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Student terms and conditions

2021–2022

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Last revised 10 June 2021

The Student Terms and Conditions are administered by the University of London Worldwide, a Central Academic Body of the University of London. The study of programmes through other Central Academic Bodies[1] or at member institutions of the federal University of London

1 INTRODUCTION

1.1 These terms and conditions ("Terms and Conditions") represent an agreement between the University ("us", "we" or "our") and you ("you" or "your") for this Academic Year. By accepting your Offer, or by continuing your registration, you accept these Terms and Conditions in full. If you have any questions or concerns about these Terms and Conditions, you should contact us using the Contact Us link on our website before accepting the Offer. Where any words are capitalised throughout these Terms and Conditions, they shall have the meanings set out below.

1.2 Definitions

In these Terms and Conditions:

"Academic Year"	for the purposes of this document, this means the period for which your Programme runs. An Academic Year starts in October or January of any given calendar year, and may have entry points throughout this period.
"Application Fee"	means the non-refundable fee for your application to be considered by us.
"Cancellation"	has the meaning set out in clause 15.2.
"University of London Student Complaints and Appeals Procedure."	means our academic appeals and complaints policy and procedure which can be found by accessing the links set out in clause 1.3.
"Continuing Registration Fee"	means the fee which you are required to pay (where applicable) in order to re-register with us for each Academic Year after the first year of your studies.

link has

	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.
"Registration Deadline"	means the last date for online registration with us as notified to you in the Offer.
"Registration Fee"	means the fee you are required to pay to register with us for your first Academic Year. For some Programmes, this may be included in a module/ course fee as indicated in the published fee schedule for the relevant Programme.
"Study Session"	means a defined period of time allocated for the study of a specified module, or modules.
"University"	means the University of London, an exempt charity and statutory corporation (number RC000661) with headquarters at Senate House, Malet Street, London WC1E 7HU
"Virtual Learning Environment"	means the virtual learning environment that provides you with access to your Programme materials. This includes the University of London Virtual Learning Environment or, where applicable, external platforms, such as 2U or Coursera.

1.3 In addition to these Terms and Conditions, there are other regulations, policies and procedures which apply to your registration (or continuing registration) at the University and your Programme. Details of the regulations, policies and procedures applicable at the time of accepting these Terms and Conditions, and the location of such documents, can be found in the table below. It is your responsibility to read these documents carefully as they, together with these Terms and Conditions, form the Contract between us and you. You acknowledge that you may be required to accept terms to use an external party's Virtual Learning Environment where your Programme is delivered on a third party platform.

2 APPLICATION

2.1 We will only assess your application once you have paid any Application Fee relevant to your Programme.

2.2 It is your responsibility to ensure that all of the information, which you provide to us, is true, accurate, and complete, and that you have not omitted any key information.

2.3 If we discover that your application contains incorrect or fraudulent information or if you are found to have omitted key information from your application, we may withdraw or amend any Offer, or act in accordance with the General Regulations. If such information is discovered after you have registered with us or after you graduate, we have the right to terminate your registration without compensating you and/or revoke any subsequent award.

3 EVIDENCE OF QUALIFICATIONS

Where we require satisfactory evidence of your qualifications:

3.1 Before receiving your Offer, you will be required to provide or facilitate the provision of verified copies of your transcripts and/or certificates. Acceptable means of providing these documents and their verification are set out on the website.

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 the University, we will use our reasonable efforts to deliver your Programme as per the terms of the Contract.

8.1.1 In circumstances where there is no material disadvantage to you, we reserve the right to make minor variations to the contents or methods of delivery of Programmes from those described in the prospectus. These will be made to improve the quality of the educational services, to meet the latest requirements of a commissioning or accrediting body, or in response to student feedback. How we notify you will depend on the nature of the changes but, in any event, such changes will be recorded in the updated Programme information on our website.

8.1.2 In circumstances where it is necessary to make a material change to your Programme (likely to have a significant impact on your studies as reasonably determined by us), we will consult with you before final decisions are made and consider your concerns. We will assess these against the needs of the wider student body. If you are unhappy with the material change(s) to your Programme, you may cancel the Contract and withdraw from the Programme without incurring any further liability for Programme Fees and we may refund your Programme Fees paid to date.

8.2 *Discontinuing a Programme*

If we discontinue your Programme because of matters beyond our control and we are unable to complete delivery of the Programme, we will inform you as soon as is reasonably possible. In such circumstances we will endeavor to offer the Programme for a period of up to 5 years from such notification or until the last student has completed their studies, if this is sooner.

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

Fees may be refunded 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:

9.2.1 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

9.2.2 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

14.4 If you are in the final year of your Programme, we will not release your certificate, or a letter of confirmation of award, until all outstanding Programme Fees are paid. In order to attend the Graduation ceremony your Programme Fees must be paid in full.

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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