its sponsorship for your studies at the University of West London and notify the UK Home Office accordingly.

10.4. In the event the University has to withdraw you from your studies as a result of your non-compliance with your visa conditions and/or UKVI immigration rules, you will not be entitled to a refund of your Tuition Fees.

UKVI Tier 4 students

10.5. The University is required by the UK Home Office to report to them any instance of non-attendance, period(s) of unauthorised absence, change of course, withdrawal/discontinuation of study, early completion, and work placement details for Tier 4 students. You must keep the University informed of any changes as soon as possible.

10.6. If you provide false or misleading information/supporting documents in relation to your application and/or enrolment for a Tier 4 student visa or other visa the University will withdraw its sponsorship for your studies and will notify the UK Home Office.

Other immigration status

10.7. If you are a non UK/EU/EEA national but not sponsored under Tier 4 visa, you will need to provide evidence of your right to remain in the UK before you can be enrolled. The University will normally only accept students whose application to remain in the UK has been approved by the Home Office and reserves the right not to enrol students whose immigration status has still to be determined.
10.8. You must inform the University of any changes to your immigration status. If you are not able to provide evidence of your right to remain in the UK at any point, your enrolment will be terminated.

11. Disability Support

11.1. If you have additional support needs, you are responsible for contacting the Wellbeing Team at the University. Any information you provide will be treated as strictly confidential. Further information is available at http://www.uwl.ac.uk/students/support-services-for-students/disability-support.

11.2. You are encouraged to contact the Wellbeing Team as soon as possible as any delays in disclosing your disability may result in a delay in providing any appropriate support.

12. Attendance and assessment

12.1. In order to succeed on your course you will need to attend scheduled classes. The University will monitor student attendance at scheduled classes in order to identify, improve and support student experience, engagement and progression during the course of your studies.

12.2. The attendance of students on a Tier 4 student visa will be monitored for the additional purpose of ensuring that the visa requirements are met. Any Tier 4 student who does not attend will have their sponsorship withdrawn and this will be reported to UK Home Office.

12.3. You must submit assessments as required and as outlined in your module study guides. Students who fail their modules or who do not submit to assessment may not be able to progress as outlined in the Academic Regulations.

12.4. Payment of bursaries and scholarships from the University will depend upon your continued engagement and progress at the University.

12.5. If you are on an apprenticeship or where we have an agreement with your sponsor, we will inform your employer/sponsor of your attendance and assessment results.

13. Placements

13.1. If you are on a course with an integrated placement, the University will provide help and support for you to obtain a placement. However, it is your responsibility to secure a placement which must be approved by the University.

13.2. If you fail to secure a placement, you will be able to continue your studies by transferring to a course without the placement.

14. Criminal Convictions

Students on courses requiring a DBS check

14.1. For courses leading to a regulated professional qualification, such as nursing, midwifery and social work, or courses involving children or adults who are defined as vulnerable by reason of the type of services provided to them, you must disclose spent convictions including cautions and a Disclosure and Barring Service (“DBS”) check will be required. Any disclosures will be considered under the Regulations for criminal convictions for courses leading to a professional registration available here.
14.2. You have an ongoing obligation as an enrolled student to inform the University immediately if you receive any criminal conviction following your DBS check. This disclosure will be considered under the Fitness to Practise Regulations available [here](#).

14.3. Failure to disclose any relevant criminal convictions could lead to termination of this Agreement by the University under clause 20.

**Students on courses that do not require a DBS check**

14.4. When you are given an offer of a place, you must disclose any relevant unspent criminal convictions. You should declare these in writing to Head of Admissions, University of West London, St. Marys Road, London W5 5RF.

14.5. Relevant unspent convictions include those involving violence, sexual abuse, fire arms, drugs and arson. The University will consider whether such convictions pose a risk to other members of the University and may withdraw your offer on this basis. Such disclosures will be dealt with in accordance with the Regulations for the Consideration of Criminal Convictions available [here](#).

14.6. Once enrolled as a student, you must inform the University immediately of any unspent criminal charges or convictions received. Consideration of criminal convictions will be undertaken according to the Regulations for the Consideration of Criminal Convictions and may be subject to the Student Disciplinary Regulations available online [here](#).

14.7. A DBS check may be required for placements or other activities you may undertake, such as volunteering, which involve working with children. How any convictions will be treated will be made clear to you at the time of submitting for your DBS check.

14.8. You should note that for some professions, such as being a registered psychologist or a solicitor or barrister, may not allow registration for those with criminal convictions. It is your responsibility to check your situation if you are in this position.

14.9. Failure to disclose any relevant criminal convictions could lead to termination of this Agreement by the University under clause 20 below.

**UKVI Tier 4 applicants**

14.10. The Home Office will not grant a visa to any person who has been given a conviction resulting in a prison sentence until at least 5 years has elapsed and longer for sentences over 12 months in accordance with the grounds for refusal available [here](#). The University will not be able to sponsor any applicant or student who has a conviction which would debar them from entry to the UK.

15. **Insurance**

15.1. The University has appropriate public liability insurance. It will also provide insurance for all your activities as part of your course including any fieldtrips you undertake with the University. However you should ensure that you insure your personal belongings which are brought into the University at your own risk. You may also be required to take out other types of insurance, for example, health insurance while on overseas placement.
16. **Collection and Processing of Data**

16.1. By accepting an offer of a place at the University and entering into this Agreement you understand that the University and its partners or agents will process your personal data in order for the University to meet its obligations to deliver education services to you under this Agreement.

16.2. The University needs to collect, hold and process your personal data for the purposes of administering and managing your course and all other services provided to you. Personal data includes your student records, application data, assessment marks, residence data, attendance data, accessing learning materials (including Blackboard our virtual learning environment, and other systems) and financial data.

16.3. The data will be processed in line with the General Data Protection Regulations and the Data Protection Act 2018, the University's Data Protection Policy and the Student Data Privacy Notice available [here](#).

16.4. The University uses learning analytics to support you in your studies. This means that the University uses data about you including your age, ethnicity and gender and also your study behaviours drawn from your attendance and usage of Blackboard, the University’s virtual learning environment to predict which students may need additional support. More information on the Learning Analytics project is available [here](#).

17. **Disclosure to Statutory/Public Third parties**

17.1. The University is required by law to disclose some of your personal data to certain statutory and public bodies. The following are the statutory bodies the University may disclose student personal data to (indicative not exhaustive list – for further detail see Student Data Privacy Notice):

- The Higher Education Statistics Agency (individualised statutory returns made by all Universities)
- The National Students Survey, the Graduate Outcomes survey, and other processes intended to enhance the student experience
- Student Loans Company
- UK Home Office
- Local authorities for purposes of elections

17.2. Upon graduation you will be invited to join the University’s alumni community. Your details will be passed to our Alumni Relations team to enable them to contact you. You may withdraw from these communications at any time by contacting the Alumni team at alumni@uwl.ac.uk.

18. **Intellectual Property and copyright**

**Undergraduate and postgraduate taught courses**

18.1. All intellectual property rights developed by undergraduate students and students on taught postgraduate programmes as part of their course normally belong to you (“Student IP”) subject to certain exceptions. These exceptions include Collaborative work will normally include projects and dissertations where the work has been supervised by staff and creative and design projects and this will be highlighted in the appropriate Module Study Guide. Full details are set out in the Student Intellectual Property Rights Policy available [here](#).
18.2. For the purposes of teaching, research, internal administration and other non-commercial use, you must agree to grant the University the ability to use your assessments where you have created intellectual property.

18.3. The University may use Student IP for commercial purposes. In such circumstances, you will be entitled to a royalty and the amount will be determined under the University’s IPR Profit share scheme as set out in the Undergraduate Student Intellectual Property Rights Policy.

18.4. Where the University makes use of Student IP, it will use its reasonable efforts to acknowledge the authorship and inventorship of any such Student IP.

18.5. **Postgraduate Research Students**

18.6. All intellectual property rights developed by postgraduate research students during the course of your studies and/or research will belong to the University (“UWL Postgraduate Student IP”). For further detail please see Student Intellectual Property Rights Policy available [here](#).

18.7. You will be required to assign all UWL Postgraduate Student IP to the University. In return you will be entitled to a share of any profit generated from the UWL Postgraduate Student IP in accordance with the University’s IPR Profit share scheme and Postgraduate Student Intellectual Property Rights Policy.

18.8. The University will grant a non-exclusive royalty free license to you of the UWL Postgraduate Student IP generated by you for the duration of your registration at the University.

**Copyright**

18.9. The copyright in any work or design compiled, edited or otherwise brought into existence by a student as a piece of scholarly work shall belong to the student unless otherwise explicitly agreed at the outset of the project.

19. **Feedback and Complaints**

19.1. We will regularly ask for your feedback on your course and our facilities and services through module evaluations, surveys and the Course Committee to help us improve our services to you.

19.2. If you are an applicant to the University, you may raise a complaint or an appeal about the manner in which your application was handled in accordance with the Admissions Policy available [here](#).

19.3. If you are an enrolled student of the University and you have an issue with your course or a particular service, you should raise this in accordance with the Student Complaints Procedure (available [here](#)) which comprise three stages to the complaint process: stage 1) Informal Resolution, stage 2) Formal Complaints Procedure and stage 3) Review. If the complaint remains unresolved after exhausting the University’s internal complaints procedures, you can then apply for an external review of the complaint to the Office of the Independent Adjudicator for Higher Education (“OIA”) which can be found [here](#).
20. University of West London Students’ Union

20.1. The University of West London Students’ Union ("UWLSU") represents students at the University and by enrolling at the University you will be automatically made a member of UWLSU. If you wish to opt out from this membership, please inform UWLSU in writing at uwl.su@uwl.ac.uk.

20.2. In order to process your membership of UWLSU, the University provides data to the Students’ Union. This is detailed in the Student Data Privacy Notice.

21. Limits on the University’s liability to you

21.1. The University will do all that it reasonably can to provide educational services as described on its website or in the prospectus or other documents issued by it to appropriately enrolled students. Sometimes circumstances beyond our control mean that we cannot provide such educational services. This might be because of, for example:

- industrial action by University staff or third parties
- the unanticipated departure or absence of key members of University staff
- significant changes to Higher Education funding
- the acts of any governmental or local authority
- where the numbers recruited to a course are so low that it is not possible to deliver an appropriate quality of education for students enrolled on it
- severe weather, natural disaster, epidemic or pandemic, fire, flood, war, civil disorder or unrest, riot, terrorist attack or the threat of it.

21.2. In these circumstances, the University will take all reasonable steps to minimise the resultant disruption to those services and to affected students, by, for example, offering affected students the chance to move to another course or institution, or by delivering a modified version of the same course, but to the full extent that is possible under the general law the University excludes liability for any loss and/or damage suffered by any applicant or student.

21.3. The University does not limit its liability arising from:

(a) Death or personal injury caused by the negligence of the University or its officers, employees or agents; or
(b) Fraud or fraudulent misrepresentation.

21.4. The University and its officers, employees or agents shall not be liable for:

21.4.1. any loss, theft, misuse or damage to your property, including without limit any motor vehicle, cycle, equipment or such other personal belongings whilst such property is on University premises;
21.4.2. any loss that you would not have suffered if you had taken reasonable steps to avoid or reduce the loss;
21.4.3. death or personal injury that is not caused by negligence of the University or its officers, employees or agents; and
21.4.4. changes to law that require a change of these terms and conditions.
21.5. Although the University will try to ensure that computer equipment and software available for your use has reasonable security and anti-virus facilities and protections, you use such computer equipment and any software provided by the University at your own risk. The University shall not be liable for loss or damage suffered by you as a result of the use of any computer equipment or software provided or made available by the University, including any contamination of software or loss of files.

22. Termination of Agreement

By You:

22.1. You may withdraw from your course and terminate this Agreement at any time. To withdraw from the course you must give notice, in writing to the University. You should contact your course leader and school office to initiate the process for withdrawal.

22.2. You will normally be required to complete a Student Withdrawal Form and provide a reason for withdrawal. Notice to withdraw will take effect on receipt of the completed Student Withdrawal Form by the school office.

22.3. If you withdraw part way through your Course you must pay the Tuition Fees up until the point you communicate your withdrawal.

22.4. Any refund which may be due to you will be in accordance with the terms of the University’s Tuition Fee Policy.

By the University:

22.5. The University may withdraw your offer or terminate this Agreement in writing with immediate effect (subject to your rights of internal appeal) if:

a) You or your sponsor fail to pay the Tuition Fees;
b) You fail to meet the conditions of the offer made to you;
c) You provided false, incomplete, inaccurate or misleading information in your application to the University or at any other time;
d) Action has been taken against you in accordance with the University’s disciplinary or fitness to practise procedures;
e) You fail to meet the University’s progression or award requirements;
f) You fail to meet your obligations under Tier 4 student visa or you no longer have permission to study in the United Kingdom;
g) You are unable to meet the requirements of your course including obtaining/maintaining membership of specified organisation;
h) Your behaviour represents a serious risk to the health, safety or welfare of yourself or others; or
i) You materially breach these Terms and Conditions.

22.6. You have a right to submit an internal appeal of the University’s decision to terminate the Agreement under the Student Complaints Procedure or the Appeals Regulations as appropriate.

23. Consequences of Termination

23.1. If at any time this Agreement terminates:
23.1.1. the University shall be entitled to refuse to enrol you on your course (if, at the date of termination, you have not already enrolled);

23.1.2. the University shall be entitled to require you to stop studying on your course and to leave the University immediately (if, at the date of termination, you have enrolled);

23.1.3. you are required to return to the school office your UWL Student Identification Card issued to you on enrolment, together with all property owned by the University;

23.1.4. you must pay all outstanding fees immediately;

23.1.5. any contract you have for third party accommodation will terminate in accordance with its written provisions.

24. Notices

24.1. Any notice given under this Agreement will be in writing.

24.2. The University will send any notice to you either by email to your University email address or if prior to registration to such other email address which you have provided us. We may also send any notice to either your term-time address/home address. You must keep your details up to date via MyRegistry.

24.3. You must send any notices either by post to the University of West London, St Mary’s Road, Ealing, London W5 5RF or by email marked for the attention of: The University Secretary at University.Secretary@uwl.ac.uk.

25. General

25.1. Each of the clauses of these terms and conditions operate separately. If any provision of these terms and conditions is or becomes illegal, invalid, void or unenforceable, that shall not affect the legality, validity or enforceability of the other provisions.

25.2. These terms and conditions are personal to you and you may not transfer them or your rights under them to anyone else.

25.3. Only you and the University are parties to this Agreement. No other person shall have rights under the Contracts (Rights of Third Parties) Act 1999 to enforce the terms of this Agreement.

25.4. Failure or delay by you or the University to enforce any breach by the other of the terms and conditions will not constitute a waiver of any provision and will not prevent you or the University from taking steps to enforce that or any other provision.

25.5. This Agreement shall be governed by and construed in all respects in accordance with the laws of England and Wales and the parties agree to submit to the exclusive jurisdiction of the courts of England and Wales.

January 2020