

Terms and Conditions – UCP Offer and Enrolment 2018/19

This document sets out in detail the relationship between you and University Centre Peterborough (UCP). Before you accept an offer of a place at UCP, you should check that the details in the offer are complete and accurate and that you have read and fully understand the enclosed information. This and UCP's policy information can be found on UCP's website (www.ucp.ac.uk).

Our contractual relationship is just between you and us. By 'us' we are referring to University Centre Peterborough (which is the Joint Venture between Anglia Ruskin University and Peterborough Regional College), Anglia Ruskin University (who accredits and awards the degrees/courses), and Peterborough Regional College (location of the Centre and oversees the Code of Conduct of Students). No other person shall have the right to enforce any of the terms of this contract.

If you have any queries, you should contact UCP's Admissions Office by email (admissions@ucp.ac.uk) or telephone +44 (0)1223 695750.

Terms and conditions of your offer

Acceptance of your offer

It is your responsibility to ensure that all of the information you have provided to UCP, UCAS, and Student Finance (if applicable) is true and accurate. If you provide incorrect, or fraudulent information or omit significant information UCP may withdraw or amend your offer and this information might be passed to the relevant third parties.

By accepting UCP's offer of a place on a course (whether through UCAS or otherwise), you accept these conditions in full, which along with: (i) your offer letter; (ii) UCP Rules, Regulations and Procedures; (iii) Anglia Ruskin University's Academic Regulations; (iv) HE Student Charter (all located at www.ucp.ac.uk/policies/), (v) the course offering as at the date of the offer (www.ucp.ac.uk/a-z-courses/ and you will be sent a physical copy) and (vi) any additional agreement that is required as part of your course, form the conditions you agree to between you and UCP in relation to your studies. All the latest documents will be available on UCP's website and are valid and binding. Any revisions due to changes in legal requirements, student feedback and the UK Quality Code will be published at the beginning of each document. These will be communicated to you.

The UCP Rules and Regulations includes the following; conduct, disciplinary procedures, expectations, complaints, and guidance on using resources and facilities.

Anglia Ruskin University's Academic Regulations includes information on assessment, progression, intermissions, extensions and mitigations, academic offences, academic appeals, academic failure and results and certification.

The HE Charter provides a brief overview of the above and identifies where to seek support and additional guidance. This document is written in conjunction with students and is formally reviewed every two years.

The offer UCP makes to you will be conditional or unconditional. If your offer is conditional, this means that you have a tentative offer from us and will need to provide specific information to us. The conditions which you will need to meet in order to be admitted onto your chosen course will be outlined to you in your offer letter. If you do not meet the conditions of an offer by the required/requested time the offer may be withdrawn. If your offer is unconditional this means you have a firm offer from us and have met the criteria to be admitted onto your chosen course.

If you feel that the offer made to you is incorrect, inaccurate or you would like to appeal against a decision, please contact our Admissions Office in the first instance (admissions@ucp.ac.uk).

Course Changes or Closures

UCP will aim to deliver course content and teaching provision as described in course handbooks, module guides, website information and other available information provided. However, at times it may be necessary to change this provision either before or after enrolment due to developments in the subject, changes in staffing, or student numbers. Where this is the case, you will be informed at the earliest opportunity. This will be in writing (via email or home address) as well as being updated on our website. For any changes that take place during the degree period whilst studying, these will be communicated to you via course handbooks and through communication via your course lecturer by email or in your tutorials. Changes before you start your course will be communicated to you by letter / email.

Changes to services

In certain circumstances, UCP may need to make changes to the previously advertised course content, structure and/or method of delivery of your course or individual modules after you have accepted your offer. This may include discontinuing modules.

Reasons for changes include, but are not limited to, the following:

- to meet the requirements of an accrediting, professional, statutory and/or regulatory body;
- to comply with legal, regulatory or governmental requirements;
- to respond to sector good practice or quality enhancement processes, such as in response to student feedback;
- to keep programmes contemporaneous by updating practises or areas of study;
- to safeguard academic standards;
- because of circumstances outside of the reasonable control of the University such as an external provider no longer being available to contribute to a module and/or course;
- where insufficient numbers of students have chosen an optional module making it unviable to run or where a member of staff whose expertise was required to run it is no longer available
- to abide by the revisions made by the Awarding Body (ARU).

If UCP decides that it is necessary to make a change before you enrol, we will inform you by letter / email as soon as it is reasonably practicable in order for you to decide whether or not you still wish to join us. If as a consequence of the change, you decide not to study with us, we will refund any tuition fees and/or deposit that you have paid in advance.

If UCP makes a change after you have enrolled, we will inform you via your student email as soon as it is reasonably practicable to do so. UCP will make all reasonable efforts to minimise any adverse effect the change may have on you and will endeavour to consult with potentially affected students as early as possible where it is able to do so. In cases of material changes to your course of study or where the change is likely to have a serious adverse impact on you, UCP may offer you a place on an alternative course or assist you to find an alternative provider. Any entitlement you may have to a refund of fees will be determined in accordance with the UCP Rules, Regulations and Procedures (pages 6-9).

Discontinuing courses

In certain circumstances, UCP may be required to discontinue courses of study prior to you enrolling as a student. This could occur where insufficient students (less than 10) accept offers and it is therefore not financially viable for UCP to run the course or where a course will not be accredited/validated by the start of the academic year. In the event that UCP is required to cancel your course before you enrol, we will inform you by letter / email as soon as it is reasonably practicable to do so and we will refund any tuition fees or deposit you have paid in advance. Where reasonable and appropriate to do so, UCP will work with you to try and identify a suitable alternative course with us for you to study or offer you a deferred place for a subsequent intake.

In exceptional circumstances, UCP may have to merge or discontinue your course once you have enrolled for one or more of the following reasons:

- to comply with legal, regulatory or governmental requirements;
- where accreditation or validation of the course is withdrawn;
- in other circumstances outside our reasonable control which make it impossible or prohibitively impractical to continue the course;
- insufficient students (less than 5) have elected to study an optional module which is therefore neither viable and would impact negatively on the student experience.

If UCP discontinues or merges your course in these circumstances, we will inform you as soon as it is reasonably practicable to do so and will endeavour to consult with potentially affected students. Where appropriate, UCP will try and identify a suitable alternative course with us for you to transfer to or, if preferable, we will assist you to find an alternative provider. If you decide to transfer to a new provider, UCP will work with your new provider in order to transfer over any academic credit already gained. Any entitlement you may have to a refund of fees will be determined in accordance with the UCP Rules, Regulations and Procedures (pages 6-9).

Should you become a student at UCP, this notice shall constitute a term of any contract between you and UCP. Any offer of a place made to you by UCP is made on the basis that in accepting such an offer you signify your consent to the incorporation of this notice as a term of any such contract.

What is your fee liability?

Students are charged a tuition fee for each academic year of their course when they enrol. Tuition fee information is available on the website www.ucp.ac.uk/fees-2018-19/. Tuition fees increase annually in line with inflation to take into account inflationary costs incurred to deliver your course. It should be noted that there are fee liability points in semester one and two. Further details on fees are available on the UCP Rules and Regulation (pages 6-9).

Additional Costs

There are course related costs for stationery, books (although the Library facilities have core text and extensive virtual resources), non-mandatory trips or visits, personal computer, media equipment if you wish to specialise in a specific area (although video and photographic cameras are bookable for students on the designated courses) and a nominal fee is charged to join a society.

We would recommend that students research student discounts prior to purchasing computers and software. It should be noted that we do provide some bursaries which are in place to support students when paying for additional costs. Details of these can be found on the fee page of the UCP website.

You will also be expected to pay for accommodation, gym and recreational facilities if this is not part of your course of study, and travel if required as this is not covered in your tuition fee.

What happens if you change your mind?

Whether you receive your offer directly from UCP or through UCAS, you have a statutory right to cancel your application with us under the Consumer Contracts Regulations 2013. At any stage of your application you can cancel your place. You must notify UCP by email or in writing of your cancellation by updating your UCAS record or contacting us directly. You will not incur any costs or fee liability if you cancel **before** you enrol. We will update our records within 14 days. If you encounter any issues please contact the Admissions Office.

Terms and conditions of your enrolment

Enrolment and Registration

It is your responsibility to ensure that all of the information you have provided to UCP and UCAS, is true and accurate. If you provide incorrect or fraudulent information, or omit significant information UCP may terminate your enrolment.

Evidence Requirements of your Enrolment

You must provide the following information and documentation for verification to UCP before you are permitted to enrol:

- Original certificates and/or transcripts confirming your prior qualifications (original copies); this is required if you have an unconditional or conditional offer;
- Photographic ID (i.e. driving licence, passport, visa card);
- Method of fee payment (Student Finance Notification letter, Employer Sponsorship Letter or Purchase Order Number, credit/debit card to make an online payment). At the point of enrolment you will be entering into a fee liability agreement. It should be noted that if you withdraw within 3 weeks of enrolment you will not be liable for fees. However you must be mindful of any contracts you sign with accommodation providers as their terms and conditions will vary and you may be liable for costs;
- Valid Disclosure and Barring Service (DBS) check for education courses.

By enrolling at UCP (whether completing the College Enrolment form or online registration with Anglia Ruskin University), you accept these conditions in full, which along with: (i) your offer letter; (ii) UCP Rules, Regulations and Procedures; (iii) Anglia Ruskin University's Academic Regulations (iv) HE Student Charter (all located at www.ucp.ac.uk); (v) the course offering as at the date of the offer (www.ucp.ac.uk/a-z-courses/) , (vi) Course Handbook and , (vii) any additional agreement that is required as part of your course.

Key points of regulations that you should be aware of include (but are not limited to):

- **Attendance:** You will need to participate fully in your course. This will include attending and taking part in teaching, learning and/or events included in your course.
- **Fees and Finance:** All compulsory fees are advertised in advance of your enrolment. Additional costs, for example payment for events or trips, are in addition but are not compulsory. UCP offers bursaries, subject to eligibility, which are aimed to offset any additional costs that may be incurred to supplement your studies. We advise you to check your eligibility before enrolment. When you sign your enrolment form (and/or register online with Anglia Ruskin University) you are agreeing to pay all course fees in accordance to the payment terms agreed. If you fail to pay your course fees when they are due we may withdraw you from your studies or prevent you from progressing to the next year of your course. If you have outstanding tuition fees you will be unable to graduate and receive your certificate.
- Tuition fees may increase annually in-line with inflation to take into account inflationary cost incurred to deliver your course.
- **Re-Enrolment/Re-Registration:** You are required to complete your online registration with Anglia Ruskin University, and Peterborough Regional College when you start your course and each academic year on an annual basis for the duration of your course. This is to ensure your contact information and course related details are up-to-date. This process must be completed within 3 weeks of commencement of your course each academic year to enable you to access virtual learning environments and your student record. Failure to complete registration may result in us withdrawing you from your studies
- **Progression:** You may be discontinued if you are no longer able to continue to study towards your intended award (e.g.: you have failed modules and you have exhausted all available re-take and/or replacement module options). The consequence of discontinuation may be admission to

an alternative course or a Framework Award, the conferment of an intermediate award or termination of the student's registration

- **Withdrawal:** If you decide to withdraw from your studies you are required to notify UCP of your intention. If your last date of academic engagement is within the first three weeks of your studies, each academic year, you will not incur tuition fee liability for that year of study. If you engage and then withdraw after this three week period there will be a financial implication which will be discussed in detail at enrolment and during your exit interview. If you are funded by Student Finance and are thinking about withdrawing from your course Student Finance may not pay your full tuition fee liability this will mean a portion of your fee may be re-invoiced to you directly. An example is provided below:

If you started your studies in September and withdraw after week three (18th October 2016 up to and including 2nd January 2017) your tuition fee liability with the University will be 50% of your fees (£3,875). Student Finance will only pay £1,937.50 and you will therefore be invoiced for the portion they will not pay - £1,937.5. If you started in September and withdraw after 3rd January 2017, up to and including the start of semester two, 30th January 2017, your tuition fee liability with the University will still be 50% - £3,875 but Student Finance will fund the full 50% of your tuition fee. If you withdraw after the start of semester two, (31st January 2017 up to and including the 9th April 2017), then your tuition fee liability is 100% (£7,750), however Student Finance will only pay 50% - £3,875. You will therefore be re-invoiced for the portion that they will not pay - £3,875.

- **Immigration requirements:** UCP does not currently accept international students who require a VISA to study

Course Changes, Closures, Regulation and Policy Updates

We reserve the right to alter the timetable, how the course is delivered, the content and assessment of any course, provided such alterations are reasonable as outlined on page 2. Enrolled students will be informed of any variations at the earliest opportunity. Any changes will be reflected on our website and during your induction process. Please refer to P901 Student Protection Policy located on the UCP website

Complaints Procedure and Policies

If you are unhappy with any aspect of your admission, enrolment or studies with us please contact us by emailing ucpenquiries@anglia.ac.uk or telephoning +44 (0)1223 695750 to discuss your concerns. We would hope that any issues you raise will be dealt with, but if you feel that our response does not meet your expectations our complaints procedure is available on our website within the UCP Rules, Regulations and Procedures.

How UCP may use your Personal Information

UCP takes its responsibilities regarding the protection of personal privacy seriously. The formation we collect and hold as a result of your application, enrolment and progress through the course will be processed and used in accordance with Data Protection Legislation.

The information you provide may be shared with other organisations for education, training, employment and well-being related purposes, including for research. You may be contacted after you have completed your studies to establish whether you have entered employment or gone onto further training or education.

UCP may disclose personal data held about you to other parties, including the following organisations:

- Validating Universities (Anglia Ruskin University);
- Peterborough Regional College;
- Student Finance England;

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- Local Education Authority;
- the Police and other law enforcement agencies and emergency services;
- the Home Office, UK Visas and Immigration (or any Body that replaces it), Higher Education Statistics Agency and professional and regulatory bodies;
- i-Graduate who undertake the Destination of Leavers from Higher Education survey

Cancellation:

Whilst UCP very much hopes that you will accept our offer and go on to complete successfully your chosen course of study, we recognise that you may change your mind after accepting our offer.

In accordance with Consumer Contracts (Information Cancellation and Additional Charges) Regulations 2013, you have a statutory right to cancel this contract within 14 days without giving any reasons. The cancellation period will expire after 14 days from the date on which you accept UCP's offer. To cancel this contract, you must inform us of your decision by way of a clear statement (e.g. by letter or by email to admissions@ucp.ac.uk). Alternatively, you may use the model cancellation form which is below. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

If you cancel the contract within the 14 day cancellation period, UCP will reimburse to you all payments received from you without undue delay using the same means of payments as you used for the initial transaction unless expressly agreed otherwise. You will not incur any fees as a result of the reimbursement. The refund will be made to you no later than 14 days after the day on which we are informed of your decision to cancel the contract.

Cancellation Form

You can complete this form if you wish to cancel your place on the above course. Either paste it into your email and send it to admissions@ucp.ac.uk or print it and post it to the address below.

To: UCP Admissions, University Centre Peterborough, Park Crescent, Peterborough, PE1 4DZ.

As the Student Terms and Conditions states, I am entitled, for whatever reason, to cancel my acceptance of a place at UCP within a period of fourteen (14) days starting from the day after UCP receive notification of my acceptance of your offer. **I hereby give notice that I cancel my place on the course detailed below:**

My Name:

Course:

Address:

Telephone Number:

Signature*: **Date:**

**Signature only required if this form is printed and completed, otherwise it may be sent from your email.*