THE UCL - STUDENT RELATIONSHIP

General

1. UCL is committed to providing a learning, working and social environment in which the rights and dignity of all its members are respected, and which is free from discrimination, prejudice, intimidation and all forms of harassment including bullying.

2. This commitment means that all students of UCL have the right to study or work in an environment free from discrimination, prejudice and all forms of harassment or bullying.

3. This commitment also reflects the fact that the relationship you as a student have with UCL is contractual. The terms of this contract are not defined or set out in a single document but have a number of sources and the purpose of this document is twofold: (i) to provide guidance about the principal terms and conditions that define the contractual relationship between UCL and you and, (ii) to draw your attention to where the full sources are published.

4. In some places the document may seem overbearing or negative; however, it has been produced in consultation with, and endorsed by, UCL Students' Union and the content has been drawn from policies and procedures which already exist or are common to similar documents that exist at other institutions. It should also be recognised that this document exists above all to protect your rights and to ensure a continuous and positive relationship between you and UCL during your time as a student at UCL.

5. As part of the process to ensure that these sources are up-to-date and relevant, UCL reserves the right to make reasonable changes at any time to these terms and conditions as it deems appropriate or necessary. Any changes that may fundamentally alter the arrangement between UCL and you will, however, be brought separately to your attention.

6. The principal terms and conditions that define the relationship between UCL and you are set out below.

Condition of admission to UCL

7. Your offer of admission to UCL is subject to UCL's General Conditions for Entry relating to your qualifications, proficiency in English, tuition fee status, agreement to pay tuition fees and declaration of any criminal convictions. Full details of these conditions, along with any particular conditions or requirements, were set out in UCL's formal offer of admission to you.

8. UCL is entitled to withdraw or amend its offer of admission to you, or terminate your registration at UCL, if it is discovered that you have made false statements or omitted significant information in your application to UCL.

9. Your admission to UCL is also subject to your agreement to follow UCL's procedures for registration and enrolment and to comply with the terms and conditions identified in this document. Upon registering at UCL you agree to abide by the rules, regulations and statutes of UCL that are currently in force (and to which links are provided in this document) which govern your studies, learning and conduct at UCL and your use of services provided to you by UCL.

10. You are responsible for making yourself aware of these rules and regulations, of which the more important ones are summarised in the Current Students web pages. In addition, research and taught graduate students must adhere to the respective UCL Graduate School Code of Practice for Graduate Research Degrees and Graduate Taught Degrees. A detailed list of the other significant documents which define the formal relationship between UCL and you is set out at Appendix 1 of this statement.

Delivery and Exclusion of Liability

11. UCL will provide you with tuition, learning opportunities and other related services relevant to your programme and modules. Specific details relating to the delivery of your programme will be provided before or at the time of your registration on your programme.

12. In terms of specific learning hours for undergraduate students there is a total of 1200 learning hours during the 30 weeks of the academic year and an additional 300 learning hours during vacation periods across the calendar year (i.e. 1500 learning hours per undergraduate learning year). For taught masters students there is a total of 1800 learning hours across a calendar year.

13. If you successfully fulfil all of the requirements of your programme and registration and abide by the regulations identified in this document, you will be eligible for the award of the appropriate UCL qualification. Certain programmes of study may also lead to professionally accredited qualifications.

14. Where circumstances change beyond the reasonable foresight or control of UCL, then UCL reserves the right to change or cancel parts of, or entire, programmes of study or services at any time without liability to you, even after you have registered at UCL. Circumstances outside UCL's reasonable control include, amongst other things, industrial action, over or under demand for courses or modules from students, staff illness, lack of funding, non-availability of suitable staff, severe weather, fire, civil disorder, political unrest, government restrictions and concern with regard to the transmission of serious illness.

Payment of fees and other charges

15. You are responsible for ensuring your tuition fees, accommodation fees and all other charges incurred by you at UCL are paid in a prompt and timely fashion. Where a third party is responsible for payments on your behalf, you must ensure that they similarly pay in a prompt and timely fashion. Demands for payment will be made in accordance with UCL's practice at the time.

16. If any fee or charge remains outstanding after the due date for payment, UCL reserves the right to end its contract with you and to stop providing you with tuition, learning opportunities and other related services relevant to your programme of study. UCL may take action as necessary to recover overdue fees or charges, including suspension of your registration or specific services, withholding any award you are entitled to and taking legal action against you to recover the outstanding amounts.

17. Fees are not normally refundable. Applications in writing for partial refunds will be considered in special circumstances. Refunds requested more than one year after payment has been made will not be considered.

General Student conduct

18. You should make yourself aware of, and abide by, UCL's Disciplinary Code and Procedure in Respect of Students, which sets out the standard of conduct and behaviour reasonably expected of you and which also includes awareness of the right of UCL to suspend or exclude you on disciplinary grounds.

19. You should make yourself aware of UCL's Academic Regulations for Students. These include regulations about academic progress, attendance, examinations and also include awareness of the right of UCL to suspend or exclude you from your studies on academic grounds.

20. Under Section 7 of the Health and Safety at Work Act 1974, you have a legal responsibility to take reasonable care of yourself and all others who may be affected by your acts and omissions, and to co-operate in enabling UCL to discharge its legal duties with regard to health and safety, including implementation of the policy. It is a condition of registration for students that they also co-operate with UCL in this respect. Students who undertake fieldwork are also required to acquaint themselves with the relevant UCL policies and guidance notes.

21. Where a programme of study also leads to a professionally-accredited qualification, the relevant professional body may also have its own code of conduct which students on such programmes should make themselves aware of. UCL also has an obligation to disclose to such bodies any information it considers to be relevant to a student's future professional accreditation.

22. A separate Code of Conduct has been produced by UCL Union and outlines the expected behaviour of UCL students during their time at UCL. There is nothing new, since all of it can be found in the Academic Manual, and a lot of it is common sense; this just makes it a bit more accessible, and is meant to remind you of basic good behaviour.

Intellectual property rights

23. UCL generally recognises that students own the IPR in any work that they produce as part of their programme of study at UCL. However, there are some circumstances where ownership has to be shared or be granted to UCL or a third party; these circumstances are outlined in UCL's policy on Intellectual Property Rights (IPR).

Accommodation

24. If you have secured a place in university accommodation, this is subject to your continued registration as a full-time student at UCL. There are specific terms and conditions that apply to the provision of such accommodation to you, details of which are available from UCL Student Residences.

IT facilities

25. You will have access to UCL's IT facilities while you are a registered student at UCL, but you are expected to use these facilities in an acceptable manner. You must familiarise yourself with the UCL Computing Regulations; this includes an awareness that failure to comply with these regulations may lead to disciplinary action, up to and including dismissal from UCL without notice, and may expose you to court proceedings attracting both criminal and civil liability.

Library facilities

26. You will have access to UCL's Library facilities while you are a registered student at UCL. Your use of the Library facilities will be subject to the UCL Library Regulations; you should familiarise yourself with those regulations. This includes awareness that failure to comply with those regulations may lead to certain sanctions, penalties and/or other disciplinary action.

Disability

27. The UCL Student Disability Policy outlines the ways in which UCL addresses the needs of disabled students. UCL is firmly committed to offering an excellent education to all students and central to this policy is UCL's intention to take account of individual need and to work with disabled students to find appropriate and practical solutions to any problems that might arise.

Insurance

28. UCL does not accept responsibility for any loss or damage to your property. You are advised to arrange relevant insurance against theft and other risks before coming to UCL. In certain circumstances, you may need to take out other types of insurance, for example health insurance while on an overseas placement. Any queries regarding insurance should be addressed in the first instance to your department.

Data protection

29. Personal information on students is held by various UCL and University of London support services. The data is held for the purposes of operating several internal UCL or University of London processes, including admissions procedures and maintenance of your academic records after admission. The data is also required for the purposes of compiling statutory statistical and personal returns which UCL is obliged to make to certain external or governmental agencies. Further details are available via the UCL General Statement on Data Protection.

Notices

30. Any notice or other information relating to the formal relationship between you and UCL that you need to give to UCL, or that UCL needs to give to you, must be in writing and may be given by hand or sent by e-mail, post, or fax. UCL will use e-mail as a primary means of communication for sending you important information, although any particularly important documents will also be sent by post to your last recorded address.

31. You should check your UCL e-mail account regularly, as UCL cannot be held responsible for the consequences of any messages that you have not read or if messages were lost or delayed when automatically forwarded to a personal e-mail address (e.g. Hotmail, Yahoo, etc).

32. You are responsible for maintaining up-to-date address and other contact details via your Portico account, otherwise any notices or information sent to your last recorded address will be deemed to have been properly given.

33. UCL may also draw your attention to important information through announcements on UCL's website, Portico and through messages on the computer desktop when you log-on to UCL network.

Academic Grievances and Complaints

34. UCL has an established grievance procedure for dealing with academic appeals and representations from students. UCL also has a separate centralised complaints procedure for responding to complaints of a non-academic nature. Formal representations submitted via either procedure should only be made if informal discussion fails to resolve the matter satisfactorily and if there appear to be genuine grounds for making a representation.

35. The Office of the Independent Adjudicator (OIA) for Higher Education was designated as the student complaints scheme under the Higher Education Act 2004 and was established formally with effect from 1 January 2005. Where a complaint has exhausted all of UCL's internal procedures, and subject to meeting the OIA's criteria, a student may take their complaint to the OIA. Further details are available from the OIA web site.

36. The Rights and Advice Office, which is based in the UCL Students' Union, is a central point of information on all aspects of concern to students, including financial, welfare and academic matters.

Governing law and Third parties

37. The contractual relationship between you and UCL shall be governed by, and interpreted in accordance with, the laws of England and Wales. By entering into this relationship, UCL and you agree to accept the authority of the courts of England and Wales.

38. If any condition of this relationship is found to be void or unenforceable (in whole or in part) by any court or other competent authority, the rest of the contractual relationship will continue to apply.

39. UCL's contractual relationship with its students does not confer third party benefits for the purposes of the Contract (Rights of Third Parties) Act 1999.

Questions and useful contacts

40. If you have a query about any of the terms set out in this Statement you should initially contact the relevant office within UCL. This may be your Departmental Office or one of the contacts listed at Appendix 2. If you have a query about this Statement which cannot be resolved by colleagues in any of the offices named above, then please send your query to the Registrar, by e-mail to srs@ucl.ac.uk or by calling 020 7679 2047.

October 2013

Appendix 1

The UCL - Student Relationship
Relevant Documents and Information

- UCL Prospectus and other recruitment material
- General Conditions for Entry – supplied with offer letter, not available on the web
- Current Students web site
- Tuition fees
- Accommodation fees
- UCL Computing Regulations
- UCL e-mail
- UCL Library Regulations
- UCL Student Disability Policy
- UCL General Statement on Data Protection
- Intellectual Property Rights (IPR)
- UCL's Disciplinary Code and Procedure in Respect of Students
- Student Complaints Procedure

Appendix 2

The UCL - Student Relationship
Useful Contacts A-Z

We recommend you bookmark (or print) this section for future reference. Updates will be made to this information as required.

Admissions
E-mail: study@ucl.ac.uk
Tel: 020 7679 7742 (Internal 37742)

Data Protection Officer
E-mail: data-protection@ucl.ac.uk
Tel: 020 7679 5681 (Internal 45681)

Student Disability Services
Address: Room G16, Ground Floor, South Wing, Wilkins Building, Gower Street, London, WC1E 6BT
E-mail: disability@ucl.ac.uk
Tel: 020 7679 0100 (Internal 30100)

Examinations
Address: Room G06, Ground Floor, South Wing, Wilkins Building, Gower Street, London, WC1E 6BT
E-mail: examinations@ucl.ac.uk
Tel: 020 7679 2038 (Internal 32038)

Graduate School
Address: North Cloisters, Wilkins Building, Gower Street, London, WC1E 6BT
E-mail: gradschool@ucl.ac.uk
Tel: 020 7679 7840 (Internal 37840)

Student Support and Events
E-mail: grad_ceremonies@ucl.ac.uk and newstudents@ucl.ac.uk
Tel: 020 7679 2051 (Internal 32051)

Information Systems
Address: Ground Floor, DMS Watson Library
E-mail: helpdesk@ucl.ac.uk
Tel: 020 7679 5000 (Internal 25000)

International Office
Address: Room 21, First Floor, South Wing, Wilkins Building, Gower Street, London, WC1E 6BT
E-mail: international@ucl.ac.uk
Tel: 020 7679 7765 (Internal 37765)

Library Services
Address: Various – see library website for locations
E-mail: library@ucl.ac.uk
Tel: 020 7679 7700 (Internal 37700)

Student Records and Research Degrees
E-mail: studentrecords@ucl.ac.uk and researchdegrees@ucl.ac.uk
Tel: 020 7679 2034 (Internal 32034)

Student Fees

Address: Room G19, Ground Floor, South Wing, Wilkins Building, Gower Street, London, WC1E 6BT
E-mail: fees@ucl.ac.uk
Tel: 020 7679 4125 or 020 7679 4128 (Internal 34125 or 34128)

Student Funding

Address: Room G19, Ground Floor, South Wing, Wilkins Building, Gower Street, London, WC1E 6BT
E-mail: studentfunding@ucl.ac.uk
Tel: 020 7679 0004 (Internal 30004)

Student Residences

Address: 117 Gower Street, London, WC1E 6AP
E-mail: residences@ucl.ac.uk
Tel: 020 7679 6322 (Internal 46322)

Study Abroad

E-mail: study-abroad@ucl.ac.uk
Tel: 020 7679 0121 (Internal 30121)

UCL Student Mediator

E-mail: studentmediator@ucl.ac.uk
Tel: 020 7679 2758 (Internal 32758)

UCL Union Rights and Advice

Address: First Floor, Bloomsbury Theatre Building, 15 Gordon Street, London WC1H 0AY
E-mail: uclu-rights.advice@ucl.ac.uk
Tel: 020 7679 2533 or 020 7679 2507 (Internal 32533 or 32507)