



UNIVERSITY
OF LONDON

INTERNATIONAL
PROGRAMMES

Student terms and conditions 2017–18



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IMPORTANT INFORMATION REGARDING THE TERMS AND CONDITIONS

About this document

Last revised 28 April 2017

Changes applied to Terms and Conditions 2017-18

- Minor revision to definition of 'Academic Year' and 'Programme Fees' for further clarification.
- Data Protection Policy link in clause 1.3.8 directs you to the University of London International Programmes web page for additional information. The web page provides a link to the University's Data Protection Policy document.
- Clause 4 clarifies that you must meet all academic requirements and any other applicable requirements before we will make you an Offer.
- Clause 7 clarifies the amount of notice we will give if we decide to discontinue a Programme.
- At clause 9.2, clarification has been provided that some elements of Programme Fees are non-transferable within an Academic Year and cannot be carried forward to subsequent Academic Years.
- Further minor revisions for the purposes of clarification.

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 tab 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:

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| "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 Date" | has the meaning set out in clause 15.2. |
| "University of London Student Complaints and Academic 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 a student is required to pay (where applicable) in order to re-register with us for each Academic Year after the first year of their studies. |
| "Contract" | means the agreement between you and us in relation to your studying a Programme through the University. These Terms and Conditions and the regulations, policies and procedures referred to in this document form the Contract. |
| "Fee Payment Methods" | means the payment methods set out on our website. |
| "Offer" | means an offer of a place on a Programme. |
| "Programme" | means your prospective or registered programme of study with the University’s International Programmes. |
| "Programme Fees" | means fees payable to the University which include, where applicable, Registration Fees, Continuing Registration Fees, module/course fees, dissertation fees and examination entry fees as indicated on our |

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| | website. A full list of Programme Fees is available on our website. |
| “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 on our website . |
| "Teaching Institution" | means a teaching institution that supports students studying for the Programme and is recognised under our Teaching Institutions Recognition Framework (TIRF). |
| "University" | means the University of London acting through its International Programmes. |
| “Virtual Learning Environment” | means the virtual learning environment that provides you with access to your Programme materials. |

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. Please take the time to read these documents carefully as they, together with these Terms and Conditions, form the Contract between us and you.

| | Document | Location of Document |
|--------------|--|---|
| 1.3.1 | University of London Statutes, Ordinances and Regulations | http://www.london.ac.uk/statutes.html |
| 1.3.2 | General Regulations | http://www.londoninternational.ac.uk/regs |
| 1.3.3 | Programme Specifications | http://www.londoninternational.ac.uk/courses/search/?solrsort=sort_title_asc |
| 1.3.4 | Programme Regulations | http://www.londoninternational.ac.uk/regs |
| 1.3.5 | University of London Student Complaints and Academic Appeals Procedure | http://www.londoninternational.ac.uk/complaints |

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| 1.3.6 | University of London Ordinance 17: Code of Student Discipline | http://www.london.ac.uk/fileadmin/documents/about/governance/ordinances/Ordinances_2015/Ordinance_17_Code_of_Student_Discipline.pdf |
| 1.3.7 | Intellectual Property Policy – Part E of the policy applies to students | http://www.london.ac.uk/fileadmin/documents/about/BT847A - University Policy on Intellectual Property 28.1.15 branded.pdf |
| 1.3.8 | Data Protection Policy | http://www.londoninternational.ac.uk/data-protection |
| 1.3.9 | Fees Schedule | http://www.londoninternational.ac.uk/fees |

BEFORE YOU REGISTER

2 APPLICATION FORM

- 2.1 We will only assess your application form once you have paid the Application Fee applicable 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 cancel your registration as a student without compensating you. Under such circumstances, we have the right to revoke any subsequent award in accordance with the General Regulations.

3 EVIDENCE OF QUALIFICATIONS

Where we require satisfactory evidence of your qualifications:

- 3.1 Before receiving your Offer, you will be required to upload to our website or email us verified copies of your transcripts and/or certificates. Acceptable means of verification are set out [here](#).
- 3.2 The University randomly samples and audits the authenticity of such documentation. At our request, you will supply original evidence of your qualifications in such form as we may require. If you are unable to provide original evidence to our satisfaction, this may result in the termination of your Offer, the cancellation of your registration as a student of the University, and termination of the Contract.

4 OFFERS

- 4.1 If you meet the academic requirements and any other applicable requirements for admission upon making your application to us, we will make you an Offer.
- 4.2 If you do not yet meet the requirements for admission upon making your application to us, you will receive an advice letter setting out any outstanding academic and/or other requirements for admission that you will need to satisfy within a timeframe set out in that letter.
- 4.3 Once you notify us that you have satisfied any outstanding requirements and have provided evidence that is acceptable to us, both within the timeframe set out in the advice letter, we will make you an Offer.
- 4.4 If you have not satisfied the outstanding requirements within the timeframe set out in the advice letter, your application and the content of the advice letter will be deemed to have expired, and you will have to reapply.

5 CHANGES TO AN OFFER

- 5.1 We may make changes to the Offer at any time before you accept it. We will inform you immediately and issue an updated Offer.

Registering as a student

6 ACCEPTANCE OF AN OFFER

- 6.1 If you have met all the academic and/or other requirements of the advice letter and have received an Offer from us, you can accept the Offer by registering with us online by the Registration Deadline.
- 6.2 If you do not register with us online by the Registration Deadline, your Offer will lapse.

7 CHANGES TO THE PROGRAMME FOLLOWING ACCEPTANCE OF OFFER

- 7.1 Following your acceptance of the Offer, we have the right to make minor variations to the contents or methods of delivery of Programmes.
- 7.2 We will give five years' advance notice if we decide to discontinue a Programme.

8 EDUCATIONAL SERVICES

- 8.1 We shall:

- 8.1.1 deliver your Programme with reasonable care and skill and in accordance with the description applied to it in the Programme Specifications for the Academic Year; and
 - 8.1.2 clearly outline the academic requirements for the Programme to you.
- 8.2 You shall:
- 8.2.1 obtain any clearance or permission that may be necessary for you to study in your country of residence on the Programme;
 - 8.2.2 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
 - 8.2.3 ensure that you have appropriate access to a computer and internet connection in line with the technical requirements of your Programme.

9 FEE PAYMENT AND PAYMENT METHODS

- 9.1 You agree to pay all Programme Fees required for your Programme. 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.
- 9.2 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:
 - 9.2.1 Registration Fee; and/or
 - 9.2.2 Continuing Registration Fee; and/or
 - 9.2.3 Examination entry fees.
- 9.3 Any fees payable to external parties, including, where applicable, examination centres, are your sole responsibility.
- 9.4 You acknowledge that, where applicable and in line with our fees website in clause 1.3.9, certain fees are not included in your Programme Fees and are payable to us separately.

10 REGISTRATION FEE

- 10.1 To register for your first Academic Year, you must pay the Registration Fee. Until Registration Fees are paid in full:
 - 10.1.1 you cannot register with us for your first year of studies; and

- 10.1.2 we will not release your first year Programme materials to you, including through the Virtual Learning Environment.

11 CONTINUING REGISTRATION FEE

- 11.1 In addition to your obligation to pay any applicable Programme Fees, where you are required to pay a Continuing Registration Fee as indicated on our website, you must do this annually when requested for each subsequent year of your studies after the first Academic Year.
- 11.2 Until the Continuing Registration Fee is paid in full:
- 11.2.1 you cannot re-register with us; and
- 11.2.2 we will not release the relevant Programme materials to you, including through the Virtual Learning Environment.
- 11.3 Where no Continuing Registration Fee is payable, you may still be required to re-register with us for each subsequent year of your studies after the first Academic Year. Until you re-register, we will not release the relevant Programme materials to you, including through the Virtual Learning Environment.

12 PAYMENT OF FEES BY A THIRD PARTY

- 12.1 If a third party is paying all or part of your fees, you will be liable for the payment of those fees in the event of non-payment by the third party.

13 NON-PAYMENT OF FEES

- 13.1 Until all outstanding Programme Fees are paid to us, we reserve the right at any time during the Academic Year to suspend or withhold all education-related services and facilities (including examination entry, VLE services, and provision of student support).
- 13.2 Before exercising our rights under clause 13.1, we will give you reasonable notice of our intentions.
- 13.3 If you are in debt to us for Programme Fees, you may not be allowed to sit your examinations and we reserve the right not to allow you to register for the next Academic Year.
- 13.4 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.

14 TEACHING INSTITUTIONS

- 14.1 If your Programme requires you to attend classes at a Teaching Institution, you will have to pay fees directly to that institution, which may include an additional application fee, tuition fees and other costs for use of their facilities. These fees are in addition to any fees payable to the University. This clause 14.1 also applies if you choose to attend classes at a Teaching Institution or an independent teaching institution. Your relationship with either a Teaching Institution or an independent teaching institution will be governed by other arrangements which fall outside of this Contract.

15 YOUR RIGHT TO CANCEL

- 15.1 As you are entering into this Contract by means of distance communication (i.e. there has been no face-to-face contact between us and you at the time you register with us) you may cancel this Contract by the later of (a) 14 days after the date when you pay your Registration Fee or (b) 14 days after the date you are first given access to Programme materials on the Virtual Learning Environment ("**the Cancellation Period**").
- 15.2 To cancel the Contract within the Cancellation Period, you must clearly inform us of your decision to cancel through the portal, <https://my.londoninternational.ac.uk/>. The date we receive your notice is the Cancellation Date. If you have made any payment, or any payment has been made on your behalf under this Contract before the Cancellation Date, excluding payment of the Application Fee, then we will provide you with a full refund as soon as reasonably possible but in any event within 14 days of the Cancellation Date.

16 COMPLAINTS PROCEDURES

- 16.1 If you are dissatisfied with any aspect of your Programme, the Student Complaints and Academic Appeals Procedure sets out the stages to follow to resolve your concerns as promptly, fairly and amicably as possible.
- 16.2 If you are concerned that an examination may not have been conducted in accordance with the relevant instructions or University Regulations, the Procedure for Consideration of Representations concerning Decisions of Boards of Examiners, outlined in [University of London Regulation 1, Annex 3](#), sets out the stages to follow to make representations for the University to consider on the grounds of administrative error. No appeals may be brought against the results of examinations on academic grounds.
- 16.3 After you have followed the stages to completion as set out in the Academic Appeals and Complaints Procedure or the Procedure for Consideration of Representations concerning

Decisions of Boards of Examiners respectively, if you remain dissatisfied, you have the right to make a complaint to the Office of the Independent Adjudicator for Higher Education (<http://oiahe.org.uk/making-a-complaint-to-the-oia/how-to-make-a-complaint.aspx>).

17 DISCIPLINARY OFFENCES

- 17.1 If you do not act in accordance with this Contract, 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.

18 INTELLECTUAL PROPERTY

- 18.1 You will comply with our Intellectual Property Policy throughout the Programme.

19 DATA PROTECTION

- 19.1 Your application data will form part of your student record. By entering into the Contract with us, you are giving us the right to hold and process your personal data including some sensitive personal data. We will process your personal data in accordance with the UK Data Protection legislation and our Data Protection Policy. We will only share your data with third parties in accordance with our Data Protection Policy and we will remain the data controller of your data.
- 19.2 The Data Protection Policy is applicable from the time of accepting these Terms and Conditions, and can be read in full [here](#).

20 GENERAL

- 20.1 In the event that the provisions of these Terms and Conditions conflict with the provisions of any of the documents listed in the table at clause 1.3, the provisions of these Terms and Conditions shall prevail.
- 20.2 Each of the clauses in these Terms and Conditions operates separately. If a clause is declared unlawful, the remaining clauses will remain in full force and effect.
- 20.3 The Contract constitutes the entire agreement between you and us. All previous agreements, arrangements and understandings between you and us relating to your admission on to a Programme, whether written or oral, shall have no legal effect unless expressly set out in the Contract.

- 20.4 If we fail to insist that you perform any of your obligations under these terms, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and that will not mean that you do not have to comply with those obligations. If we waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.
- 20.5 These are the terms of the Contract between you and us. No other person shall have any rights to enforce any of the terms.
- 20.6 The Contract, and any other matters arising out of or in relation to the Contract, are governed by and construed in accordance with English law.
- 20.7 We and you agree to submit to the exclusive jurisdiction of the English courts to settle any dispute or claim arising out of or in relation to the Contract.

Note: It is important to read and understand the Terms and Conditions before proceeding.

I have read the above Terms and Conditions. I accept the above Terms and Conditions and agree to be bound by them.