



THE UCL AUSTRALIA - STUDENT RELATIONSHIP

1.0. General

- 1.1. This document has been adapted from the UCL - Student Relationship statement. The fundamentals of this statement are central to the UCL Australia experience. Variations in the UCL Student statement arise only as a result of the Australian Higher Education context and/or as a result of the geographic location of the School.
- 1.2. 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.
- 1.3. 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.
- 1.4. 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.
- 1.5. 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.
- 1.6. The principal terms and conditions that define the relationship between UCL and you are set out below.

2.0. Condition of Admission to UCL

- 2.1. 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.
- 2.2. 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.
- 2.3. 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.
- 2.4. You are responsible for making yourself aware of these rules and regulations, of which the more important ones are summarised in this document. 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](#).

3.0. Delivery and Exclusion of Liability

- 3.1. 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.
- 3.2. 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.
- 3.3. 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.

4.0. Tuition Assurance

- 4.1. UCL Australia has [tuition assurance arrangements](#) in place in the unlikely event that UCL Australia ceases to provide a course of study in which a student is enrolled.

5.0. Payment of Fees

- 5.1. You are responsible for ensuring your [tuition fees](#) 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.
- 5.2. 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.
- 5.3. Refunds will only be considered on request and are at the discretion of UCL Australia. If a student withdraws part way through the programme s/he will be charged on a pro rata daily basis from the commencement of the programme to the date that they formally withdraw. Refunds requested more than one year after payment has been made will not be considered.

6.0. General Student Conduct

- 6.1. 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.
- 6.2. 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.
- 6.3. You have a 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.

7.0. Intellectual Property Rights (IPR)

- 7.1. 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 \(IPR\)](#).

8.0. IT Facilities

- 8.1. You will have access to UCL's IT facilities while you are a registered student at UCL, and 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.

9.0. Library Facilities

- 9.1. 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.

10.0 Disability

10.1. 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 needs and to work with disabled students to find appropriate and practical solutions to any problems that might arise.

11.0. Insurance

11.1. 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.

12.0. Data Protection

12.1. Personal information on students is held by various UCL 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 in Australia and the UK. Further details are available from UCL Australia staff.

13.0. Notices

13.1. 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.

13.2. 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).

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

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

14.0. Academic and Non-academic Grievances

14.1. UCL Australia has a grievance policy adapted specifically to meet the requirements for Higher Education Providers in Australia.

15.0. Governing Law

15.1. For UCL Australia students, the contractual relationship between you and UCL Australia shall be governed by, and interpreted in accordance with, Australian law.

16. Questions and Useful Contacts

16.1. If you have a question regarding any of the terms set out in this Statement you should initially contact the Student Services Coordinator in the first instance. If you have a question that cannot be resolved please send an email to the Academic Registrar, aro@ucl.ac.uk.