



TERMS AND CONDITIONS FOR UNDERGRADUATE STUDENTS 2018 ENTRY

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INTRODUCTION /

We are delighted to welcome you into the UCL community of scholars. Becoming a member of our academic community means that you will have expectations of us, in terms of the nature and quality of the experience that you have at UCL. We will also have expectations of you, including that you will actively participate in the learning experiences that are made available here, whether that be through attending lectures, tutorials or other activities and participating in self-directed learning expectations of your programme.

It is important that you read this document carefully before accepting an offer as it forms the basis of the relationship between you and UCL. It sets out the various rights and responsibilities that both you and UCL have in relation to your study at UCL. You should be aware that your acceptance of an offer to study at UCL signifies your agreement to enter into a contractual relationship with UCL on these Terms.

We refer to this document as the **Terms**, to reflect the fact that it sets out the “terms and conditions” that apply to the relationship between you and UCL. The words **UCL**, **we**, or **our**, refer to University College London. The words **you** or **your**, refer to you in each case as an applicant for study at UCL and as a student of UCL if your place has been confirmed. These Terms are separated into five core sections:

Part 1: Accepting an offer from UCL

Part 1 describes how offers are made and accepted.

Part 2: What you can expect from UCL

Part 2 describes what UCL is committing to do. It includes details of UCL's provision of your tuition and access to its facilities, creating a positive university environment, and making provision for you to raise questions or concerns about any aspect of your time at UCL.

Part 3: Your rights and what UCL can expect from you

Part 3 describes your rights and responsibilities. This includes details of how complaints can be raised. It also deals with issues regarding the conduct of students in an academic context and more generally.

Part 4: Important legal information

Part 4 sets out various information in relation to your and UCL's legal rights and responsibilities. This includes important terms relating to UCL's liability and its use of your data.

Part 5: UCL's Student Regulations

You will need to be aware of and comply with the various UCL procedures and regulations that apply to your application to and/or your study at UCL. These are referred to collectively as **UCL's Student Regulations**. You should be aware that the Student Regulations may be amended from time to time by UCL. The Terms also refer in places to specific Student Regulations (e.g. academic regulations, data protection policies), details of which can be found in this part.

Our aim is to make this document accessible and user-friendly for everyone. If you have any questions about these Terms (either before you accept an offer of a place or whilst you are a student), please get in touch with us. A useful list of contacts is set out in **Appendix 3 – Useful contacts**, to help you find the right person at UCL.

PART 1 /

Accepting an offer from UCL

1 Accepting an offer from UCL

- 1.1 If UCL wishes to make you an offer of a place to study (an **Offer**) on a degree programme or other programme or course of study at UCL (a Programme), the terms of that Offer will be communicated to you. In the case of Offers for a Programme at Undergraduate level, that will be done through UCAS.
- 1.2 In order to accept an Offer, you must communicate that acceptance to UCL (**Acceptance**). The way that this is done will depend on how the Offer has been communicated to you. In the case of Acceptance of an Offer for a Programme at Undergraduate level, Acceptance must be communicated through UCAS. Once you Accept an Offer, a legally binding contract will come into existence between you and UCL on these Terms for the provision of education services (**Contract**).
- 1.3 If you Accept an Offer to study at UCL, **the requirements applicable to enrolment specified in Appendix 1 will apply**.
- 1.4 Unless and until you have satisfied the conditions described in paragraph 1.3 (or we have specifically waived one or all of the conditions in writing to you), UCL will not be obliged to perform its obligations under the Contract as set out in **Part 2: What you can expect from UCL** and you will not be entitled to take up your place on the Programme.
- 1.5 Applicants to UCL should be aware that:
 - 1.5.1 Each year UCL receives a significant number of applications from individuals that wish to study with us. If you make an application to study at UCL, you are not guaranteed a place or an offer of a place to study at UCL.
 - 1.5.2 Any Offer that we make can be withdrawn or amended, by giving you written notice, at any time prior to you accepting the Offer and communicating your acceptance to us.

2 Cancelling your contract

- 2.1 As you have entered into the Contract “at a distance” (i.e. using the UCAS system without you physically attending UCL to create the contract), you have a legal right to change your mind within a cancellation period of 14 days from Acceptance. These rights arise under the Consumer Contracts Regulations 2013.
- 2.2 If there are less than 14 days from the date on which the Contract comes into existence and the date on which we are due to start providing the services, your Acceptance amounts to a specific instruction for us to commence providing the services during the cancellation period. You will, though, still have a right to cancel the services during the cancellation period.
- 2.3 If you cancel the Contract under this clause 2, you are entitled to a refund of any Fees that you have actually paid prior to giving us notice of cancellation. In the rare circumstances where we have commenced providing the services to you during the cancellation period, we reserve the right to charge you a reasonable amount (in proportion to what has been supplied, in comparison with the full coverage of the Contract) for services provided up until the time you tell us that you wish to cancel the Contract. If you have paid in advance, we may retain that sum when making a refund to you.
- 2.4 We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind during the cancellation period, your refund will be made within 14 days of your telling us you have changed your mind.
- 2.5 To cancel your Contract with us you will need to use the process provided by UCAS and comply with the UCAS terms and conditions.

PART 2 /

What you can expect from UCL

3 UCL's provision of education and related services

3.1 UCL commits to:

3.1.1 **provide you with tuition and learning support connected with the Programme that you are studying, with reasonable care and skill;**

More detailed information about the different aspects of your Programme (including current expectations in relation to modules and assessment method(s)) is provided in *UCL's Undergraduate Prospectus* applicable to your start date;

3.1.2 **make available appropriate infrastructure and facilities to support your learning;**

This includes your use of teaching and learning space, UCL's libraries and IT facilities in accordance with the Student Regulations.

3.1.3 **seek to provide a learning, working and social environment in which the rights and dignity of all its students and staff are respected, which is free from discrimination, prejudice, intimidation and all forms of harassment including bullying.**

This commitment means that UCL will work to provide an environment where its students are able to study or work free from discrimination, prejudice, intimidation and all forms of harassment or bullying. Where this does not happen, UCL is committed to responding to student concerns and complaints.

3.1.4 **provide you with ready online access to the Student Regulations, and ensure that these are maintained and kept up-to-date;**

It is important that you are aware of and can access our Student Regulations. If you have any questions about them, let us know.

3.1.5 **provide eligible students with the relevant award for the Programme and an opportunity to attend a graduation ceremony.**

If you have successfully fulfilled the requirements for your Programme and have complied with these Terms (including the Student Policies and Regulations), you will be eligible for the award of the relevant UCL qualification from UCL in accordance with UCL's Academic Manual (www.ucl.ac.uk/srs/academic-manual/overview), details of which are found in Part 5. For UCL Programmes, UCL arranges graduation ceremonies which students can attend to celebrate the achievement of their award.

3.2 UCL's commitments under this section 3 apply in respect of registered UCL students who have enrolled (and re-enrolled for each subsequent period of study), and the commitments are subject to the remainder of these Terms and the Student Regulations. For example, UCL may be entitled to suspend performance of these commitments if students have not paid outstanding tuition fees and/or are subject to disciplinary action.

3.3 UCL acknowledges that there are certain regulations that might be considered by some students to be surprising. While what is considered to be surprising will vary from person to person, Appendix 1 sets out some terms that UCL believes may be considered surprising.

4 Changes to your programme

4.1 The organisation, timetabling and operation of Programmes is a significant and complex exercise. There are numerous internal and external factors which impact on how UCL is able to manage its teaching and learning spaces and resources.

4.2 To ensure that our Programmes can be run effectively for the benefit of our student body, we need to retain the ability to alter aspects of individual Programmes only where we think this is reasonable and it is needed. This may include changes to the timetable, location, teaching staff allocation, number of classes, method of delivery, content, assessment, syllabus and/or module availability.

4.3 We will communicate any such changes to you in a timely manner. Where changes are likely to have a more significant impact on your studies, we will consult with you before final decisions are taken and listen to your concerns. We will take into account the concerns of individual students and assess these against the needs of the wider student body.

4.4 If UCL has to cancel a Programme or make a change of a fundamental nature to the Programme, such that the learning outcomes of that Programme are significantly different or your ability to complete the Programme is significantly affected, you may end your relationship with UCL by giving notice in writing to UCL. You may be entitled to a refund of Fees paid in these circumstances.

4.5 If we cancel your Programme, we will help you, where we can, to identify an alternative programme (potentially at another institution) that is similar.

PART 3 /

Your rights and what UCL can expect from you

5 Your responsibilities as a UCL student

- 5.1 By accepting an Offer to study at UCL, you commit to:
- 5.1.1 **follow UCL's instructions and process for pre-enrolment/registration and enrolment;**
once the conditions for taking your place on a Programme have been met, you will need to do this before you can participate on your Programme;
- 5.1.2 **pay your Tuition Fees and any other Fees that are payable to UCL on time**
Details of when fees become payable and how payments are made can be found in section 7 – Payment of Fees, below.
- 5.1.3 **comply with UCL's Student Regulations**
 There are a number of different Student Policies and Regulations that are relevant to your study. The most important of these are summarised in Part 5 (together with details of how to access all other Student Policies and Regulations).
- 5.1.4 **provide UCL with information about you and your academic progress**
 You will need to provide information to UCL about you and your satisfaction of any conditions related to your commencing and/or continuing study, and ensure that such information is true and accurate in all respects. Once you are a student at UCL you will need to ensure you keep UCL up-to-date with your personal details and respond to other reasonable requests for information from UCL.
- 5.2 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 relevant UCL policies. It is a condition of registration for students that they also co-operate with UCL in this respect. If you undertake fieldwork, you are also required to familiarise yourself with the relevant UCL policies and guidance notes which are made available to UCL students and any additional guidance provided by the relevant department.
- 5.3 Where a Programme also leads to a professionally-accredited qualification, the relevant professional body may also have its own code of conduct and/or guidance 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.

6 Complaints

- 6.1 UCL has an established Student Complaints Procedure (www.ucl.ac.uk/srs/academic-manual/c1/complaints), which you should use for dealing with both academic and non-academic complaints that you wish to make. You should only submit a formal complaint using the Student Complaints Procedure if informal discussion (where that is appropriate) fails to resolve the matter satisfactorily and where there appear to be genuine grounds for making a complaint. You should be aware that there is a separate Policy on Harassment and Bullying (which can be found at: www.ucl.ac.uk/students/policies/conduct/harassment-and-bullying-policy).
- 6.2 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. If you have a complaint and have exhausted all of UCL's internal procedures under the Student Complaints Procedure, you may take your complaint to the OIA (subject to meeting the OIA's criteria for accepting complaints). Further details are available from the OIA website at: www.oiahe.org.uk.
- 6.3 The Advice Service, which is based in the Students' Union UCL, is a central point of information that can be helpful on all aspects of concern to students, including financial, welfare and academic matters.

7 Tuition fees

- 7.1 During and in connection with the Programme, you will be required to pay fees (**Fees**) to UCL. These include:
- 7.1.1 **fees that are directly related to us providing you with tuition and learning support connected to your Programme (Tuition Fees);**
Tuition Fees enable UCL to function effectively as a University and deliver the Programme to you;
- 7.1.2 **other fees related to your Programme (Programme Fees);**
The amount of Programme Fees payable will be different depending on the nature of your Programme and the modules you choose to take. These fees relate to costs of Programme-related activities such as field trips or excursions.
- 7.2 Up-to-date details on Tuition Fees and Programme Fees can be found on the UCL Undergraduate Fees Schedule, which can be found at: www.ucl.ac.uk/students/fees-and-funding.
- 7.3 The Tuition Fees that you are required to pay are contained in the Offer and, if you Accept an Offer, on your UCL Portico account. The details contained on your UCL Portico account will be the definitive statement of Tuition Fees due from you. UCL determines whether the UK/EU or overseas rate of Tuition Fees should be charged in accordance with the Education (Fees and Awards) (England) Regulations 2007 and subsequent amendments but shall judge each case as it shall see fit at its absolute discretion.
- 7.4 If UCL notifies you that your fee status is undetermined, you must complete and return UCL's fee status questionnaire (which will have been sent to you with the Offer) as soon as possible and in any event so that UCL receives your fee status questionnaire by not later than three months after the date of the Offer.
- 7.5 **If your Tuition Fee status is undetermined at the time UCL has notified you that it will invoice for Tuition Fees, UCL will invoice you for Tuition Fees at the rate payable by overseas students for the Programme.**
- 7.6 If you wish to challenge UCL's assessment of the Tuition Fees that you are required to pay, you must write to UCL giving notice of the complaint and such complaint must be received by UCL within three months after the date of the Offer or, if later, notification by UCL to you of the determination of your Tuition Fees.
- 7.7 **You should be aware that there may be other costs associated with your study at UCL that are your responsibility, and which are not covered by the Fees or otherwise by these Terms. For example, you may purchase books and/or other materials in connection with your Programme or incur printing and photocopying charges; you may be required to make payments connected with your graduation ceremony; you may be taking a place in UCL accommodation or renting other accommodation. If you have any questions in this regard, please contact the relevant UCL office. UCL has provided what it hopes is some useful indicative information at: www.ucl.ac.uk/prospective-students/undergraduate/fees-funding/tuition-fees/living-expenses-and-additional-costs.**
- 7.8 You should be aware that you may also incur fines if you do not comply with certain aspects of the Student Regulations (including for example for late return of library materials or causing damage).
- 7.9 You are responsible for ensuring your Fees and any other fees, charges or fines incurred by you at UCL or in connection with your studies are paid in a prompt and timely fashion.
- 7.10 Where a third party is responsible for payments on your behalf, you will remain responsible for payment by that third party and so must ensure that they pay in a prompt and timely fashion.
- 7.11 If any Fees remain outstanding after the due date for payment, UCL reserves the right to do any or all of the following:
- 7.11.1 suspend or terminate your registration as a student at UCL;
- 7.11.2 prevent you from re-enrolling on your Programme;
- 7.11.3 withhold any award you are entitled to; and/or
- 7.11.4 take legal action against you to recover the outstanding Fees;
- 7.12 Where any of paragraphs 7.11.1 – 7.11.4 apply, UCL will not be required to perform its obligations set out in these Terms.

8 Student accommodation

- 8.1 If you have secured a place in UCL-managed accommodation, you will occupy that accommodation under a separate agreement with UCL.
- 8.2 UCL will not apply the sanctions set out at 7.11.1-7.11.3 above in relation to any debt or other payment owed to UCL pursuant to your agreement with UCL for accommodation.

PART 4 /

Important legal information

9 Data protection

- 9.1 UCL will receive personal information from you in various ways both before and during your period of study at UCL. This may include data that is known as personal data or sensitive personal data under the Data Protection Act 1998 (as amended).
- 9.2 Your personal data and sensitive personal data will be held by UCL and may be used by UCL to enable UCL to fulfil its responsibilities to you.
- 9.3 We may also provide your personal data to (i) UCL and/or University of London support services (ii) other third parties that process data on our behalf. The data is held for the purposes of operating various 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 in the UCL Data Protection Policy, which can be found at www.ucl.ac.uk/legal-services/privacy.
- 9.4 When you leave UCL, whether because you complete your studies or otherwise, your information will be retained by UCL's Student & Registry Services (for the purposes of maintaining your student record) and UCL's Office of the Vice-Provost (Development) (OVPD). OVPD will provide you with details of how they will use your information and give you an opportunity to opt out of any communications.
- 9.5 By accepting an Offer from UCL, you consent to us retaining and using your personal information as set out above and pursuant to the UCL Data Protection Policy (details of which can be found in Part 5).

10 Termination

- 10.1 UCL may end the Contract and expel you immediately by giving you notice if:
- 10.1.1 you fail to pay any Fees when due;
- 10.1.2 any of the conditions specified in Appendix 1 are not met at any time.
- 10.2 If you are suspended from UCL in accordance with the Student Policies and Regulations, UCL's obligations under the Contract shall be suspended for the duration of your suspension.
- 10.3 If you are excluded from UCL in accordance with the Student Policies and Regulations, the Contract shall automatically end with effect from the date of your expulsion.

11 Liability and insurance

- 11.1 **Your attention is particularly drawn to this clause because it imposes certain restrictions on UCL's potential liability to you.**
- 11.2 UCL does not in any circumstances seek to limit or exclude its liability for death or personal injury arising out of UCL's negligence, fraud or fraudulent misrepresentation or for any other liability which UCL cannot limit or exclude by law.
- 11.3 Subject to paragraph 11.2, UCL does not accept any liability for loss that does not flow naturally from a breach of its obligations under these Terms. This is often referred to as indirect or consequential loss. In addition, particular types of loss that UCL does not accept liability for, whether direct or indirect and whether considered a possibility at the time the contractual relationship came into effect, are loss of earnings (including delay in receipt of potential earnings), loss of opportunity and loss of profit.
- 11.4 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 the department that manages your Programme.
- 11.5 Subject to the above provisions of this paragraph 9, UCL's total aggregate liability to you arising out of or in connection with these Terms and/or your period of study at UCL (whether in contract, tort or otherwise) shall in no circumstances exceed an amount equivalent to twice the total Fees payable by you in connection with your Programme. Please note that Fees does not include the costs outlined in clause 7.7, which include as examples the cost of books and/or other materials, printing and photocopying, graduation ceremonies and accommodation rental.

12 Notices

- 12.1 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 email or post. UCL will use email as a primary means of communication for sending you this information, although any particularly important documents will also be sent by post to your last recorded address.
- 12.2 You should check your UCL email account regularly, as UCL cannot be held responsible for the consequences of any messages that you have not read or if messages are lost or delayed when automatically forwarded to a personal email address (e.g. Hotmail, Gmail, etc).
- 12.3 You are responsible for maintaining up-to-date address and other contact details via your Portico account. Any notices or information sent to your last recorded address will be deemed to have been properly given.
- 12.4 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-in to the UCL network.

13 General

- 13.1 These Terms and the relationship between UCL and you shall be governed by and interpreted in accordance with English law.
- 13.2 Both UCL and you agree to the exclusive jurisdiction of and to accept the authority of the courts of England and Wales.
- 13.3 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.
- 13.4 UCL may need to make changes to these Terms from time to time. While we will try not to make changes, if we do we will act reasonably and notify you of changes by posting the updated Terms on the UCL website and drawing the specific changes to your attention and, where reasonably practical, providing notification to you (whether to you specifically or generally to the UCL student population).
- 13.5 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.

PART 5 /

Student policies and regulations

14. UCL's student policies and regulations

- 14.1 Details of all of UCL's Student Policies and Regulations can be found in the UCL Academic Manual (www.ucl.ac.uk/srs/academic-manual/policy-az) and as repeated or supplemented at www.ucl.ac.uk/students/policies. It is important that you read and understand the Student Policies and Regulations as it is a fundamental term of the Contract that you comply with them.
- 14.2 We are aware that the Student Regulations are detailed and that there are a number of documents. This reflects the many different ways in which you may interact with the UCL environment. To help you identify some of the more important Student Regulations, we have summarised these below, together with a direct link to the relevant page of UCL's website (see table below):

Student regulation	Summary	Hyperlink
Academic Manual	Sets out requirements about academic progress, attendance, examinations and UCL's right to suspend or exclude you from your studies on academic grounds.	www.ucl.ac.uk/srs/academic-manual/overview
Payment of Tuition Fees	Provides information about how and when you must pay your Tuition Fees.	www.ucl.ac.uk/students/fees-and-funding
Information Security Policy	Sets out requirements for use of UCL's IT facilities in an acceptable manner. Includes circumstances that may lead to disciplinary action, up to and including dismissal from UCL without notice. Also sets out circumstances potentially resulting in court proceedings attracting both criminal and civil liability.	www.ucl.ac.uk/informationsecurity/policy
Library Regulations	Sets out the requirement to use UCL's Library facilities in an acceptable manner and includes certain sanctions, penalties and/or other disciplinary action for non-compliance.	www.ucl.ac.uk/library/about/strategies-policies/regs
Disability	Outlines the ways in which UCL addresses the needs of disabled students. Sets out UCL's firm commitment 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.	www.ucl.ac.uk/library/disabled-users
Complaints Procedure	Provides details on how students should express concern or dissatisfaction with aspects of UCL or the quality of services provided. It is central to UCL's commitment to providing a high quality educational experience for all our students, reflected in excellent academic, administrative and pastoral support services with the aim for every student to be satisfied with their experience of UCL.	www.ucl.ac.uk/srs/academic-manual/c1/complaints/Student_Complaints_Procedure.pdf
Harassment and Bullying	Outlines UCL's firm commitment to equality and diversity and how UCL will not tolerate the harassment or bullying of one member of its community by another or others. Sets out to promote the development of a working environment in which harassment and bullying are known to be unacceptable and where individuals have the confidence to complain about harassment and bullying, should they arise, in the knowledge that their concerns will be dealt with appropriately and fairly.	www.ucl.ac.uk/students/policies/conduct/harassment-and-bullying-policy
Disciplinary Code and Procedure	Sets out the standard of conduct and behaviour reasonably expected of you and also includes the right of UCL to suspend or exclude you on disciplinary grounds.	www.ucl.ac.uk/srs/academic-manual/c1/disciplinary-code
Data Protection Policy	Reflects UCL's commitment to ensure that every employee and registered student complies with the Data Protection Act 1998 and to ensure the confidentiality of any personal data held by UCL, in whatever medium.	www.ucl.ac.uk/informationsecurity/policy/public-policy/DataProtectionPolicy1016.pdf
Intellectual Property Policy (Students)	Sets out the rules, rights and obligations of UCL students in relation to intellectual property created in the course of study.	www.ucl.ac.uk/students/policies/intellectual-property-rights
Religion and Belief Equality Policy and Equal Opportunity Policy	Reflects how UCL seeks to address issues of discrimination and ensure equality in relation to the selection, recruitment and relationship with students.	www.ucl.ac.uk/students/policies/equality
Plagiarism Policy	Outlines what is considered to be plagiarism and how allegations and instances of plagiarism are addressed at UCL.	www.ucl.ac.uk/students/exams-and-assessments/plagiarism

APPENDIX 1 /

Conditions of enrolment

1. Conditions of enrolment

Your Offer and/or right to enrol and/or participate on the Programme is conditional on the following conditions being met:

- (a) any conditions specified in the Offer communicated to you and/or anything contained on the UCAS applicant portal and/or in any hard copy documentation provided to you with the Offer (such as *The UCL Offer* booklet) being satisfied (unless stated otherwise in writing) on or before 31 August in the year in which the Programme is due to commence;
- (b) there must be no change in your circumstances which would make it inappropriate for you to participate in the Programme or to be enrolled at UCL. Such a change in circumstances would include anything that would entitle UCL to:
 - i) withdraw you from your Programme in accordance with these terms and conditions, or
 - ii) discipline you, if you had been (at the time) a student at UCL; and
- (c) you must comply with UCL's processes and procedures for providing original evidence (translated into English if applicable) of the qualifications that entitle you to be registered for the Programme to which you have been made an Offer. Any photocopies must be authenticated by the awarding body. Details of the necessary procedures will be provided shortly before enrolment. You will not be permitted to enrol unless and until such documentation has been received;
- (d) you must have a good command of English to the standard acceptable to UCL, as set out at www.ucl.ac.uk/prospective-students/undergraduate/application/requirements/english-requirements. Please note, any extra expense incurred in doing so will be your responsibility;
- (e) you must not have a criminal conviction that UCL deems would make it unsuitable for you to be admitted to the Programme. For these purposes a criminal offence excludes motoring offences for which a fine and/or up to three penalty points on a driving licence were imposed. You must inform UCL of any criminal conviction(s) at any time.
- (f) you must register and enrol at UCL in accordance with UCL's instructions and by the date notified to you. If you do not register and/or enrol as required, UCL may refuse to register and/or enrol you or charge you a late registration or enrolment fee.

APPENDIX 2 /

Significant or unusual terms

1. Examination resits

The timing of **re-sits**: UCL does not presently operate late-Summer re-sits for all Programmes, although it is piloting this with a view to full implementation in the 2017/18 academic year. Students who fail components of their Programme may need to wait until the following academic year to repeat. (www.ucl.ac.uk/srs/academic-manual/c4/failure)

2. Student withdrawal

Without limiting any right of UCL under these terms and conditions or any policy, examples of some circumstances in which UCL may require that a student withdraw from a Programme include:

- (a) Proven assessment irregularity; plagiarism (www.ucl.ac.uk/srs/academic-manual/c4/irregularities-plagiarism);
- (b) Ill Health affecting your ability to engage with the Programme, or where this would put others at risk (www.ucl.ac.uk/srs/academic-manual/documents/Derogations_17_18/6.3_IOE_ITE_Derogations_2017-18.pdf);
- (c) Proven Disciplinary Offences (www.ucl.ac.uk/srs/academic-manual/c1/disciplinary-code/UCL-Student-Disciplinary-Code-and-Procedure-in-Respec-of-Students.pdf);
- (d) Fraudulent Admissions Information (www.ucl.ac.uk/srs/academic-manual/c1/taught-admissions/accuracy);
- (e) Proven Fitness to Practise issues (www.ucl.ac.uk/srs/academic-manual/documents/Derogations_17_18/6.4_IOE_Fitness_to_Practise_Policy_2017-18.pdf and www.ucl.ac.uk/slms/study/ftp).

3. Departmental requirements

Academic departments may have their own conventions and there may be elements of specific courses of study which must be passed at the first attempt. Students are advised to check with departments to determine if any such requirements pertain to their course of study.

4. Complaints that won't be considered by UCL

- (a) Admissions decisions
Unsuccessful applicants may complain about an admissions decision only if they believe that the service provided through the admissions process has not met the appropriate standard or if they believe that a procedural irregularity has affected the decision.
- (b) Academic judgement
UCL will not consider complaints that challenge academic judgement where due process has been observed.

5. Professional placements as part of programme

If a placement is withdrawn and it is not possible to secure a further placement, students may be subject to a Professional Practice Panel to consider whether this element of the programme has been failed. (www.ucl.ac.uk/srs/academic-manual/documents/Derogations_17_18/6.5_IOE_Professional_Practice_Panel_Policy_2017-18.pdf)

APPENDIX 3 /

Useful contacts

Contact	Address for service	Email	Telephone
Admissions (Undergraduate)	UCL Student Centre, Ground Floor, Chadwick Building, University College London, Gower Street, London, WC1E 6BT	undergraduate-admissions@ucl.ac.uk	+44 (0)20 3370 1215
Admissions (Graduate)	UCL Student Centre, Ground Floor, Chadwick Building, University College London, Gower Street, London, WC1E 6BT	postgraduate-admissions@ucl.ac.uk	+44 (0)20 3370 1216
Admissions (Teacher Training)	UCL Student Centre, Ground Floor, Chadwick Building, University College London, Gower Street, London, WC1E 6BT	teaching-admissions@ucl.ac.uk	+44 (0)20 3370 1217
Data Protection Officer	UCL Legal Services, Floor 6, 1-19 Torrington Place, London, WC1E 7HB	data-protection@ucl.ac.uk	+44 (0)20 3108 8764 +44 (0)20 3108 8764
Freedom of Information	UCL Legal Services, Floor 6, 1-19 Torrington Place, London, WC1E 7HB	foi@ucl.ac.uk	+44 (0)20 3108 8764 +44 (0)20 3108 8764
Student Disability Services	SSW Area, Level 4, Core A, UCL Institute of Education, 20 Bedford Way, London WC1H 0AL	disability@ucl.ac.uk	+44 (0)20 7679 0100
Examinations	UCL Student Centre, Ground Floor, Chadwick Building, University College London, Gower Street, London, WC1E 6BT	examinations@ucl.ac.uk	+44 (0)20 7679 4126
Doctoral School	UCL Doctoral School, 2 Taviton Street, London, WC1H 0BT	docschool@ucl.ac.uk	+44 (0)20 7679 1422
Student Support and Events	UCL Student Centre, Ground Floor, Chadwick Building, University College London, Gower Street, London, WC1E 6BT	grad_ceremonies@ucl.ac.uk	+44 (0)20 3108 7358
Information Services	Ground Floor, DMS Watson Building, University College London, Gower Street, London, WC1E 6BT	servicedesk@ucl.ac.uk	+44 (0)20 7679 5000
International Student Support	UCL Student Centre, Ground Floor, Chadwick Building, University College London, Gower Street, London, WC1E 6BT	internationalsupport@ucl.ac.uk	+44 (0)20 3108 4043
Library Services	UCL Library Services, University College London, Gower Street, London, WC1E 6BT	library@ucl.ac.uk	+44 (0)20 7679 7792
Student Records	UCL Student Centre, Ground Floor, Chadwick Building, University College London, Gower Street, London, WC1E 6BT	studentrecords@ucl.ac.uk	+44 (0)20 3108 8292
Research Degrees	UCL Student Centre, Ground Floor, Chadwick Building, University College London, Gower Street, London, WC1E 6BT	researchdegrees@ucl.ac.uk	+44 (0)20 3108 8293
Student Fees	UCL Student Centre, Ground Floor, Chadwick Building, University College London, Gower Street, London, WC1E 6BT	fees@ucl.ac.uk	+44 (0)20 3108 7284
Student Funding	UCL Student Centre, Ground Floor, Chadwick Building, University College London, Gower Street, London, WC1E 6BT	studentfunding@ucl.ac.uk	+44 (0)20 7679 0004
Student Residences	UCL Student Residences, 117 Gower Street, London WC1E 6AP	residences@ucl.ac.uk	+44 (0)20 7679 6322
Study Abroad	SSW Area, Level 4, Core A, UCL Institute of Education, 20 Bedford Way, London WC1H 0AL	studyabroad@ucl.ac.uk	+44 (0)20 3108 7773
UCL Student Mediator	Room G14, Ground Floor, Andrew Huxley Building, University College London, Gower Street, London, WC1E 6BT	studentmediator@ucl.ac.uk	+44 (0)20 3108 5040
Students' Union UCL – Advice Service	Students' Union UCL Advice Service, Floor 1, Bloomsbury Building, 15 Gordon Street, London, WC1H 0AY	uclu-rights.advice@ucl.ac.uk	+44 (0)20 7679 2998

