



UNIVERSITY
OF LONDON

Student terms and conditions



Table of Contents

Important information regarding the Terms and Conditions	2
Changes applied to Student Terms and Conditions 2020-2021	2
1 Introduction	3
2 Application	

	assessment entry fees as indicated in the published fee schedule for the relevant Programme.
"University of London Recognised Teaching Centre"	means a teaching centre that supports students studying for the Programme and is recognised under the University of London Teaching Centres Recognition Framework (TCRF) with the University.

³ 5 H J L V W U D W L R Q ' H D means the last date for online registration with us as

BEFORE YOU REGISTER

2 APPLICATION

2.1 We will only assess your application

REGISTERING AS A STUDENT

7 ACCEPTANCE OF AN OFFER

- 7.1 If you have met all the academic and/or other requirements for admission and have received an Offer from us, you can accept the Offer by registering with us online by the Registration Deadline.
- 7.2 If you do not register with us online by the Registration Deadline, your Offer will lapse.

8 CHANGES TO THE PROGRAMME AFTER REGISTRATION

- 8.1 Once you have registered as a student of University of London, you will be bound by the terms and conditions of the programme you have registered for.

If, following such notice, we are unable to offer the Programme for a period of up to 5 years or until the last student has completed their studies, if this is sooner, then we will use all reasonable efforts to transfer you to a suitable alternative University programme for which you are qualified. If we are unable to provide a suitable alternative programme, or if you are unhappy with the recommended alternative programme, you may cancel the Contract and withdraw from the Programme without incurring any further liability for Programme Fees and we may refund Programme Fees paid to date.

8.3 Refund and Compensation Policy

We will refund Fees in accordance with the [University of London Refund and Compensation Policy](#) at clause 1.3.10 above.

9 STUDYING ON THE PROGRAMME

9.1 We shall:

9.1.1 deliver your Programme with reasonable care and skill and in accordance with the description applied to it in the Programme Specification for the Academic Year; and

9.1.2 clearly set out the academic requirements for the Programme to you.

9.2 You shall:

9.2.2 use all efforts to fulfil the academic requirements of your Programme in accordance with the terms of the Contract, including ensuring that all work you submit is entirely your own; and

9.2.3 ensure that you have appropriate access to a computer, internet connection, and any related requirements in line with the technical specifications of your Programme.

9.3 You acknowledge that degrees obtained by online and distance learning are not always recognised by relevant authorities such as ministries of education or regulators, including for the purposes of public sector employment or further study. You recognise that it is solely your responsibility to check the position regarding such recognition in your local context before registering for an online and distance degree, whether or not supported by a Recognised Teaching Centre.

10 FEE PAYMENT AND PAYMENT METHODS

- 10.1 You agree to pay all **fees** required for your Programme. These consist of Programme Fees and any applicable charges associated with your study with us. Information in relation to Programme Fees and how to pay can be found at clause 1.3.9. Fees are only payable in accordance with the Fee Payment Methods.
- 10.2 The following elements of the Programme Fees, as applicable, are non-transferable within the same Academic Year and cannot be carried forward to subsequent Academic Years:
- 10.2.1 Registration Fee; and/or
 - 10.2.2 Continuing Registration Fee; and/or
 - 10.2.3 Assessment entry fees.
- 10.3 Any fees payable to external parties, including, where applicable, examination centres, are your sole responsibility.
- 10.4 You acknowledge that, where applicable and in line with our fees schedules in clause 1.3.9, certain fees are not included in your Programme Fees and are payable to us separately. These include non-refundable fees in respect of a number of optional services.
- 10.5

digital materials, these should not be accessed without specific instruction from your programme director. If you fail to return the physical materials to us, or access the licensed digital materials without specific instruction, we will deduct the cost of the physical materials or the licensed digital materials, as applicable, from the monies you have paid to us, prior to making the refund.

- 16.5 We may make a deduction from the refund for loss in value of any materials supplied, if the loss is the result of unnecessary handling by you.

17 COMPLAINTS PROCEDURES

- 17.1 You should follow the [University of London Procedure for Student Complaints and Academic Appeals](#) at clause 1.3.5 above if:

17.1.1 You wish to submit a complaint against us;

17.1.2 You wish to submit an appeal against the application of University regulations; and/or

17.1.3 You wish to submit an academic appeal.

- 17.2 You cannot submit an appeal against the result of an assessment on academic grounds. The grounds under which an academic appeal may be submitted are detailed in the [University of London Procedure for Student Complaints and Academic Appeals](#).

18 DISCIPLINARY OFFENCES

- 18.1 In instances of misconduct by you (including behaviour online), we may take disciplinary action against you under the University of London Ordinance 17: Code of Student Discipline at clause 1.3.6 above. One of the possible outcomes of such an action is that your Contract with us may be terminated and you may be removed from the Programme. As a consequence, you may not be entitled to any refund.

19 INTELLECTUAL PROPERTY

- 19.1 You will comply with our Intellectual Property Policy at clause 1.3.7 above throughout the Programme.

20 DATA PROTECTION

- 20.1 Your application data will form part of your student record. By entering into the Contract with us, you are agreeing to us holding and processing your personal data including some special category personal data. We will process your personal data in accordance

