

*TERMS AND CONDITIONS FOR UNDERGRADUATE STUDENTS*

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**UNIVERSITY COLLEGE LONDON**

*TERMS AND CONDITIONS FOR UNDERGRADUATE STUDENTS ON SECONDARY MATHEMATICS  
TEACHER DEGREE APPRENTICESHIP PROGRAMME*

## Introduction

It is important that you read this document carefully before accepting your 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. **YOUR ATTENTION IS DRAWN IN PARTICULAR TO SECTIONS 5, 9, 11, 13, 14 and 15.**

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. “**UCL**”, “**we**” or “**our**” refer to University College London. “**You**” or “**your**” refer to applicants, offer holders and current students of UCL, unless a section of these Terms specifies otherwise, in which case the specified provision applies only to the mentioned category. These Terms are separated out into five core parts:

### **Part 1 – Accepting an offer from UCL**

*Part 1 describes how offers are made and accepted and provides information on how you may cancel your contract with UCL.*

### **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.*

*We specifically draw your attention to the information regarding the UCL’s right to make changes (including changes to your Programme) and your corresponding rights as more fully described in section 4 of this Part.*

### **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**

*This sets out 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 personal data.*

### **Part 5 - UCL’s Student Regulations and Policies**

*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 and Policies**. The Terms also refer in places to specific Student Regulations and Policies (e.g., academic regulations currently contained in the Academic Manual, and 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 the [Appendix 1 – 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.
- 1.2 In order to accept an Offer, you must communicate that acceptance to UCL (**Acceptance** or **Accept**) through the applicant portal administered by the Department for Education ('DfE'). When you Accept an Offer for a place on the Programme, you accept these Terms, which along with:
  - 1.2.1.1 your Offer;
  - 1.2.1.2 the Programme Summary Sheet (provided with your Offer); and
  - 1.2.1.3 the Student Regulations and Policies,form a **legally binding contract between you and UCL (Contract)**.
- 1.3 Your Offer and/or right to enrol and/or participate on the Programme is conditional on the following conditions being met:
  - 1.3.1 any conditions specified in the Offer communicated to you on the applicant portal and/or in any hard copy documentation provided to you with the Offer being satisfied (unless stated otherwise in writing) on or before 31 August (unless a different date is specified in the Offer, in which case the date specified in the Offer will apply) in the year in which the Programme is due to commence;
  - 1.3.2 as this is an employment based initial teacher training programme, you must be employed and remain employed in a secondary school ('**Employing School**') for the duration of the programme;
  - 1.3.3 as the Programme is funded by the DfE, you must meet the residency eligibility requirements specified in the DfE's [apprenticeship funding rules](#) (as amended from time to time);
  - 1.3.4 there must be no change in your circumstances which would place you in breach of these Terms. Such a change in circumstances would include anything that would entitle UCL to:
    - 1.3.4.1 withdraw you from your Programme in accordance with these Terms; or
    - 1.3.4.2 discipline you, if you had been (at the time) a student at UCL;
  - 1.3.5 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;
  - 1.3.6 you must have a good command of English and pass any English language test, if applicable, to the standard acceptable to UCL (please note, any extra expense incurred in doing so will be your responsibility);
  - 1.3.7 you must not have a serious criminal conviction, such as a sexual, violence or dishonesty offence that UCL deems would make it unsuitable for you to be admitted to the Programme. For these purposes a serious 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;
  - 1.3.8 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; and
  - 1.3.9 you must comply with the Student Regulations and Policies (see section 18 for further details).
- 1.4 It is important that you provide accurate information in your application to study at UCL. If it is later found that your application includes false, fraudulent (including fraudulent payment), or misleading information or material omissions, then we may withdraw your application or your Offer.
- 1.5 Unless and until you have satisfied the conditions described in section 1.3 (or we have specifically confirmed to you in writing that one or more of the conditions does not apply to you):

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- 1.5.1 UCL may end the Contract;
  - 1.5.2 UCL may refuse to enrol or re-enrol you (as applicable);
  - 1.5.3 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
  - 1.5.4 If UCL exercises any of its right under 1.5.1 to 1.5.3, you will not be entitled to take up your place on the Programme.
- 1.6 Applicants to UCL should be aware that:
- 1.6.1 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; and
  - 1.6.2 any Offer that we make can be withdrawn or amended, by giving you written notice, at any time prior to your Acceptance of the Offer.

## 2 Cancelling your Contract

- 2.1 If you have entered into the Contract "at a distance", i.e. without you physically attending UCL to create the Contract, you have a legal right to change your mind within a cancellation period of fourteen (14) days starting from the day after Acceptance (the "**Cancellation Period**"). These rights arise under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. If you have not entered into the Contract "at a distance" the right to cancel will not apply unless required by law. Sections 2.2 and **Error! Reference source not found.** are based on the assumption that you have entered into the Contract "at a distance".
- 2.2 If there are less than fourteen (14) days from the date after the Contract comes into existence and the date on which we are due to start delivering your Programme, your Acceptance amounts to a specific instruction for us to commence delivering your Programme during the Cancellation Period. You will, though, still have a right to cancel the Contract during the Cancellation Period.
- 2.3 You may cancel your Contract using one of the following methods:
  - 2.3.1 using the process in the online applicant portal;
  - 2.3.2 by using the [contact form](#) provided on the UCL website; or
  - 2.3.3 by posting or emailing the completed form contained in Appendix 2 in accordance with the instructions in Appendix 2.

## 3 Residency requirements

- 3.1 You must must the residency eligibility requirements set out in the DfE's [apprenticeship funding rules](#):
  - 3.1.1 If you are a UK national or other person with a right of abode, you will have an eligible residency status if you have been ordinarily resident in the UK or the British Overseas Territories (as this term is defined in Appendix A of the DfE's [apprenticeship funding rules](#)), or the Crown Dependencies (Channel Islands and Isle of Man) for at least the previous 3 years on the first day of the Programme;
  - 3.1.2 If you are a non-UK national, you will be eligible if:

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- 3.1.2.1 you have been ordinarily resident in the UK or the Crown Dependencies (Channel Islands and Isle of Man) for at least the previous 3-year period on the first day of your Programme;
  - 3.1.2.2 your ordinary residence in the UK or the Crown Dependencies (Channel Islands and Isle of Man) has not during any part of that period been wholly or mainly for the purpose of receiving full-time education; and
  - 3.1.2.3 you have permission granted by the UK government to live in the UK and such permission is not for education purposes only.
- 3.2 All residency eligibility requirements applicable to the Programme are specified in the DfE's [apprenticeship funding rules](#) (as updated from time to time) and DfE must accept that you meet such requirements in order to be permitted to study the Programme at UCL.
- 3.3 You will need to provide original evidence showing that you meet the residency eligibility requirements at the point of enrolment. We will also request a copy of such evidence during the application process.

## PART 2 – WHAT YOU CAN EXPECT FROM UCL

### 4 UCL's provision of services

#### 4.1 UCL shall:

- 4.1.1 **provide the services relevant to your Programme with reasonable care and skill and in order to enable you to achieve any Programme learning outcomes.**

More detailed information about the different aspects of your Programme (including current expectations in relation to modules and assessment method(s)) is provided in the Programme Summary Sheet provided with your Offer.

- 4.1.2 **make available reasonably appropriate infrastructure and facilities to support your learning and achievement of any Programme learning outcomes.**

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

- 4.1.3 **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.

- 4.1.4 **provide you with ready online access to the Student Regulations and Policies 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 and Policies. If you have any questions about them, let us know.

- 4.1.5 **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 Regulations and Policies), you will be eligible for the award of the relevant UCL qualification from UCL. For UCL Programmes, UCL arranges graduation ceremonies which students can attend to receive their award.

- 4.2 UCL's commitments under this section 4 apply in respect of registered UCL students who have enrolled (and re-enrolled for each subsequent period of study where applicable), and the commitments are subject to the remainder of these Terms and the Student Regulations and Policies. For example, **UCL may be entitled to suspend performance of these commitments if students are subject to disciplinary action.**

### 5 UCL's Ability to make Changes to Programmes and Modules

- 5.1 The organisation, timetabling and operation of Programmes is a significant and complex exercise. Various internal and external factors can impact on how UCL manages its teaching and learning spaces and resources.

- 5.2 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 and Modules where we think this is reasonable and/or it is needed (for example, due to changes required to your Programme by external bodies such as DfE or Skills England). This may include changes to the timetable, location, teaching staff allocation, number of classes, method of delivery (including any change from face-to-face delivery to remote delivery where necessary), content, assessment, syllabus and/or module availability.

- 5.3 The changes that UCL may need to make, not including where section 15 (Events Outside UCL's Control) applies, are categorised as follows:

#### 5.3.1 Programme Cancellation

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This is where UCL cancels your Programme in its entirety for your intake.

### 5.3.2 **Material Changes**

These are changes that are classified as either major or moderate amendments to the Programme (or modules of the Programme) in the [Chapter 7 of UCL's Academic Manual](#). Examples of the types of changes include changes to a substantial part (at least a third) of the Programme's intended learning outcomes, the level or award or title of the Programme, the credit value of the Programme, location or mode of study.

### 5.3.3 **Minor Changes**

These are any changes that are classified as minor changes in the Academic Manual and could include changes to weighting of assessment, methods and criteria of assessment, balance of learning activities or changes to module titles.

- 5.4 We will communicate any Programme Cancellation, Material Changes and, where practicable, Minor Changes to you in a timely manner.
- 5.5 If you leave the Programme due to a Material Change, your Contract with us will end, and we will have no liability to you under or in connection with the Contract.

## 6 Changes to UCL's Student Regulations and Policies

- 6.1 During your Programme, we may update and replace our Student Regulations and Policies from time to time in order to ensure that UCL operates efficiently for students and meets relevant legal and regulatory obligations, and/or where changes are in the interests of students. Such changes will not affect the content of your Programme.
- 6.2 Any changes made under this section 6 will normally come into effect at the start of the next academic year. UCL will take all reasonable steps to minimise disruption to students wherever reasonably possible.
- 6.3 The updated Student Regulations and Policies will be made available on the UCL website and may be publicised by other means so that students are made aware of any changes.

## PART 3 – YOUR RIGHTS AND WHAT UCL CAN EXPECT FROM YOU

### 7 Your responsibilities as a UCL student

- 7.1 By accepting an Offer to study at UCL, you commit to:
- 7.1.1 **Follow UCL's instructions and process for pre-enrolment/registration and enrolment**  
Once the conditions for accepting your place on a Programme have been met, you will need to enrol before you can participate on your Programme. UCL's instructions and the process for pre-enrolment / registration and enrolment will be set out in a communication to you via email.
  - 7.1.2 **Comply with the terms and conditions of your employment and apprenticeship contracts agreed between you and your Employing School.**
  - 7.1.3 **Comply with these Terms.**
  - 7.1.4 **Comply with UCL's Student Regulations and Policies.**  
There are a number of different Student Regulations and Policies that are relevant to your study. These are listed and summarised in Part 5.
  - 7.1.5 **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 you 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.
  - 7.1.6 **Maintain and evidence an eligible residency status that entitles you to undertake your Programme.**
  - 7.1.7 **Fulfil the academic requirements of your Programme, including but not limited to, submission of coursework and other assignments, attendance at examinations, completion of online assessments, attendance at lectures, seminars and online live classes, and any such other teaching forums provided by UCL.**
- 7.2 While you are a student at UCL, you must take reasonable care of yourself and all others who may be affected by your acts and omissions, and 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.
- 7.3 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.

### 8 Complaints

- 8.1 UCL has an established [Student Complaints Procedure](#) which should be used for 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](#).
- 8.2 For more information about the complaints procedure including the time limits in which to submit a complaint and what cannot be addressed under the complaints procedure, please see the [Student Complaints Procedure](#).

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- 8.3 If your complaint has exhausted all of UCL's internal procedures under the Student Complaints Procedure, you may take your complaint to the DfE and/or the Office of the Independent Adjudicator ("OIA") (subject to meeting the OIA's criteria for accepting complaints). Further details are available from the [OIA web site](#).
- 8.4 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.

## 9 Tuition Fees

- 9.1 We have entered into a separate agreement ("**Apprenticeships Provider Agreement**") with the DfE with regard to your Programme, and fees that are directly related to us providing you with tuition and learning support connected to your Programme ("**Tuition Fees**") will be covered by the DfE pursuant to the Apprenticeship Provider Agreement.
- 9.2 **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 need to 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 [living expenses and additional costs](#).**
- 9.3 You should be aware that you may also incur fines if you do not comply with certain aspects of the Student Regulations and Policies (including for example for late return of library materials or causing damage).

## 10 Payment of fees

- 10.1 You are responsible for ensuring that any fees (other than Tuition Fees which will be paid by the DfE), charges or fines incurred by you at UCL or in connection with your studies are paid in accordance with these Terms.

## 11 Student Accommodation

- 11.1 If you have secured a place in UCL-managed accommodation, you will occupy that accommodation under a separate agreement with UCL.
- 11.2 If you owe any debt or other payment to UCL pursuant to your agreement with UCL for accommodation, **UCL reserves the right to do any or all of the following:**
- 11.2.1 withhold your results;
  - 11.2.2 prohibit you from sitting examinations/submitting coursework;
  - 11.2.3 prohibit you from using library or computing facilities or services;
  - 11.2.4 prohibit you from accessing online Programme content; and/or
  - 11.2.5 prohibit you from attending classes.

## PART 4 – IMPORTANT LEGAL INFORMATION

### 12 Data protection

- 12.1 UCL will receive personal data from you in various ways both before and during your period of study at UCL and further information relating to you will be generated while you are studying at UCL. This may include special category or criminal convictions data under data protection legislation (the General Data Protection Regulations (Regulation (EU) 2016/679) as implemented by the Data Protection Act 2018 (as amended)).
- 12.2 Your personal data (including any special category personal data) will be held by UCL and may be used by UCL to enable UCL to fulfil its responsibilities to you.
- 12.3 By accepting an Offer from UCL, you agree to UCL processing your personal data as set out in the relevant [student and general privacy notices](#) and the UCL Data Protection Policy (details of which can be found in Part 5).

### 13 Suspending and Ending the Contract

- 13.1 UCL may suspend the Contract, and consequently its obligations to you, if permitted by and in accordance with these Terms and/or any of the Student Regulations and Policies.
- 13.2 If you are suspended by UCL in accordance with the Student Policies and Regulations, UCL's obligations under the Contract shall be suspended for the duration of your suspension.
- 13.3 **UCL may end the Contract** at any time and expel you immediately by giving you written notice if:
  - 13.3.1 **you fail to pay any fees (other than Tuition Fees) within 30 days of us notifying you that your fees are outstanding;**
  - 13.3.2 **if any Tuition Fees due from DfE remain outstanding after the due date for payment and no agreement has been reached between UCL and DfE for payment of the same;**
  - 13.3.3 you do not or cease to meet any of the conditions specified in section 1.3 at any time;
  - 13.3.4 it comes to our attention that you have failed to meet or no longer meet the entry requirements for your Programme (including by way of us discovering that you have falsified your qualifications or your application contains material inaccuracies or fraudulent information, or that significant information has been omitted from your application form);
  - 13.3.5 we lose our right for the purposes of relevant legislation or regulatory requirements to provide your Programme to you;
  - 13.3.6 you have failed to meet the requirements of your Programme or fail to make sufficient academic progress, as set out in the Student Regulations and Policies (including, without limitation, in respect of your attendance or academic results);
  - 13.3.7 you no longer have an eligible residency status;
  - 13.3.8 you breach an important term of this Contract or any of the Student Regulations and Policies or repeatedly breach them and either that breach is not capable of remedy or you do not remedy that breach within a reasonable period of time of being asked to by UCL in writing; or
  - 13.3.9 you repeatedly breach the Contract in such a manner as to reasonably justify the opinion that your conduct is inconsistent with you having the intention or ability to give effect to or comply with the Contract.
- 13.4 **If you are excluded** from UCL or your studies are terminated in accordance with section 13.3, the Contract shall automatically end with effect from the date of your expulsion or termination and you will remain liable for any outstanding fees (other than Tuition Fees).
- 13.5 Separate to your rights in section 2, your ability to withdraw from or interrupt your participation in the Programme is set out in the Student Regulations and Policies, in particular Chapter 2 of the Academic Manual and the relevant section on UCL's website "Interrupting or withdrawing from your studies". If you:

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- 13.5.1 interrupt your participation in the Programme, UCL's obligations to you will be suspended for the full duration of that interruption;
- 13.5.2 withdraw from the Programme by notifying UCL via [askUCL](#), that will end the Contract.
- 13.6 If and when the Contract comes to an end for any reason, it will be necessary for certain provisions in these Terms to continue in force. Where any provision states that it survives termination or by implication the provision should or does survive termination, it will do so. Examples of the Terms that will survive termination are sections 8, 10.1, 11.2, 12, 14, 16 and 17.

## 14 Liability and Insurance

- 14.1 **Your attention is particularly drawn to this section because it imposes certain restrictions on UCL's potential liability to you.**
- 14.2 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.
- 14.3 Subject to section 14.2, 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, loss of profit and loss of your data.
- 14.4 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.
- 14.5 Subject to sections 14.2, 14.3 and 14.4 UCL's total aggregate liability to you under or in connection with the Contract (whether in contract, tort or otherwise) is limited to an amount equivalent to 150% of the total Tuition Fees paid or payable by DfE in connection with your Programme.

## 15 Events outside UCL's control

- 15.1 **Your attention is particularly drawn to this section because it imposes certain restrictions on UCL's potential liability to you.**
- 15.2 UCL will not be liable to you for loss and/or damage arising from circumstances or events that are outside UCL's reasonable control. Such circumstances or events include, without limiting what is intended, strikes and other industrial action (of UCL staff or staff of third parties), over or under demand for courses or modules, lack of or significant reduction in funding from third parties such as DfE (unless caused by UCL's wilful default), non-availability of staff (on a long-term or short-term basis, such as staff illness), severe weather, fire, civil disorder, riot, terrorist attack or threat or terrorist attack, pandemic, epidemic, political unrest, government restrictions and concern with regard to the transmission of serious illness.
- 15.3 The circumstances or events set out in section 15.2 are considered rare but when they do occur UCL reserves the right to make changes to or cancel all or part of a Programme. UCL will where practical and possible do what it reasonably can to provide appropriate and alternative options to you to minimise the disruption you experience. If the circumstances or events are ongoing for a continuous period of more than 30 days, either you or UCL may end the Contract without liability immediately on giving written notice to the other.

## 16 Notices

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- 16.1 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 or post. UCL will use e-mail as a primary means of communication, although any particularly important documents will also be sent by post to your last recorded address.
- 16.2 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 are lost or delayed when automatically forwarded to a personal e-mail address (e.g. Hotmail, Gmail, etc.).
- 16.3 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.
- 16.4 Subject to section **Error! Reference source not found.** of these Terms, a notice under this section 16 will be validly served by you if sent to UCL: (i) at the following address for hand delivery or post: Student Centre, 27-28 Gordon Square, London, WC1H, or (ii) by email to: [askUCL](mailto:askUCL).
- 16.5 UCL may also draw your attention to important information through announcements on UCL's website, Portico and through emails to the UCL student population generally or messages on the computer desktop when you log-on to the UCL network.
- 16.6 Please note that this section 16 does not apply to the formal service of Court proceedings or service of pre-action letter under any of the Pre-Action Protocols. We refer you to the following webpage in this regard: <https://www.ucl.ac.uk/about/contact-us>.

## 17 General

- 17.1 If any term of the Contract 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.
- 17.2 In the event of any conflict or inconsistency between the terms and conditions set out in these Terms and the terms of any document either linked or referred to in these Terms, the terms and conditions set out in these Terms shall prevail.
- 17.3 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.
- 17.4 These Terms and the relationship between UCL and you shall be governed by and interpreted in accordance with English law.
- 17.5 Both UCL and you agree to the exclusive jurisdiction of and to accept the authority of the courts of England and Wales except that UCL may take action in any jurisdiction in relation to any infringement of UCL's intellectual property rights.

## PART 5 - STUDENT REGULATIONS AND POLICIES

### 18 UCL's Student Regulations and Policies

- 18.1 Details of all of UCL's Student Regulations and Policies can be found in the [Academic Manual](#) and as repeated or supplemented at <http://www.ucl.ac.uk/students/policies>. It is important that you read and understand the Student Regulations and Policies as it is a requirement of the Contract that you comply with them.
- 18.2 We are aware that the Student Regulations and Policies 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 and Policies, we have summarised these below, together with a direct link to the relevant page of UCL's website:

Student Regulation	Summary
<a href="#">Academic Manual</a>	Sets out requirements about academic progress, attendance, examinations and UCL's right to suspend or exclude you from your studies on academic grounds. Details of UCL's Criminal Conviction policy are contained in the Academic Manual at Chapter 1. This chapter also sets out UCL's expectations of applicant behaviour.
<a href="#">Interrupting or withdrawing from your studies</a>	Sets out how students can interrupt and withdraw from studies and the consequences of that.
<a href="#">Student Protection Plan</a>	Sets out UCL's approach to the closure of any aspect of its facilities or academic provision or an inability to deliver a material component of the Programme which could have an adverse effect on the interest of current or prospective students.
<a href="#">Information Security Policy</a>	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 expulsion from UCL without notice. Also sets out circumstances potentially resulting in court proceedings attracting both criminal and civil liability
<a href="#">Library Regulations</a>	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.
<a href="#">Disability</a>	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
<a href="#">Complaints Procedure</a>	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.
<a href="#">Harassment and Bullying</a>	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 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

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Student Regulation	Summary
<a href="#">Disciplinary Code and Procedure</a>	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
<a href="#">Data Protection Policy</a>	Reflect UCL's commitment to ensure that every employee and registered student complies with the Data Protection Act 2018 and to ensure the confidentiality of any personal data held by UCL, in whatever medium
<a href="#">Intellectual Property Policy (Students)</a>	Sets out the rules, rights and obligations of UCL students in relation to intellectual property created in the course of study
<a href="#">Religion and Belief Equality Policy and Equal Opportunity Policy</a>	Reflects how UCL seeks to address issues of discrimination and ensure equality in relation to the selection, recruitment and relationship with students
<a href="#">Academic Integrity</a>	Outlines what is considered to be academic misconduct including plagiarism and how allegations and instances of academic misconduct are addressed at UCL

## Appendix 1 – Useful Contacts

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

Service	Email	Telephone
Admissions (Undergraduate)	<a href="#">contact form</a>	020 8059 0939
Admissions (Graduate)	<a href="#">contact form</a>	020 8059 0939
Admissions (Teaching Training)	<a href="#">contact form</a>	020 8059 0939
Central Apprenticeship Team	<a href="mailto:degreeapprenticeships@ucl.ac.uk">degreeapprenticeships@ucl.ac.uk</a>	02031089123
Data Protection Officer	<a href="mailto:data-protection@ucl.ac.uk">data-protection@ucl.ac.uk</a>	020 7679 7338
Freedom of Information	<a href="mailto:foi@ucl.ac.uk">foi@ucl.ac.uk</a>	020 7679 7338
Student Disability, Mental Health and Wellbeing	<a href="#">askUCL</a>	020 7679 0100
Examinations	<a href="#">askUCL</a>	020 3108 9744
Doctoral School	<a href="mailto:docschool@ucl.ac.uk">docschool@ucl.ac.uk</a>	N/A
Graduation Ceremonies	<a href="mailto:ceremonies@ucl.ac.uk">ceremonies@ucl.ac.uk</a>	020 3108 6700
Information Services Division	<a href="mailto:servicedesk@ucl.ac.uk">servicedesk@ucl.ac.uk</a>	020 7679 5000
International Student Support & Study Abroad	<a href="#">askUCL</a>	020 3108 8836
Library Services	<a href="mailto:library@ucl.ac.uk">library@ucl.ac.uk</a>	020 7679 7792
Student Records	<a href="#">askUCL</a>	020 7679 4126
Research Degrees	<a href="#">contact form</a>	020 7679 4126
Student Fees	<a href="mailto:fees@ucl.ac.uk">fees@ucl.ac.uk</a>	020 3108 7284
Student Funding	<a href="#">askUCL</a>	020 7679 0004
Student Accommodation	<a href="mailto:accommodation@ucl.ac.uk">accommodation@ucl.ac.uk</a>	020 7679 6322
UCL Student Mediator	<a href="mailto:studentmediator@ucl.ac.uk">studentmediator@ucl.ac.uk</a>	N/A
Students' Union UCL Advice Service	<a href="#">Contact form</a>	020 3549 5232
UCL Switchboard	n/a	020 7679 2000

## Appendix 2 – Cancellation Form

To: Undergraduate Admissions, Student and Registry Services, UCL, Gower Street, London, WC1E 6BT; email: [UCL admissions enquiry form](#).

I hereby give notice that I cancel my contract for the supply of educational services in relation to the following UCL programme:

Programme Name .....

Name of prospective student .....

Application Number .....

Address of prospective student .....

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Signature of prospective student .....

(not if sent by email)

Date .....