# Student Terms and Conditions

**For study beginning in Academic Year 2026 - 2027**

**Date of last review: August 2026**


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# Important Information

**It is important that you read this document carefully before accepting your offer, as it forms the basis of the contractual relationship between you and The University of West London of St. Mary's Road Ealing London W5 5RF ("University", "we", "us" or "our"). This document sets out various rights and responsibilities that you (both as an applicant and as a student) and the University have in relation to your study at the University, and links to the University's Policies and Regulations (defined at clause 3.4.6 below) you need to abide by.**

**You should be aware that your acceptance of an offer to study at the University signifies your agreement to enter into a legally binding Student Contract (defined at clause 3.4 below) with the University on these Terms and Conditions.**

**Your attention is particularly drawn to Sections 5 (Tuition Fees, payment and additional costs), 7 (Termination of the Student Contract by the University), 10 (Changes to your course), 22 (Events beyond our control) and 23 (University's Liability to you).**

**Our aim is to make this document accessible and user friendly for everyone. If you have any questions about these Terms and Conditions (either before you accept an offer of a place or whilst you are a student of the University), please get in touch with us at University.Secretary@uwl.ac.uk.**

# 1. Introduction

**1.1** Subject to **clause 1.2**, these Terms and Conditions apply to all undergraduate, postgraduate and other applicants, offer holders and enrolled students of the University **("student"**, **"applicant"** or **"you")**.

**1.2** There are two exceptions to **clause 1.1** as follows:

**1.2.1** Where you are enrolled as a student of the University, but your course is delivered in whole or in part by another provider in collaboration with us **("Delivery Provider")**, you will be bound by our **Student Partnership Terms and Conditions** and the Delivery Provider's student terms and conditions.

**1.2.2** Where you are enrolled as a student of the University on a Police Education and Qualification Framework **("PEQF")** related course of apprenticeship, you will need to comply with the PEQF Terms and Conditions.

**1.3** Subject to **clause 11.3**, these Terms and Conditions are reviewed and updated by the University on an annual basis and you will be asked to agree to the updated Terms and Conditions at the start of each academic year. Our updated Terms and Conditions will be made available on the University's website and may be publicised by other means so that students are made aware of any changes.

**1.4** These Terms and Conditions continue to apply during periods of temporary withdrawal.

**1.5** There is a glossary at the end of these Terms and Conditions which explains the meaning of certain words that we use throughout this document.

## 2. Application to the University

**2.1** The University's Recruitment and Admissions Policy sets out the University's framework for applying and being admitted to the University. The University's **Recruitment and Admissions Policy** is available on our website.

**2.2** You must fully meet the terms of the University's offer and satisfy all necessary academic, legal and other requirements and conditions to secure your place on your course.

**2.3** You acknowledge and agree that:

**2.3.1** Subject to **clauses 2.3.2, 2.3.3** and **2.3.4**, the University's offer to you will be conditional or unconditional. If the University's offer is conditional, we will set out the conditions in the University's offer letter which you will need to fully satisfy in order to be admitted onto your course. If you have failed to satisfy the conditions of the University's offer before the date notified by the University in the University's offer letter or any other date notified by the University, we reserve the right to withdraw our offer.

**2.3.2** All regulated professional qualification courses or courses involving access to children/vulnerable adults **("Applicable Courses")** are subject to DBS/Criminal Conviction checks and occupational health clearance by the University in order to comply with the requirements of applicable professional and regulatory bodies **("DBS and Health Clearance")**.

**2.3.3** Any offer made by the University, whether conditional or unconditional, is subject to the applicant's DBS and Health Clearance, where the applicant has applied for an Applicable Course.

**2.3.4** If you have applied to an Applicable Course, your offer of a place to study on the Applicable Course, **irrespective of whether it is a conditional or unconditional offer and whether the enrolment process has commenced, will not be confirmed until you have obtained DBS and Health Clearance** to the satisfaction of the University. The University reserves the right to withdraw any offer or terminate enrolment where DBS and Health Clearance is not obtained or is subsequently found not to be satisfactory.

**2.3.5** Previous withdrawal from, or cancellation of, enrolment at the University does not automatically prevent an applicant from applying for admission or readmission to a course of study at the University. However, the University reserves the right, at its absolute discretion, to refuse admission or readmission where the previous withdrawal, cancellation or termination of enrolment was associated with academic failure, disciplinary action, serious misconduct, outstanding debt or other financial obligations owed to the University, repeated non-engagement with studies, failure to comply with University Policies and Regulations, or any other circumstances that give rise to reasonable concerns regarding the applicant's ability to successfully engage with and complete their studies. Applicants seeking readmission may be required to provide evidence that the circumstances which led to their previous withdrawal, cancellation or termination have been satisfactorily addressed. The University may refuse admission or readmission where it is not satisfied that those circumstances

have been resolved or that the applicant is likely to meet the academic, behavioural, financial or engagement requirements of their course of study.

**2.4 Applicants and students with disabilities and additional support needs**

**2.4.1** If you have a disability or other additional support needs, **you are strongly encouraged to disclose this to the University on application** (by completing the relevant section on the application form on enrolment) **or during the admission (enrolment) process** (by emailing the Wellbeing Team at Wellbeing@uwl.ac.uk or calling the Wellbeing Team on 020 8231 2739) so that you are aware of the support available and the University may seek to support you throughout your studies. Any information you provide to the University will be treated as strictly confidential. Further information is available via our disability support page. **Students who choose not to share their disability or other support needs at the application or admission stage or whose disability or other support needs occur during their studies are encouraged to share these with the University at any time thereafter**.

**2.5 Criminal Convictions**

**2.5.1** The University's relevant **criminal convictions policy** sets out the University's, requirements, rules and procedures relating to the disclosure of criminal convictions and the completion of DBS Checks, as applicable.

**2.5.2** All applicants are required to notify the University in writing within ten (10) working days of accepting an offer for a course of study of any applicable Criminal Convictions as set out in **clauses 2.5.3** to **2.5.4** to the following departments:

**(a)** For undergraduate Home applicants: undergraduate.admissions@uwl.ac.uk

**(b)** For postgraduate Home applicants: postgraduate.admissions@uwl.ac.uk

**(c)** For international applicants: international@uwl.ac.uk

**2.5.3 Courses that do not require DBS Checks**

**(a)** Applicants applying for courses that do not require DBS Clearance (defined below at **clause 2.5.4(b)**) are required to disclose any relevant Unspent Criminal Convictions.

**(b) Relevant Unspent Criminal Convictions** (which includes convictions, cautions, admonitions, reprimands, final warnings, bind over orders or similar) include but are not limited to:

**i.** any kind of violence including (but not limited to) threatening behaviour, offences concerning the intention to harm, or offences which resulted in actual bodily harm;

**ii.** Offences listed in the Sex Offences Act 2003;

**iii.** the unlawful supply of controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking;

**iv.** dishonesty, deception, or fraud;

**v.** offences involving weapons such as firearms, crossbows, and knives;

**vi.** offences involving arson; and

**vii.** offences listed in the Terrorism Act 2006;

**(**together **"Unspent Criminal Convictions")**

**2.5.4 Courses that require DBS Checks**

**(a)** Applicants applying for courses that involve regulated activities and require DBS Checks (for example courses leading to a regulated professional qualification or courses involving access to children or adults who are defined as 'vulnerable' by reason of the type of services provided to them), **must as a pre-condition of your admittance onto the course disclose all criminal convictions** (which includes convictions, cautions, admonitions, reprimands, final warnings, bind over orders or similar) regardless of whether they are spent or unspent, which also includes details of any active police, healthcare establishment or regulatory investigation which has yet to be concluded **(**together the **"Criminal Convictions")**.

**(b)** Applicants for such courses will also be required to complete a criminal records check (either Basic or Enhanced Disclosure depending on your course requirement) with the Disclosure and Barring Service **("DBS") and** obtain a Criminal Convictions clearance from the University's criminal convictions panel **("DBS Clearance"). Any offer (conditional or unconditional) of a place to study at the University is always subject to DBS Clearance, irrespective of whether the enrolment process has commenced**.

**(c)** A DBS Check may be required for placements or other activities you may undertake, such as volunteering, which for example involve working with children.

**2.5.5 Ongoing Disclosure Duties**

**(a)** The University will consider whether any of your convictions (including Unspent Criminal Convictions and Criminal Convictions) pose a risk to other members of the University, and if so, may withdraw its offer or terminate this Student Contract.

**(b)** Once admitted as a student of the University, you have an ongoing duty to inform the University immediately of:

**i.** any Unspent Criminal Convictions received;

**ii.** any Criminal Convictions received; and/or

**iii.** any changes to your status with the DBS.

**2.5.6** Failure to comply with **clause 2.5.5** may lead to the immediate termination of this Student Contract by the University.**2.5.7**You should note that for some professions, such as being a registered psychologist or a solicitor or barrister, the relevant regulator may not allow registration for those with Criminal Convictions. It is your responsibility to check your situation with the appropriate regulator if you are in this position.

**2.6 DBS Checks - Guidance and Fees**

**(a)** Any required DBS Check must be obtained by you within the timeframe specified by us.

**(b)** You shall provide the results/certificate of the DBS Check to us within the timeframe specified by us, and in any event you must provide the DBS Check results/certificate (if applicable) prior to commencing your course. Without submission of a DBS Check results/certificate, the course offer will be considered "conditional" and the University reserves the right to withdraw its offer to you if the required DBS Check results/certificate is not received by the University within the timeframe specified by the University.

**(c)** More information and guidance about obtaining a DBS Check can be found at https://assets.publishing.service.gov.uk/media/6229db7e8fa8f526d45ab5a6/Quick_Guide_to_DBS_Checks.pdf.

**(d)** You may use the Government service to obtain a DBS Check report at https://www.gov.uk/. You must ensure that this provides the correct level of DBS Check required for your course. You can check this by visiting https://www.uwl.ac.uk/ to check if a DBS Check/disclosure is mandatory for your course.

**(e) Any required DBS Check / certificate must be obtained at your own expense**.

**(f) The cost of obtaining a DBS Check / certificate is not refundable in any case**.

**2.7 UKVI Student Route applicants and convictions**

The Home Office will normally 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 via the Government immigration guidance page.

**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 or to remain in the UK**.

# 3. Your Student Contract with us

**3.1 A Student Contract (as defined below at clause 3.4) between you and the University is formed when you accept an offer of a place at the University. If the University's offer is conditional, this will be the date that you have fulfilled to the satisfaction of the University all of the conditions specified in our offer letter**.

**3.2** When you accept an offer of a place of study at the University, you acknowledge and agree that you will comply with all the obligations of your Student Contract. Other than your requirement to pay Tuition Fees which will arise when you have enrolled with the University

(as set out below at **clause 4.4**), all other obligations will apply to you, including compliance with these Terms and Conditions and the University's Policies and Regulations (defined below at **clause 3.4.6**) upon your acceptance of the University's offer.

**3.3** The duration of your Student Contract with the University is the whole duration of your course of study or research at the University.

**3.4** Your contract with the University comprises the following:

**3.4.1** these Terms and Conditions as may be updated by the University from time to time;

**3.4.2** the University's offer letter and accompanying documents;

**3.4.3** the declarations you make during your online application and enrolment;

**3.4.4** the description of the course set out on our website as at the date the University's offer was accepted;

**3.4.5** any other terms and conditions applicable to your course of study issued to you by your respective School/College;

**3.4.6** all of the University's polices, regulations, rules, procedures, charters, handbooks, codes of practice and codes of conduct (including but not limited to the University's **Academic Regulations 2026 - 2027** (pdf, 1.43mb), **University's Student Charter**, **Student Code of Conduct**, **Tuition fee policy**) in force from time to time and that are made available to you on our website via the **policies and regulations page** or otherwise provided by the University to you **("Policies and Regulations")**; and

**3.4.7** all other documents (including amended versions) referred to in these Terms and Conditions

(together the **"Student Contract"**).

**3.5** It is important that you read, and comply with, the University's Policies and Regulations as they set out your responsibilities as a student at the University and our responsibilities to you as a provider of educational services.

**3.6** If there is any inconsistency between these Terms and Conditions and any other document generated by or on behalf of the University and forming part of the Student Contract, these Terms and Conditions shall prevail.

# 4. Enrolment

**4.1** You are required to complete our online and, where applicable, in person registration procedures to become a fully registered student of the University. You are required to 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 (and for each module where you are studying on a modular course)**, in accordance with the instructions issued by the University, in order to continue your course of study and maintain your student rights and privileges.

**4.2** The enrolment process requires you to:

**4.2.1** ensure that the University has the correct personal details for you;

**4.2.2** provide proof of your identification and qualifications;

**4.2.3** where applicable, provide proof of your immigration and fee status;

**4.2.4** provide two types of emergency contact details (full name, address and contact number) as set out below:

**(a) Trusted Contact** - this person may be contacted by the University in the event of a serious concern about your health and wellbeing. Please ensure that they are willing to be a Trusted Contact before providing their details to the University; and

**(b) Next of Kin** - this person may be a blood relative, spouse, partner, civil partner whom you want to be contacted in case of emergencies, for example by the University, police or ambulance services.

**You are required to promptly update the University of any changes to the emergency contact details**.

**4.2.5** confirm your agreement to abide by these Terms and Conditions and the University's Policies and Regulations;

**4.2.6** pay your Tuition Fees to the University either directly or through arrangements with the Student Loans Company or equivalent organisation or confirm who (for example a Sponsor) is paying your Tuition Fees on your behalf; and

**4.2.7** meet all the conditions of admittance to the course communicated to you.

**4.3** You will be entitled to re-enrol for subsequent academic years of your course (and for each module where you are studying on a modular course) provided that:

**4.3.1** you or your Sponsor have paid the Tuition Fees by the due date;

**4.3.2** you have not been withdrawn from your course; and

**4.4.3** you have met the relevant progression requirements for the previous years of your course.

**4.4** You should note that once you have enrolled, unless otherwise set out in the University's **Tuition Fee Policy** you will incur a Tuition 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 Tuition Fee liability.

# 5. Tuition Fees, payment and additional costs

**5.1** **Your attention is particularly drawn to this Section because it sets out key information relating to your Tuition Fees and other costs that may be applicable to your course.**

**5.2** The University charges Tuition Fees for the delivery of its courses and educational and Student Services. You will be informed of your Tuition Fee and how this will be paid as part of your offer letter.

**5.3** The amount of your Tuition Fees will depend on whether your fee status is classified as a "Home Student" or "International Student". Your fee status will be assessed before the start of your course and confirmed in the University's offer.

**5.4** The amount of your Tuition Fees is set out in the University's offer. At the start of your course, you are responsible for making arrangements to pay your Tuition Fees in accordance with these Terms and Conditions and the University's **Tuition Fee Policy**.

**5.5** For **Home Students**, you will be required to demonstrate and provide evidence of your eligibility for Home Fee Status prior to or at enrolment.

**5.6** 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 of Tuition Fees.

**5.7** 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 University's Tuition Fee Policy**.

**5.8** Except for Apprenticeship Students, **where your Tuition Fees are paid for by your Sponsor, you acknowledge that you remain liable for your Tuition Fees in the event that your Tuition Fees are not paid by your Sponsor**.

**5.9** For **Undergraduate Home Students,** the **University reserves the right to increase your Tuition Fees on re-enrolment in line with the maximum permitted uplift or policy amount or percentage by the UK Government** (including any relevant body). Such uplift or policy set by the UK Government are *normally* linked to the Retail Price Index excluding mortgage interest payments **("RPIX")** annual rate of inflation. **In the event the UK Government's uplift or policy in relation to changes to the amount of Tuition Fees chargeable is in excess of the RPIX then the University reserves the right to increase your Tuition Fees on re-enrolment in accordance with any such uplift or policy set by the UK Government**.

**5.10** For **Postgraduate Taught Home Students** and **Postgraduate Research Home Students, the University reserves the right to increase your Tuition Fees on re-enrolment in line with RPIX (capped by the University at 10%).**

**5.11** For **International Students at all levels, the University reserves the right to increase your Tuition Fees on re-enrolment in line with RPIX (capped by the University at 10%)**.

**5.12** Any Tuition Fee increase will be applied from the start of the next academic year and will not be applied "in year". Any cost increases take account of matters such as increased staffing costs, maintaining and renewing the University's facilities (for example, buildings, IT and

library services and facilities) and inflation. The University will give affected students advance notice before the start of the academic year to which the fee increase is intended to apply.

**Additional Costs**

**5.13** Depending upon your chosen course, **in addition to your Tuition Fees, you may incur other optional and/or mandatory additional costs associated with your study during your time at the University**. Additional costs may include (this is not an exhaustive list): costs related to the purchase of books and/or other materials or equipment in connection with your course, printing and photocopying, compulsory field trips, laboratory fees, years abroad, joining student and sport societies, your graduation ceremony, living expenses, travel and accommodation costs or other miscellaneous costs, which may be related or required as part of your course, for example, specialist kit, chef uniform or additional course materials.

**5.14** **Details (including the full price) of mandatory and optional additional costs will be set out in course specification or handbook or on the course webpages or on open day materials or your offer letter**. Queries regarding any aspect of additional (mandatory or optional) costs of your course should be directed to the School or College for your chosen course.

**5.15** **The level of additional course costs will usually increase annually.** Increases are expected to be in line with inflation, unless there are identifiable above-inflation rises in costs directly associated with the activity. These may, for example, include costs charged by third parties. The University will give affected students reasonable notice of any increase in additional course costs and, where practicable, details of the reasons for the increase.

**5.16** **If you do not pay the Tuition Fees (or any instalment of the Tuition Fees under an instalment plan) in accordance with the University's Tuition Fee Policy, you may not be able to access University facilities and services 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**.

# 6. If you want to leave your course

**Cancellation before Enrolment – Statutory Right of Cancellation**

**6.1** You have a statutory right to cancel this Student Contract and your acceptance of a place at the University for any reason within **14 days** of the date of your acceptance of an offer of a place to study at the University **("Cancellation Period")**. Whether you receive an unconditional or conditional offer, the 14-day cancellation period starts on the day after you accept the offer. You do not have to give a reason for cancellation. Any reimbursements of paid Tuition Fees for cancellation will be in accordance with the University's **Tuition Fee Policy**.

**6.2** To cancel the Student Contract and your acceptance of the University's offer, you must notify us of your decision to cancel in writing before the Cancellation Period has expired. You may do so by writing to us at:

**For Home Students:**

Write to the University's **Admission 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 (for undergraduate applicants) or postgraduate.admissions@uwl.ac.uk (for postgraduate applicants) or telephone the Admission Office on 0208 231 2220.

**For International Students:**

Write to the University's **International Office**, the University of West London, St Mary's Road, Ealing, E5 5RF, or email the University's International Office at int.app@uwl.ac.uk or telephone the International Office on +44 208 231 2440.

**6.3** If you call to inform the Admissions Office/International Office of your decision to cancel the Student Contract and your acceptance of the University's offer of a place to study at the University, **you must also confirm this in writing either by email or letter** (contact information is set out above). The effective date of the notification of cancellation will be the date of receipt of the email or letter.

**6.4** 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.**

**6.5** **You have a further 14-day cancellation period when you enrol during your first year of study on the course only**. The additional 14-day period starts on the day after your enrolment date. This 14-day cancellation period does not apply to re-enrolment for subsequent academic years.

**Termination of the Student Contract by you after Enrolment**

**6.6** In addition to your statutory right of cancellation (set out above), you may withdraw from your course and terminate this Student Contract at any time. To do so, you may either:

(a) request a change to your enrolment via your MyRegistry account and submit a withdrawal request; or

(b) contact your school office to initiate the process for withdrawal.

**6.7** Where you withdraw from your course and terminate this Student Contract under **clause 6.6(a)** or **clause 6.6(b)** you shall provide the University with a reason for your withdrawal.

**6.8** The University will notify you of the effective date of your withdrawal. If you have any questions regarding the effective date of your withdrawal you will need to contact your school office.

**6.9** If you withdraw part way through your course, you will be liable for a proportion of your Tuition Fees in accordance with the University's **Tuition Fee Policy**.

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

# 7. Termination of the Student Contract by the University

**7.1 Your attention is particularly drawn to this Section because it sets out the circumstances the University may terminate its Student Contract with you.**

**7.2** The University may at any time withdraw its offer or terminate this Student Contract in writing with immediate effect **(subject to your rights of appeal to the University)** if:

**7.2.1** you or your Sponsor fail to pay the deposit (if applicable) or Tuition Fees (or any instalment) or additional costs by the due date for payment;

**7.2.2** you fail to meet the conditions of the University's offer , or it has come to our attention that you no longer meet the entry requirements for your course, (including but not limited to, where applicable, the entry requirements of a course comprising language requirements, academic qualifications and/or DBS and Health Clearance);

**7.2.3** you have failed to enrol or re-enrol for your course by the deadline given to you by us;

**7.2.4** you fail to notify the University of any convictions or changes in your status with the DBS that occur whilst you are registered as a student at the University;

**7.2.5** you provided false, incomplete, inaccurate, fraudulent (including fraudulent payment) or misleading information or material omissions in your application to the University or at any other time thereafter;

**7.2.6** you fail to meet the University's progression or award requirements;

**7.2.7** you do not meet the requirements of your course, including but not limited to obtaining/maintaining membership of the specified organisation(s) and/or minimum attendance/participation requirements and/or professional requirements or standards of your course;

**7.2.8** action has been taken against you in accordance with the University's disciplinary, fitness to study or fitness to practise procedures or any other University regulations or policies;

**7.2.9** your behaviour, Unspent Criminal Convictions and/or Criminal Convictions represents a serious risk to the health, safety or welfare of yourself or others;

**7.2.10** you significantly breach these Terms and Conditions or any of the University's Policies and Regulations;

**7.2.11** where applicable, you do not disclose any relevant Unspent Criminal Conviction or Criminal Conviction;

**7.2.12** in the event of a course closure for statutory or regulatory reasons;

**7.2.13** **International Students** – your application for a Visa is refused or your Visa is curtailed (cancelled), or you fail to demonstrate that you have the correct immigration

permission to study in the UK, or you fail to comply with your obligations or conditions under student Visa and/or UKVI obligations, or the University's requirements and instructions in this area as set out in **clause 12** below; or

**7.2.14** **Apprenticeship Students** – where your course is linked to your employment and your employer terminates your employment contract, and/or your Apprenticeship Agreement is terminated.

**7.3** As appropriate, you have a right to submit an internal appeal of the University's decision to terminate the Contract under the **Student Complaints Procedure** or the **Appeal Regulations**.

**Consequences of Termination of your Student Contract**

**7.4** If at any time this Student Contract terminates whether by you or the University:

**7.4.1** the University shall be entitled to refuse to enrol you onto your course (if, at the date of termination, you have not already enrolled on the course);

**7.4.2** 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 on the course);

**7.4.3** you are required to return to the School/College office, your University Student Identification Card issued to you on enrolment, together with all property owned by the University;

**7.4.4** you shall no longer have access to our premises and facilities, or to the premises and facilities of any partner institution or third-party premises where your course is delivered (including attending classes, seminars or lectures or submitting assessments or taking examinations) without our prior permission or invitation by a member of the University's staff;

**7.4.5** you shall no longer have access to the University's virtual learning environment or online resources and facilities, which include your University email account;

**7.4.6** you must pay all outstanding Tuition Fees and other charges due to the University immediately; and

**7.4.7** if you are a UKVI sponsored International Student, the University is required to notify UKVI of the change in your student status and your Visa will be curtailed (cancelled).

# 8. The University's obligations to you

**8.1** The University will provide you with the tuition and learning support associated with your course with reasonable care and skill (this is by reference to the standard of skill and care reasonably expected of a higher education institution under consumer law) in the way described in the relevant course specification and other publications such as the prospectus and the University's website for the applicable academic year. The University makes every effort to ensure that the information provided to you about your course is correct. Sometimes

it may be necessary for us to update a prospectus or course webpage because of staffing, financial, regulatory or academic reasons. We will always endeavour to keep you updated.

**8.2** The University will use its reasonable efforts to provide you with appropriate access to its facilities and student support services necessary for completion of your course, including the following:

**8.2.1** library and suitable learning resources, including online learning resources;

**8.2.2** IT infrastructure;

**8.2.3** pastoral support;

**8.2.4** confidential disability advice and support; and

**8.2.5** careers, employability and placement advice and support

(together the **"Student Services"**)

**8.3** Our facilities (e.g. library, IT access) may need to be suspended or modified from time to time because of essential maintenance, refurbishment or improvements, or health and safety concerns, or other circumstances beyond our reasonable control. We will make reasonable efforts to maintain facilities to a reasonable level, and wherever possible, will minimise disruption.

**8.4** Courses may be delivered:

**8.4.1** through face-to-face on-campus teaching at any of the University's campus and teaching sites, partner institution sites or other University approved third-party premises at which the University's courses are taught;

**8.4.2** online through distance learning methods; or

**8.4.3** through a blended model combining on-campus and online delivery.

**8.5** The method of delivery for your course will be specified in the course webpage or course specification. If the University is required to change the method of delivery of your course during an academic year, this may constitute a change to the course. Further details regarding changes to courses are set out in **clause 10**.

# 9. How we communicate with you

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

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

# 10. Changes to your course

**10.1** **Your attention is particularly drawn to this Section because it sets out the circumstances the University may make changes to your course.**

**10.2** The University will use all reasonable efforts to deliver the course in accordance with the course specification.

**10.3** However, to ensure that the University's courses remain current and relevant, they are subject to regular review. Whilst the University will use its reasonable endeavours to deliver your course as set out in the Student Contract, the University may, from time to time either before or after you commence your course, be required to make changes to your course. Examples of "changes" includes changes to modules, course content or the structure or the location or the method that the course is delivered or assessed to, for example (non-exhaustive list):

**10.3.1** comply with changes in the law, regulation or Government policy or guidance;

**10.3.2** comply with changes to the requirements of the University's regulators, accrediting bodies, professional bodies and/or statutory bodies (for example for medical students where the General Medical Council issues new guidance);

**10.3.3** comply with changes to immigration rules or other applicable laws and regulations;

**10.3.4** where changes are in students' overall interest, for example to reflect: (i) best practice; (ii) academic developments including in teaching practice or technology; or (iii) developments in new assessment methods for the benefit of students;

**10.3.5** where a key member of staff is no longer available (for example through illness or resignation);

**10.3.6** improve course quality in response to student or external examiner feedback or employer feedback;

**10.3.7** for academic or operational reasons, to amend, replace, withdraw or otherwise revise the compulsory or optional modules available on your course;

**10.3.8** to accommodate and respond to refurbishment, maintenance and development work taking place on the University's campus or teaching sites or where applicable partner institution premises or other University approved third-party locations resulting in teaching and related activities being relocated to a different site; or

**10.3.9** due to factors beyond our reasonable control, it may be necessary to make changes to the content of your course, modules or services.

**10.4** If the University sponsors you under a Student Visa, any changes to your course may affect your immigration sponsorship. Where relevant, we will provide you with further information about the implications of any proposed change. If you are considering changing your course, you should contact us and seek advice before taking any action.

**10.5** The University is committed to ensuring that its courses are delivered by appropriately qualified staff. However, the University does not guarantee that any particular member of staff will teach on a specific course or module. Where a member of staff leaves the University, takes a period of leave, or is otherwise unavailable to teach, the University may make alternative staffing arrangements, including by allocating teaching responsibilities to existing staff or appointing new staff, as appropriate.

**10.6 Changes may be minor or major changes**

**10.6.1 Examples of minor changes**, may include, but not limited to:

**(a)** altering the timetable, location, and number of classes for your course;

**(b)** reasonable changes to the content and syllabus of your course, including in relation to optional placements, to ensure that the course remains current and relevant; and

**(c)** changes to assessments as a result of student or external examiner or employer feedback.

**10.6.2 Examples of major changes**, may include, but not limited to:

**(a)** adding or removing core (compulsory) modules;
**(b)** change of course or award title;
**(c)** changes to overall course aims;
**(d)** changes to module credit value;
**(e)** changes to method of delivery;
**(f)** discontinuance of a course;
**(g)** combining courses of study; and
**(h)** changes to specific course regulations.

**10.7** The University reserves the right to make minor changes to its courses. Where such minor changes are made, the University will take reasonable steps to minimise disruptions to students.

**10.8 Changes to an offer prior to acceptance**

**10.8.1** The University reserves the right to make changes to an offer at any time before it is accepted by you.

**10.8.2** If the University is required to make a change to any aspect of the offer prior to acceptance by you, the University will use reasonable endeavours to:

**(a)** inform you of the changes including the reasons for the change at the earliest opportunity possible;

**(b)** provide details of what has changed and why the change was made; and

**(c)** take reasonable steps to minimise any potential disruption to you.

**10.8.3** As an applicant, you have the option to accept or reject the amended offer.

## 10.9 Major changes to the course prior to enrolment

**10.9.1** If between the time of your acceptance of an offer and before enrolment it is necessary to make major changes to your course, the University will use reasonable endeavours to:

**(a)** inform you of the major changes including the reasons for the major change at the earliest opportunity possible;

**(b)** provide details of what has changed and the potential impact of the changes; and

**(c)** take reasonable steps to minimise any potential disruption to you.

**10.9.2** If the major change to your course, prejudicially affects you, and you no-longer wish to enrol on the course, you must notify us in writing, following which in accordance with consumer law the University will liaise with you to provide you with appropriate alternative solution for example the University will use reasonable endeavours to find you a suitable alternative course at the University for which you are qualified. Alternatively, you may terminate the Student Contract and withdraw from the course without any liability to the University for Tuition Fees (even if the Cancellation Period has expired prior to your enrolment). The University will reimburse you for any Tuitions Fees you have paid to date. The above does not affect your consumer law rights.

## 10.10 Major changes to the course after enrolment

**10.10.1** The University will usually not make major changes to its courses after a student has enrolled. However, in exceptional circumstances it may be necessary for the University to make such major changes after your enrolment. Where there are proposed major changes to your course, the University will use reasonable endeavours to:

**(a)** inform you of the major changes at the earliest opportunity and give you reasonable notice of the reasons for the change, what major changes are being proposed and information on the potential impact of the major changes;

**(b)** consult you on the major changes and give you an opportunity to provide feedback; and

**(c)** will take reasonable steps to minimise any adverse impact on you.

**10.10.2** If you did not consent to the major change, and the implementation of the major change causes you exceptional detriment or hardship and you no longer wish to continue studying on your course, you must notify us in writing, following which in accordance with consumer law the University will liaise with you to provide you with appropriate alternative solution for example the University will use reasonable endeavours to: (a) find you a suitable alternative course at the University for which you are qualified; or (b) where applicable in accordance with the University's **Student Protection Plan** work with you to find an alternative higher education provider that may offer an equivalent course, and ensure that you receive recognition or credits for

any modules you have successfully completed. Alternatively, you may terminate the Student Contract and withdraw from the course without any liability to the University for additional Tuition Fees. The above does not affect your consumer law rights.

**10.10.3** You should carefully consider your options before terminating the Student Contract in these circumstances. You should also consider any practical and financial implications of terminating the Student Contract, including accommodation, travel and other associated costs.

**10.10.4** In **exceptional circumstances**, such as a pandemic, epidemic or local health emergency necessitating measures to reduce risk of infection or illness arises or has already arisen (this is not an exhaustive list of examples), **the University may need to make major changes quickly and promptly in response to events beyond its control without consulting you first**, where it is necessary to comply with the law and/or government or local authority guidance and/or instructions. Should this occur, the University will notify you of the changes and the potential impact of the changes at the earliest opportunity and take reasonable steps to minimise any adverse impact on you. You will still have the rights under **clause 10.9.2 and 10.10.2** including the opportunity to transfer to another suitable course at the University and/or terminate your Student Contract with the University.

**10.10.5** The University will take reasonable steps when making changes as a result of a pandemic, epidemic or other health emergency etc. so that the core competencies and learning outcomes of the course are still provided. The University will also provide broadly equivalent teaching and assessment services, and University services by alternative means if reasonably possible, although the manner of delivery may need to change. Examples of possible changes as a result of a pandemic, epidemic or other health emergency etc. include the following (this is not an exhaustive list of examples):

**(a)** providing teaching, assessment or other services wholly or partly online or via other remote means;

**(b)** moving the location of teaching and/or restricting student numbers permitted to attend any location at one time (including restricting numbers at libraries, lectures, seminars or laboratories);

**(c)** requiring students to comply with health and safety measures the University deems necessary which are specific to particular sites or activities, such as additional social distancing measures, or wearing of face masks or personal protective equipment;

**(d)** staggering attendance by students at the University or where applicable a partner institution or other approved third-party premises, so that for part of a term you are not allowed to attend in person the University premises or where applicable the partner institution or other third-party approved premises;

**(e)** varying, limiting or cancelling elements of course content, including reducing the number of optional modules available;

**(f)** varying, limiting or cancelling access to any University services or facilities;

**(g)** varying, limiting or cancelling any learning experiences that would normally happen face-to-face or in-person (for example work in laboratories, studios, music facilities or via fieldwork or work-placement); and

**(h)** varying, limiting, cancelling or putting in place measures to reduce the risk of any time due to be spent in education or work abroad or on a placement (including varying destinations) as a mandatory or optional component of courses. If a period of study or work abroad, or other placement, has to be cancelled entirely then this includes moving a student to an appropriate degree course that does not include the time abroad or on placement.

**10.10.6** Subject to the provisions explained above, no refunds, discounts, damages, waivers of Tuition Fees or other charges will be payable to you where changes or delays have resulted from, been caused by, or are in relation to a pandemic, epidemic or local health emergency necessitating measures to reduce risk of infection or illness. The University will also not be liable for any consequential losses or expenses you may incur (for example travel or accommodation costs) as a result of any such pandemic, epidemic or health emergency measures.

## 10.11 Discontinuance of a course

### Prior to your enrolment

**10.11.1** If the University discontinues a course, prior to your enrolment, the University will use reasonable endeavours to offer where possible, the following options:

(a) transfer the offer to a suitable alternative course at the University for which you are qualified;

(b) defer the offer until the next available intake for the course; or

(c) terminate the Student Contract and withdraw you from the course without any liability for Tuition Fees (even if the Cancellation Period has expired). The University will reimburse you for any Tuition Fees and/or deposit paid by you.

### After your enrolment

**10.11.2** Where it is necessary for the University to discontinue your course after your enrolment due to any exceptional and/or unforeseen circumstances (for example because of:

**(a)** where a key member of staff is no longer available (for example, due to illness, incapacity, resignation or departure) and suitable alternative teaching arrangements cannot reasonably be made. This may arise where the relevant member of staff possesses a specialist expertise that cannot be adequately replaced by other members of the University staff or by alternative resources (including temporary or visiting staff) that the University would ordinarily engage in such circumstances;

**(b)** academic changes within subject areas;

**(c)** low student numbers on the course, such that the continued delivery of the course is no longer financially viable and would result in an unacceptable student experience; or

**(d)** because of legal or regulatory reasons.

The University will undertake its obligations in such circumstances in line with the University's **Student Protection Plan**. Wherever possible we will try to teach-out your course even if we have to make adjustments to the way we deliver it.

## 11. Your obligations to the University

**11.1** 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)** and thereafter during the course of your studies. **You must always keep your personal information up to date on your student account,** for example if you change your correspondence address.

**11.2** As a student member of the University community, you agree to behave appropriately and respectfully to all other members of the community.

**11.3** You must familiarise yourself with and adhere to all the University's **policies and regulations** applicable to you that are published on the University's website or made available to you. During your course, we reserve the right to make changes to our Policies and Regulations and to introduce additional documents, where they benefit students or are necessary because of changes in law, regulatory or funder requirements, or they reflect good practice or aid clarification. Any changes made to our Policies and Regulations will normally come into effect at the start of the next academic year but there may be circumstances where changes come into effect "in year" (for example to comply with our legal or regulatory obligations). The University will take reasonable steps to minimise disruption to students wherever reasonably possible. Our updated Policies and Regulations will be made available on the University's website and may be publicised by other means so that students are made aware of any changes.

**11.4** By accepting our offer, you agree to abide by the University's **Academic Regulations 2026 - 2027** (pdf, 1.43mb). The Academic Regulations describe the academic regulatory framework of the University and gives information about the requirements for awards. They include important information about the requirements for your academic performance and for continued study.

**11.5** You are expected to take responsibility for your studies, including fulfilling the academic requirements of your course, including but not limited to, attending examinations, and submitting all assessments and coursework by the applicable deadlines, completion of online assessments, attendance at lectures, seminars and online live classes.

**11.6** You must comply with your obligations as outlined in the University's **Student Charter** and the **Student Code of Conduct** available online via our policies and regulations page. 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. This requirement extends to your conduct outside of the

University's premises, for example on any halls of residence or accommodation (this is not an exhaustive list of examples).

**11.7** You must take reasonable care of yourself and your safety, and 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.

**11.8** You acknowledge and agree that the general license for students to use the University's land and buildings does not extend to a right to take up semi-permanent or permanent occupation of land or buildings for the purpose of protest, or for any reason which conflicts with the University's purposes.

**11.9** If you do not abide by any of the University's Policies and Regulations, you may be subject to disciplinary action under the University's **Student Disciplinary Regulations**. For cases of academic misconduct including cheating, you will be subject to the University's **Academic Misconduct Regulations**.

**11.10** You must also abide by any other course specific requirements as set out in the course specific specification, handbook, associated terms and conditions, policies, or other documents. Where applicable, these include standards and requirements of professional bodies, accredited bodies, employers or relevant third-party providers.

**11.11** It is your responsibility to seek help or raise concerns if you are having difficulty in any area of your academic or pastoral life. A wide range of support is available from your college/school, department, central University services, and the University's Students' Union.

**11.12** You must carry your University Student Identification Card with you at all times whilst on the University's premises and where applicable the premises of any partner institution or other University approved third-party premises, or engaged in University activities and present it to authorised University and where applicable third-party personnel if requested to do so and not allow any other person to use your Student Identification Card for any reason whatsoever.

**11.13** You must comply with any reasonable instructions issued to you from time to time by the University.

**Freedom of Speech**

**11.14** The University supports the principle of freedom of speech and expression within the law as one of the fundamental principles upon which a University is founded. The University also has regard to the need to ensure that students and staff have freedom to question, test and to put forward new ideas and controversial or unpopular opinions, without placing themselves at any risk. By accepting a place at the University, you agree to comply with and behave in accordance with the University's **code of practice of freedom of speech.**

**Acceptable Use Policy**

**11.15** The University provides IT facilities and equipment to be used in the course of your studies for teaching and research activities. We will use our reasonable efforts keep these facilities and equipment in good order and up to date with the appropriate anti-malware and security features to prevent data loss or disruption to your studies.

**11.16** You are required to:

**11.16.1** comply with our **Information Security Policy (Including Acceptable Use Policy) for Students** and any other specific requirements relating to the use of specific hardware, software, IT facilities and equipment or online services; and

**11.16.2** take care when using the University's equipment (for example backing up work regularly, browsing carefully, not opening suspect links etc.).

**11.17** The University will not accept liability for loss or damage suffered by you by any misuse of our IT facilities and equipment by you that compromises the integrity and security of these facilities and systems.

**11.18** Students are not permitted to use the University's equipment or services for personal use (for example personal browsing, or errands, online shopping, or use of personal email or social media) and any such use shall be at your own risk and the University shall not be liable for any losses or damages incurred through such use.

# 12. Adherence to immigration rules and University obligations

**This clause is relevant to International Students and students who are subject to UK immigration control.**

**12.1** All students enrolled at the University must hold and maintain valid immigration permission to study in the UK for the duration of their course, where such permission is required under applicable immigration law. You will be required to provide original evidence of your right to study in the UK at enrolment and may also be asked to provide copies of such evidence during the application process and during your studies. Failure to provide satisfactory evidence may result in the University being unable to complete your enrolment or permit you to continue on your Course.

**12.2** If you are admitted under a UKVI Student Route Visa or other temporary immigration status, it is your responsibility to ensure you comply with the conditions of your Visa and UKVI immigration rules, any applicable University Policies and Regulations relating to UKVI student Visas, during the course of your studies at the University.

**12.3** By agreeing to these Terms and Conditions, you also agree to abide by the terms and conditions of your Visa throughout your course.

**12.4** The University has the right to immediately withdraw you from the course, if (not exhaustive):

**12.4.1** you do not have valid immigration permission in the UK, to allow you to study on a university course;

**12.4.2** you do not co-operate with all our reasonable requests from time to time for information, evidence or documentation to enable us to comply with our UKVI or immigration rules, law or regulatory obligations;

**12.4.3** you are not compliant with the conditions of your Visa and/or immigration rules;

**12.4.4** you do not comply with any policy, regulations, procedures we have relating to UKVI student Visas; or

**12.4.5** any action or omission by you puts our UKVI licence at risk.

**12.5** Where you are withdrawn from the course and you are sponsored under the Student Route Visa, the University will also be required to notify the UKVI accordingly and withdraw your student visa sponsorship. This may affect the validity of your Visa and your ability to study, work and remain in the UK.

**12.6** In the event the University has to withdraw you from your studies as a result of your non-compliance with the conditions as set out above in **clause 12.4**, **you will not be entitled to a refund of your Tuition Fees**. Further information on Tuition Fee payment requirements, deposits and refunds for International Students is available in the University's **Tuition Fee Policy**.

**Sponsorship under the UKVI Student Route Visa**

**12.7** Subject to the University's assessment, the University will only provide a Confirmation of Acceptance of Studies (CAS) to applicants who meet the criteria set out in the Home Office immigration rules and requirements, but the University is under no obligation to do so. This will be assessed at the point of application for a CAS. **The University reserves the right not to issue a CAS to any applicant/student on the University's determination for credibility grounds, or who does not have the required finances, or has criminal convictions which bar them from being issued a Visa**. This applies to applicants and current students who are applying for an extension to their Visa or applying for further study.

**12.8** The University is required by the UKVI to report to them any change of immigration status, instance of non-attendance, period(s) of unauthorised absence, failure to engage with studies, failure to register or re-enrol on nominated course or change of course, withdrawal/discontinuation of study, early completion, any concerns about students working illegally in the UK, working in excess of the number of permitted hours per week or otherwise breaching their conditions of their immigration status and work placement details for Student Route Visa sponsored students (this is not an exhaustive list). You agree that you have an ongoing duty to keep the University informed of any such immigration status changes immediately at any time before or after enrolment and on request by the University providing the University with copies of any correspondence with the UKVI and/or Home Office. If you are not able to provide evidence of your right to remain and study at the University in the UK at any point by the timeframe required by the University, your Student Contract will be terminated.

**12.9** If you provide false or misleading information/supporting documents in relation to your application and/or enrolment for a Student Route Visa, or other Visa, the University will withdraw its sponsorship for your studies and will notify the UKVI. In these cases, we will retain any deposit, or in the case of enrolled students, the Tuition Fees paid in lieu in accordance with our **Tuition Fee Policy**.

**Other Immigration status**

**12.10** If you are a non-UK national, but not sponsored under the Student Route Visa, you will need to provide evidence of your right to remain and study at the University in the UK before you

can be enrolled. The University will only accept applicants whose application to remain in the UK has been approved by the Home Office and reserves the right not to enrol applicants/students whose immigration status has still to be determined.

**EU/EEA Students**

**12.11** EU or EEA students who are resident in the UK are required to have applied for the EU Settlement Scheme (immigration scheme established by UK government for EU and EEA citizens, and their eligible family members to obtain immigration permission to remain in the UK after 31st December 2020) in order to remain in the UK for their studies. New and continuing Students from the EU or EEA will need to be able to demonstrate their settled or pre-settled status and on request by the University must promptly provide evidence of their continuing valid immigration permission.

**12.12** Those EU or EEA students who arrived in the UK **from 1st January 2021** onwards are required to apply for a Student Route Visa in order to study on a course which is longer than 6 months in length (see **clauses 12.7-12.9** above).

**12.13** Where an applicant/student does not have the appropriate immigration permission to study in the UK, (either under the EU Settlement Scheme, or student Visa) or you fail to comply with any immigration conditions, the University may refuse to admit, enrol or re-enrol you, or may on notice withdraw your Visa sponsorship or suspend or terminate your studies and this Student Contract.

**Withdrawing your CAS and Sponsorship**

**12.14** The University reserves the right to withdraw your CAS and/or sponsorship at any time where it considers it necessary to do so, including (but not limited to) in the following circumstances:

**(a)** where the University reasonably believes that the applicant or student is not a genuine student, no longer meets the requirements of the Student Visa route, or where continued sponsorship may place the University's sponsor licence at risk;

**(b)** where the applicant or student fails to provide original or other requested documentation relied upon in support of their application or admission;

**(c)** where the applicant or student fails to enrol by the latest permitted enrolment date or otherwise indicates that they will not commence their studies as planned;

**(d)** where the relevant course is cancelled or withdrawn by the University. The University will use reasonable endeavours to provide affected students with advance notice of such cancellation or withdrawal;

**(e)** where the student is withdrawn from their course of study, whether initiated by the student or the University;

**(f)** where the applicant or student confirms that they no longer intend to enrol on the course or wish to defer their studies;

**(g)** where the University becomes aware that any information provided in connection with an application, admission, CAS request or immigration matter is false, misleading, incomplete, or inaccurate;

**(h)** where an offer of admission or a CAS has been issued in error;

**(i)** where the student fails to re-enrol, engage satisfactorily with their studies, including attendance, participation, assessment submissions, online learning activities, or any other engagement requirements notified by the University;

**(j)** where tuition fees or any other amounts due to the University remain unpaid following the applicable payment deadline(s);

**(k)** where the student is unable to progress to the next stage of their course, including where they have exhausted all available reassessment attempts or are required to undertake reassessment without attendance and are therefore no longer eligible for Student route sponsorship;

**(l)** where, following consideration under the University's relevant **criminal convictions policy**, the outcome of the relevant process is that admission, enrolment, sponsorship or continued study should be withdrawn;

**(m)** where the applicant or student breaches, or the University reasonably believes that the applicant or student has breached, any applicable immigration laws, rules or conditions of permission; or

**(n)** where any other circumstance arises that requires the University to withdraw sponsorship in order to comply with its legal or regulatory obligations as a Student sponsor.

**12.15** The University has an ongoing responsibility, as a student sponsor, to ensure that students possess and maintain the level of English language proficiency to enable them to engage effectively with their studies, understand academic content, and comply with applicable academic, regulatory and immigration requirements. Any evidence of English language proficiency provided during the admissions process does not remove or limit the University's continuing right and responsibility to assess, monitor and verify a student's English language competence throughout their studies. Where the University reasonably determines that a student does not possess, or is unable to demonstrate the required level of English language competence for their course, the University may take such action as it considers appropriate in the circumstances. Such action may include requiring the student to undertake and pass an internal English language assessment designed to support the student's academic progress, withdrawing the student from their course and withdrawing sponsorship of the student's Student visa.

**12.16** The University will normally notify the applicant, student and/or their authorised representative (where applicable) using the email address provided to the University or the student's University email account that a CAS and/or sponsorship has been withdrawn.

**12.17** Withdrawal of a CAS will render the CAS reference number invalid and it may no longer be relied upon for a Student Visa application. The University may also report changes in a

student's circumstances to UKVI where required by applicable sponsor guidance and its sponsor duties.

# 13. Graduate Immigration Route

**13.1** In order for the University to report a student's successful course completion to UKVI, the University must be satisfied that all of the following requirements have been met:

**(a)** the Student has successfully completed their course and has been awarded the degree before the expiry of their Student Visa following the relevant examination board and/or formal conferment of the award;

**(b)** all Tuition Fees and any other fees (includes but not limited to unpaid accommodation fees) owed to the University have been paid in full and the student account has been updated accordingly before the course end date. The University will not report a student's successful completion of their course to UKVI where any debt to the University remains outstanding;

**(c)** the student has successfully completed a UK bachelor's degree, postgraduate degree, or another qualification as detailed in the UK government's Immigration Rules Appendix Graduate www.gov.uk/guidance/Immigration Rules - Immigration-Rules -Appendix-Graduate; and

**(d)** the student holds a valid Student Visa at the date of successful course completion and at the time the University reports the student's completion of their course to UKVI.

**13.2** Once the University has notified UKVI that a student has successfully completed their course and met the University's reporting requirements for the Graduate Immigration Route, a confirmation email will be sent to the student's University email account and personal email account. The University will only confirm to UKVI that the student has successfully completed their course in accordance with the Graduate Immigration Route requirements. The University does not confirm that the student meets all eligibility requirements for a Graduate visa, as the assessment of compliance with all visa requirements is a matter for the Home Office.

**13.3** **Please note that reporting a student's completion of their course to UKVI does not guarantee that a Graduate Immigration Route application will be granted. Students remain responsible for ensuring that they meet all Home Office requirements and for submitting a valid application within the applicable time limits.**

**13.4** The University shall not be liable for any changes to the immigration rules, government policy or other applicable legal or regulatory requirements that may affect your eligibility to study at the University, remain in the UK, or qualify for the student or graduate route or any other immigration permission.

# 14. Attendance, engagement, assessment and progression and other requirements to remain on the course

**14.1** In order to succeed on your course, you will need:

(a) attend and engage on campus your scheduled classes, examinations and other activities which form part of your course; and

(b) attend and engage with online sessions, materials, examinations and other activities which form part of your course.

**14.2** You must engage with the University's systems for recording attendance and engagement which are designed to support your academic progress and well-being.

**14.3** The University will monitor student attendance and engagement to identify, improve and support student experience, engagement and progression during the course of your studies, in accordance with the University's **Student attendance and engagement monitoring policy and procedure**.

**14.4** Where concerns about your attendance or engagement remain unresolved following intervention under the **Student attendance and engagement monitoring policy and procedure**, the University may take formal action under that Policy, including requiring you to suspend or defer your studies, or withdrawing you from your course. In the event that you are withdrawn from your course as a result of non-submission, poor attendance, or inadequate engagement, you will remain personally responsible for payment of all Tuition Fees for the academic year in which the withdrawal takes effect, as well as any outstanding Tuition Fees from prior academic years.

**14.5** If you receive funding from the Student Loans Company (SLC), the University will use information relating to your attendance and engagement to determine whether it can confirm your attendance and fulfil its reporting obligations to the SLC. Where the University is unable to confirm your attendance following the formal attendance and engagement monitoring process, the SLC may suspend payment of your maintenance loan and Tuition Fee loan. Any such suspension may remain in place until the University is able to confirm that you are actively attending and engaging with your studies. If you are withdrawn from your course, the University will notify the SLC accordingly. In these circumstances, any future loan payments will cease, and the SLC may require you to repay any overpayment of funding that it determines has been made.

**14.6** The attendance and engagement of Students on a Student Route Visa will be monitored for the additional purpose of ensuring that the Visa requirements are met. Any student with a Student Route Visa who does not attend, will have their sponsorship withdrawn and this will be reported to the UKVI.

**14.7** We may offer you financial assistance to enable you to cover the cost of your studies in the form of a scholarship, bursary, studentship, or other form of support. Specific conditions will apply to each award and you will be notified of these when it is offered to you. These conditions will be additional to the terms in this document. Payment of bursaries, scholarships, studentships or other forms of support from the University will depend upon your continued satisfaction of the conditions of award, engagement and progress at the University.

**14.8** You must complete and submit all course work and assessments within the applicable deadlines as required and as outlined in your module study guides or where a situation arises that prevents you from doing so comply with the University's **Extensions and Mitigating Circumstances page**.

**14.9** Students who fail their modules, or who do not submit to assessment, may not be able to progress as outlined in the University's **Academic Regulations 2026 - 2027** (pdf, 1.43mb).

**14.10** Students on courses leading to professional registration or a professional qualification, including, but not limited, to Nursing, Midwifery, Operating Department Practice and Paramedic Medicine, Social Work and Policing, may have additional attendance and non-academic requirements that they are required to meet to remain on the course. These are detailed at admissions and in the course handbook.

**Apprentices & Sponsored Students**

**14.11** If you are on an apprenticeship or where we have an agreement with your sponsor, the University will be required to inform your employer/sponsor of your attendance and assessment results.

**14.12** Where your course is linked to your employment, (such as an apprenticeship degree), and your employment is terminated by your employer, the University reserves the right to withdraw you from the course and terminate the Student Contract. In some instances, where applicable, you may be able to complete your course as a non-sponsored student or in the case of an apprenticeship degree, complete the degree without the apprenticeship element; alternatively, the University may offer you a suitable alternative course at the University (where one is available) for which you are qualified, subject to payment of the applicable Tuition Fees.

# 15. Placements

**Integrated (not-guaranteed) placement programmes**

**15.1** If you are on a course with an **integrated (not-guaranteed) placement**, the University will provide help and support to assist you in finding a placement. **However, it is your responsibility to secure a placement which must be approved by the University**. If you fail to secure a placement, you may be able to continue your studies by transferring to a course without the placement, where applicable.

**Guaranteed placement programmes**

**15.2** For courses advertised by the University as including a guaranteed placement **("Guaranteed Placement Programme")**, please refer to the relevant course webpage and course materials for details of the placement arrangements, any applicable requirements, conditions and eligibility criteria relating to the guaranteed placement offer. Students are responsible for reviewing and complying with any such requirements, conditions and eligibility criteria.

# 16. Collection and processing of Personal Data

**16.1** By accepting an offer of a place at the University and entering into this Student Contract, you understand that the University and its partners, or agents, will use and Process your Personal

Data or information in order for the University to meet its obligations to deliver education services to you under the Student Contract.

**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** Your Personal Data will be processed in line with the **Data Protection Legislation**, the University's **Data Protection Policy and the Student Data Privacy Notice.**

**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 University's **Learning analytics policy** (pdf, 243kb).

**16.5** If you are involved in the Processing of Personal Data (for example, as part of a research project or during a work placement at a hospital or other placement provider), you must comply with all applicable requirements of the Data Protection Legislation. You must also comply with the University's **Data Protection Policy** and **Research Data Management (RDM) Policy,** where applicable. Where you undertake a placement with a third-party organisation and Process Personal Data on that organisation's behalf, you must comply with the relevant policies, procedures and instructions of that organisation to the extent that it acts as the Data Controller in respect of the Personal Data being Processed.

## 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 (this is an indicative not exhaustive list – for further detail see the University's **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 (including UKVI).
- 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 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. Safeguarding

**18.1** The University is committed to safeguarding and promoting the welfare of children and adults at risk. The University will comply with its obligations under the Safeguarding Vulnerable

Groups Act 2006 (as amended), the Care Act 2014, and any other applicable safeguarding legislation, and will act in accordance with its **Safeguarding vulnerable adults and children policy, process and procedure.**

# 19 University of West London Students' Union

**19.1** 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.

**19.2** 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.**

# 20. Intellectual property

**Undergraduate and Postgraduate taught courses**

**20.1** All Intellectual Property Rights developed by undergraduate students and students on taught postgraduate programmes as part of their course, normally belong to you **("UP Student IP")**, subject to certain exceptions. These exceptions include collaborative work and 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 University's **Student Intellectual Property Rights Policy and Guidelines**.

**20.2** For the purposes of teaching, research, internal administration, and other non-commercial use, you grant the University the ability to use your assessments and works.

**20.3** Where the University is involved in the commercialisation of UP Student IP, 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 University's **Student Intellectual Property Rights Policy and Guidelines**.

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

**Postgraduate Research Students**

**20.5** 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 Research IP**"). For further details please see the University's **Student Intellectual Property Rights Policy and Guidelines**.

**20.6** Where required by the University you will execute all such documents or deeds to lawfully assign all UWL Postgraduate Research IP to the University. In the event the University commercialises the UWL Postgraduate Research IP you will be entitled to a share of any profit generated from the UWL Postgraduate Research IP in accordance with the University's IPR

profit share scheme as set out in the University's **Student Intellectual Property Rights Policy and Guidelines**.

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

**Apprenticeship Students**

**20.8** For students on apprenticeship courses, the IP will belong to the employer if this is specified in the Apprenticeship Agreement or employment contract.

**University's Brands and Trademarks**

**20.9** The University's brands and trademarks are owned and licensed by the University.

**20.10** Copyright in your course material and all other material on our website belongs to us. No part of our website or your course material may be copied, reproduced or republished in any form or by any means, without obtaining our prior written permission. We reserve the right to bring legal action against you if you breach this obligation.

**20.11** 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.

# 21. Feedback and complaints

**21.1** 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.

**21.2** If you are an applicant to the University, you may raise a complaint about the manner in which your application was handled in accordance with the University's **Recruitment and Admissions Policy**.

**21.3** If you are an enrolled student of the University, if you have a complaint about the University, you should raise this in accordance with the University's **Student Complaints Procedure**. If having followed the University's complaints procure to completion, you remain dissatisfied , 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 via the **Office of the Independent Adjudicator website**.

# 22. Events beyond our control

**22.1 Your attention is particularly drawn to this Section because it imposes certain restrictions on the University's potential liability to you.**

**22.2** The University will do all that it reasonably can to provide educational services and Student Services as described on its website and/or in the course prospectus, or other documents issued by it at the point you enter into a Student Contract with us. Sometimes, circumstances beyond our control, mean that we cannot provide such educational services and Student

Services and we may need to make changes (including to the mode of delivery) to your course and to related services and facilities we provide to you. This might be because of, for example:

**22.2.1** the unanticipated departure or absence of or changes of key members of University staff or resource constraints;

**22.2.2** changes in the availability of facilities;

**22.2.3** significant changes to Higher Education funding (for example lack of or significant reduction in funding);

**22.2.4** the acts or directions or guidance of any governmental or local authority;

**22.2.5** non-availability of staff (on a long term or short term basis, such as staff sickness);

**22.2.6** requirements of external accreditation processes;

**22.2.7** to ensure that the University complies with changes in the law or a court order;

**22.2.8** to meet the requirements or guidance issued by a statutory or regulatory body (for example OfS or CMA) or a funding body;

**22.2.9** 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; and

**22.2.10** to respond to an extraordinary or unforeseeable event over which the University has no control (for example severe weather, natural disaster, epidemic or pandemic, fire, flood, war, industrial action (which is not within the capacity of the University to resolve), civil or political disorder or unrest, nuclear, chemical or biological contamination, riot, terrorist attack or the threat of it, cyber-attack, power failure, damages to facilities or equipment, failure of public utilities or transport systems/networks (for example train strikes)).

**22.3** In the circumstances set out above, the University will take all reasonable steps to:

**22.3.1** deliver your course in full, where this is possible; and

**22.3.2** minimise the resultant disruption to those services and to affected students, by, for example, offering affected students the chance to move to another course at the University, or by altering timetables to reschedule postponed classes, or delivering a modified version of the same course, or delivering classes via a different method, but to the full extent that is possible under the general law. This does not affect your consumer law rights.

**22.4** The University shall not be liable to you for any loss, damage or expense resulting from any delay, variation or failure in the provision of your course or any related services or facilities arising from circumstances or events beyond our control.

# 23. University's liability to you

**23.1** **Your attention is particularly drawn to this Section because it imposes certain restrictions on the University's potential liability to you.**

**23.2** The University does not exclude or limit its liability arising from:

**23.2.1** death or personal injury caused by the negligence of the University or its officers, employees or agents;

**23.2.2** fraud or fraudulent misrepresentation; or

**23.2.3** any other matter which the University is not permitted to exclude or limit liability for by law.

**23.3** Subject to **clause 22.2**, whilst the University takes reasonable care to ensure the safety and security of its students whilst on University premises or other University approved third-party premises, and/or whilst using University services, the University cannot accept responsibility and expressly excludes liability for:

**23.3.1** any loss or damage that does not flow naturally from a breach of its obligations under the Student Contract, except where such loss or damage is caused by our negligence;

**23.3.2** any loss, theft, misuse and/or damage to your personal property, including without limit, any personal possessions such as motor vehicle, bicycle, mobiles, tablets, laptops, whilst such property is on the University's premises or other University approved third-party premises. You are advised to insure your property against theft and other risks. In certain circumstances, you may need to take out other types of insurance, for example health insurance while on an overseas placement;

**23.3.3** any loss that you would not have suffered if you had taken reasonable steps to avoid or reduce the loss;

**23.3.4** death or personal injury that is not caused by negligence of the University or its officers, employees, or agents;

**23.3.5** any failure or delay, for the consequences of any failure or delay, in performance of our obligations under the Student Contract, if such failure or delay is due to any event or circumstances beyond our reasonable control; and

**23.3.6** changes to law that require a change of these Terms and Conditions.

**23.4** For the avoidance of doubt, the University shall not be held responsible for any injury to you (financial or otherwise), or for any damage to your property, caused by another student, or by any person who is not an employee or authorised representative of the University.

**23.5** **You acknowledge that Tuition Fees do not bear a direct relationship to teaching hours, contact hours or other easily measurable services**. A wide range of other educational, support and welfare services and other costs (including but not limited to access to the University's library, online resources, pastoral and career services) are taken into account in Tuition Fees. Undertaking a course requires independent study, research and/or work by you, which is supplemented by teaching and contact hours. When it comes to the University's

liability, Tuition Fees are primarily linked to the University enabling you to achieve the course learning outcomes rather than the provision of specific services or teaching or contact time.

# 24. Notices

**24.1** Any notice given under the Student Contract shall be in writing (notice by email is acceptable).

**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 or home address. **You must keep your details up to date via MyRegistry**.

**24.3** **You are required to check your University e-mail account regularly**, **as the University cannot be held responsible for the consequences of any messages you have not read**. **Any communication sent to you, by us, to your University email address will be regarded as properly sent and received by you.**

**24.4** 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.

**24.5** **Any notice shall be deemed to have been served:**

(a) If delivered by hand when left at that address;

(b) if sent via email, the effective date is the same day it was sent, unless it falls on a non-business day, in which case it is the next business day; and

(c) if posted by pre-paid first-class post, on the second business day after being posted to that address.

**24.6** The University may also draw your attention to important information through announcements on the University's website, virtual learning environment and through emails to the University's student population generally.

**24.7** Please note that this **section 23** does not apply to the formal service of court proceedings or service of pre-action letter under any of the Pre-Action Protocols.

# 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 in these Terms and Conditions.

**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 the Student Contract. No other person shall have rights under the Contracts (Rights of Third Parties) Act 1999 to enforce the terms of the Student Contract.

**25.4** Failure or delay by you or the University to enforce a breach by the other of these 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 Student Contract 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 for the resolution of disputes relating to the Student Contract.

# 26. Glossary of Terms

In these Terms and Conditions, the following terms have the following meanings:

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| **Apprenticeship Agreement** | A contract entered into between the employer and employee (apprentice) for the purposes of an apprenticeship within the meaning of section A1 of the Apprenticeships, Skills, Children and Learning Act 2009. |
| **Apprenticeship** | A degree or masters course involving learning and on the job training; and (where applicable) end-point assessment, offered by the University. |

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| **Apprenticeship Students** | Students undertaking an apprenticeship programme at the University. |
| **Blackboard** | The virtual Learning Environment accessible via the UWL Student Portal for course delivery, communication, learning materials, resources, activities and assessments. See https://www.uwl.ac.uk/current-students/online-learning-tools/blackboard-your-virtual-learning-environment. |
| **Cancellation/termination of Student Contract** | The end of your legally binding agreement with the University regarding your course or Apprenticeship or research and your permanent removal from your course/ Apprenticeship/research. |
| **Confirmation of Acceptance of Studies (CAS)** | Is a document issued by the University confirming an unconditional offer of a place to study at the University and is required for student Visa applications. |
| **Competition and Markets Authority (CMA)** | Is the competition law enforcement authority in the UK. |
| **Data Protection Legislation** | Any law, statute, declaration, decree, directive, legislative enactment, order, ordinance, regulation, rule or other binding restriction as updated and amended from time to time which relates to the protection of individuals with regards to the processing of Personal Data and privacy rights to which a party is subject, including the Data Protection Act 2018, the Privacy and Electronic Communications Regulations 2003 (amended by SI 2011 no. 6) and the GDPR (as incorporated into UK law under the UK European Union (Withdrawal) Act 2018) as the same are amended in accordance with the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019 (as amended by SI 2020 no. 1586), and the Data (Use and Access) Act 2025 as amended. |
| **DBS Check** | Disclosure and barring service check for criminal record. |
| **EEA** | European Economic Area consisting of member countries from EU and Iceland, Liechtenstein and Norway (excluding Switzerland). |
| **EU** | European Union countries. |
| **GDPR** | means Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and repealing Directive 95/46/EC (General Data Protection Regulation) OJ L 119/1, 4.5.2016. |
| **Home Fee Status** | Where a student is approved to pay Tuition Fees at the home rate in the UK. |
| **Home Students** | Those students who are eligible to pay Tuition Fees at the home rate based on government regulations for home fees for higher education |

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| | courses. See guidance of the UK Council for International Student Affairs. |
| **Home Office** | The government body responsible for securing the UK border and immigration control. |
| **Intellectual Property Rights** | Any patent, rights to inventions, copyright and related rights, performers' property rights, trademarks, trade names, domain names, rights in get-up, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to preserve the confidentiality of information, trade secrets, and other intellectual property rights, in each case whether registered or unregistered and including all applications (or rights to apply) for and be granted, renewals or extensions of and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which may now or in the future subsist in any part of the world. |
| **International Students** | Any student who requires a Visa or other immigration approval in order to study in the United Kingdom. |
| **My Registry** | The website provided for students to access their student record in order to enrol, re-enrol, update personal details and view results, etc. |
| **Office of the Independent Adjudicator (OIA)** | An independent body designated under the Higher Education Act 2004, set up to review student complaints. See http://www.oiahe.org.uk/. |
| **Office for Students (OfS)** | Is an independent public body that regulates higher education providers in England. |
| **PEQF Terms and Conditions** | The terms and conditions that apply to students enrolled on a PEQF related course of apprenticeship with the University. |
| **Personal Data** | has the meaning set out in the Data Protection Legislation and for the purposes of these Terms and Conditions includes Sensitive Personal Data. |
| **Process** | has the meaning given to it in the Data Protection Legislation. |
| **Sensitive Personal Data** | means data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation. |
| **Sponsor** | An external organisation such as an embassy, your employer or a government organisation who sponsors a student to undertake a course of study. |
| **student** | A student of the University enrolled to undertake a course of study or research delivered or supervised by the University; this includes |

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| | apprentices, International Students and Home Students unless otherwise explicitly excluded or defined separately within the Terms and Conditions. |
| **Student Identification Card** | The University identification card issued by the University to enrolled students. |
| **Student Partnership Terms and Conditions** | The terms and conditions that apply to students who are enrolled with the University but where the course is delivered in whole or in part by another provider in collaboration with the University. |
| **Student Route Visa** | The new points-based immigration system introduced on 5th October 2020, for International Students to apply for a student Visa to study in the UK. Replaces the Tier 4. |
| **Terms and Conditions** | Are the terms and conditions set out above in this document. |
| **Tuition Fees** | Is the tuition fee payable by the student or its Sponsor to the University in accordance with the University's Tuition Fee Policy. Tuition Fees do not include any 'additional fees or costs' as set out in the Terms and Conditions. |
| **UKVI** | UK Visa and Immigration, a division of the Home Office responsible for the UK's visa system. |
| **Visa** | means any grant of entry clearance, any grant of permission to enter the UK, any grant of leave to enter the UK, any grant of permission to stay in the UK (including indefinite permission to stay), or any grant of valid immigration permission to remain in the UK (including indefinite leave to remain). |