

Student terms and conditions 2025/26

Important information

It is important that you read this document carefully before accepting your offer as it forms the basis of the contractual relationship between you and The University of West London of St. Mary's Road Ealing London W5 5RF ("University", "we", "us" or "our"). This document sets out various rights and responsibilities that both you and the University have in relation to your study at the University, and links to the University's Policies and Regulations (defined at clause 3.4.5 below) you need to abide by.

You should be aware that your acceptance of an offer to study at the University signifies your agreement to enter into a legally binding Contract (defined at clause 3.4 below) with the University on these Terms and Conditions.

Your attention is particularly drawn to Sections 5 (Tuition Fees, payment and additional costs), 7 (Termination of the Contract by the University), 10 (Changes to your course), 21 (Events beyond our control) and 22 (University's Liability to you).

Our aim is to make this document accessible and user friendly for everyone. If you have any questions about these Terms and Conditions (either before you accept an offer of a place or whilst you are a student of the University), please get in touch with us at University.Secretary@uwl.ac.uk.

1. Introduction

1.1 Subject to **clause 1.2**, these Terms and Conditions apply to all undergraduate, postgraduate and other applicants, offer holders and enrolled students of the University ("**student**", "**applicant**" or "**you**").

1.2 There are two exceptions to **clause 1.1** as follows:

- **1.2.1** Where you are enrolled as a student of the University, but your course is delivered in whole or in part by another provider in collaboration with us ("**Delivery Provider**"), you will be bound by our Student Partnership Terms and Conditions and the Delivery Provider's student terms and conditions.
- **1.2.2** Where you are enrolled as a student of the University on a Police Education and Qualification Framework ("**PEQF**") related course of **apprenticeship**, you will need to comply with the PEQF Terms and Conditions.

1.3 These Terms and Conditions are reviewed and updated by the University, subject to **clause 11.3**, on an annual basis and you will be asked to agree to the reviewed and updated Terms and Conditions at the start of each academic year. Our updated Terms and Conditions will be made available on the University's website

1.4 These Terms and Conditions continue to apply during periods of temporary withdrawal, or to any other student status that provides for the use of some or all of the University's facilities.

1.5 There is a [glossary](#) at the end of these Terms and Conditions which explains the meaning of certain words that we use throughout this document.

2. Application to the University

2.1 The University's Recruitment and Admissions Policy sets out the University's framework for applying and being admitted to the University. The University's [Recruitment and Admissions Policy](#) is available on our website.

2.2 Applicants and students with disabilities and additional support needs

If you have a disability or other additional support needs, **you are strongly encouraged to disclose this to the University on application** (by completing the relevant section on the application form on enrolment) **or during the admission (enrolment) process** (by emailing the Wellbeing Team at wellbeing@uwl.ac.uk or calling the Wellbeing Team on 020 8231 2739) so that the University may seek to support you throughout your studies. Any information you provide to the University will be treated as strictly confidential. Further information is available via our [disability support page](#). **Students who choose not to share their disability or other support needs at the application or admission stage or whose disability or additional support needs occurs during their studies are encouraged to share these with the University at any time thereafter.**

2.3 Disclosure of criminal convictions and DBS checks

2.3.1 The University's [Applicant and Students with Criminal Convictions Policy](#) sets out the University's rules and procedures regarding the disclosure of criminal convictions and the completion of DBS Checks. The Policy is available on our website.

2.3.2 Regulated professional qualification or courses involving access to children/vulnerable adults

- (a) Applicants for courses leading to a regulated professional qualification or courses involving access to children or adults who are defined as 'vulnerable' by reason of the type of services provided to them, including, but not limited, to nursing, midwifery courses, **must as a pre-condition of your admittance onto the course disclose all criminal convictions** including but not limited to spent convictions, cautions, reprimands, warnings and bind-over orders, at the application stage.
- (b) Applicants for such courses (set out above at **clause 2.3.2(a)**) will also be required to complete a criminal records check (either Basic or Enhanced Disclosure depending on your course requirement) with the Disclosure and Barring Service ("**DBS**") and obtain a criminal convictions clearance from the University's criminal convictions panel ("**DBS Clearance**") under the [University's Regulations for the consideration of Criminal Convictions for Courses Leading to a Professional Registration](#) available via our policies and regulations page. Any offer (conditional or unconditional) of a place to study at the University is always subject to DBS Clearance, irrespective of whether the enrolment process has commenced.
- (c) Once admitted as a student of the University, you have an ongoing obligation to inform the University immediately if you are under investigation by the police and/or any health care establishment and/or receive any criminal conviction during your studies and/or there are changes to your status with the DBS. This disclosure will be considered under the University's [Fitness to Practise Regulations](#) available via our policies and regulations page.

- (d) Failure to disclose any relevant investigations and/or criminal convictions and/or change in your status with the DBS before or following your enrolment on the course could lead to termination of this Contract by the University under clause 7.2.

2.3.3 Other courses

- (a) For all other courses, applicants are required to disclose any relevant unspent criminal charges or convictions (examples of these are set out below at clause 2.3.3(b)) in writing at the point of accepting an offer for a course of study to the Head of Admissions at the University at undergraduate.admissions@uwl.ac.uk (for undergraduate applicants) or postgraduate.admissions@uwl.ac.uk (for postgraduate applicants).
- (b) Relevant unspent criminal charges or convictions include those involving violence, sexual abuse, firearms, drugs and arson. The University will consider whether such convictions pose a risk to other members of the University and may withdraw its offer on this basis. Such disclosures will be dealt with in accordance with the University's [Consideration of Applicants and Students with a Criminal Conviction Regulations](#) available via our policies and regulations page.
- (c) Once admitted as a student of the University, you have an ongoing duty to inform the University immediately of any unspent criminal charges or convictions received. Consideration of criminal convictions will be undertaken according to the University's [Regulations for the Consideration of Applicants and Students with a Criminal Conviction](#) and may be subject to the [Student Disciplinary Regulations](#) available online via our policies and regulations page (see Disciplinary Regulations).
- (d) Failure to disclose any relevant criminal charges or convictions could lead to termination of this Contract by the University under clause 7.2.

2.3.4 A DBS Check may be required for placements or other activities you may undertake, such as volunteering, which for example involve working with children. How any convictions will be treated by the University will be made clear to you at the time of submitting for your DBS Check.

2.3.5 You should note that for some professions, such as being a registered psychologist or a solicitor or barrister, the relevant regulator may not allow registration for those with criminal convictions. It is your responsibility to check your situation with the appropriate regulator if you are in this position.

2.3.6 DBS Checks guidance and fees

- (a) Any required DBS Check must be obtained by you within the timeframe specified by us.
- (b) You shall provide the results/certificate of the DBS Check to us within the timeframe specified by us, and in any event you must provide the DBS Check results/certificate (if applicable) prior to commencing your course. Without submission of a DBS Check results/certificate, the course offer will be considered "conditional" and the University reserves the right to withdraw its offer to you if the required DBS Check results/certificate is not received by the University within the timeframe specified by the University.

- (c) More information and guidance about obtaining a DBS Check download the [Quick Guide to DBS Checks PDF](#)
- (d) You may use the Government service to obtain a DBS Check report on the [government website](#). You must ensure that this provides the correct level of DBS Check required for your course. You can check this by visiting the [UWL website](#) to check if a DBS Check/disclosure is mandatory for your course.
- (e) Any required DBS Check / certificate must be obtained at your own expense.
- (f) The cost of obtaining a DBS Check / certificate is not refundable in any case.

2.3.7 UKVI Student Route applicants and convictions

The Home Office will not grant a visa to any person who has been given a conviction resulting in a prison sentence until at least 5 years has elapsed and longer for sentences over 12 months in accordance with the grounds for refusal available via the [Government immigration guidance page](#). The University will not be able to sponsor any applicant or student who has a conviction which would debar them from entry to the UK or to remain in the UK.

2.4 Disclosure of medical information and occupational health checks

For certain professional courses, applicants are required to demonstrate medical fitness, in order to comply with the requirements of applicable professional and regulatory bodies. Applicants for such courses are required to disclose to the University relevant information regarding their health and may be required to undergo an occupational health check to obtain occupational health clearance (“Occupational Health Clearance”). Where this is necessary, the information published in relation to the course on the University’s website will provide further information. Any offer (conditional or unconditional) of a place to study at the University is always subject to Occupational Health Clearance, irrespective of whether enrolment process has commenced.

3. Your contract with us

3.1 A Contract (as defined below at clause 3.4) between you and the University is formed when you accept an offer of a place at the University. If the offer is conditional, this will be the date that you have fulfilled to the satisfaction of the University all of the conditions specified in our offer letter.

3.2 When you accept an offer of a place of study at the University, you acknowledge and agree that you will comply with all the obligations of your Contract. Other than your requirement to pay Tuition Fees which will arise when you have enrolled with the University (as set out below in clause 4.4), all other obligations will apply to you, including compliance with these Terms and Conditions and the University’s Policies and Regulations (defined below at clause 3.4.5) upon acceptance of the University’s offer.

3.3 The duration of your Contract with the University is the whole duration of your course of study or research at the University.

3.4 Your contract with the University comprises the following:

- **3.4.1** These Terms and Conditions;
- **3.4.2** The University’s offer letter and accompanying documents;

- **3.4.3** the declarations you make during your online application and enrolment;
- **3.4.4** the course prospectus for the respective academic year on which the offer was accepted;
- **3.4.5** all of the University's policies, regulations, rules, procedures, charters, handbooks, codes of practice and codes of conduct (including but not limited to the [University's Student Charter](#)), [Student Code of Conduct](#) in force from time to time and that are made available to you on our website via the [policies and regulations page](#); and
- **3.4.6** All other documents referred to in these Terms and Conditions (together the "**Contract**").

3.5 It is important that you read, and comply with, the University's Policies and Regulations as they set out your responsibilities as a student at the University and our responsibilities to you as a provider of educational services.

3.6 If there is any inconsistency between these Terms and Conditions and any other document generated by or on behalf of the University, these Terms and Conditions shall prevail.

4. Enrolment

4.1 You are required to complete our online and, where applicable, in person registration procedures to become a fully registered student of the University. You are required to enrol with the University at the beginning of your studies. You must re-enrol at the beginning of each subsequent academic year of your course, in accordance with instructions issued by the University, in order to continue your course of study and maintain your student rights and privileges.

4.2 The enrolment process requires you to:

- **4.2.1** ensure that the University has the correct personal details for you;
- **4.2.2** provide proof of your identification and qualifications;
- **4.2.3** where applicable, provide proof of your immigration and fee status;
- **4.2.4** provide two types of emergency contact details (full name, address and contact number) as set out below:
 - (a) **Trusted Contact** - this person may be contacted by the University in the event of serious concern about your health and wellbeing. Please ensure that they are willing to be a Trusted Contact before providing their details to the University; and
 - (b) **Next of Kin** - this person may be a blood relative, spouse, partner, civil partner whom you want to be contacted in case of emergencies, for example by the University, police or ambulance services.

You are required to promptly update the University of any changes to the emergency contact details.

- **4.2.5** confirm your agreement to abide by these Terms and Conditions and the University's Policies and Regulations;

- **4.2.6** pay your Tuition Fees or confirm who (for example a Sponsor) is paying your Tuition Fees on your behalf; and
- **4.2.7** meet all the conditions of admittance to the course communicated to you.

4.3 You will be entitled to re-enrol for subsequent academic years of your course provided that:

- **4.3.1** you or your Sponsor has paid the Tuition Fees by the due date;
- **4.3.2** you have not been withdrawn from your course; and
- **4.3.3** you have met the relevant progression requirements for the previous year(s) of your course.

4.4 You should note that once you have enrolled, unless otherwise set out in the University's [Tuition Fee Policy](#) you will incur a Tuition Fee liability which is not normally refundable if you choose to withdraw. You should refer to the Tuition Fee Policy to ensure that you are fully aware of this Tuition Fee liability.

5. Tuition fees and payment

5.1 Your attention is particularly drawn to this Section because it sets out key information relating to your Tuition Fees and other costs that may be applicable to your course.

5.2 The University charges Tuition Fees for delivery of its courses and educational and Student services. You will be informed of your Tuition Fee as part of your offer letter.

5.3 Home Students, you will be required to demonstrate and provide evidence of your eligibility for Home Fee Status prior to or at enrolment.

5.4 You are bound by the University's [Tuition Fee Policy](#) which sets out the requirements to pay Tuition Fees, refunds in the event of withdrawal and the consequences of non-payment of Tuition Fees.

5.5 You are required to pay Tuition Fees at the beginning of each academic year as part of the enrolment process. If you withdraw from the University, you will be liable for the Tuition Fees up until formal notification of your withdrawal is received by the University in accordance with the University's Tuition Fee Policy.

5.6 Except for Apprenticeship Students, **where your Tuition Fees are paid for by your Sponsor, you acknowledge that you remain liable for your Tuition Fees in the event that your Tuition Fees are not paid by your Sponsor.**

5.7 For Home undergraduate (UK-regulated) fees, the University reserves the right to increase your Tuition Fees on re-enrolment in line with any uplift determined by the UK Government (including legislation, regulation or guidance). Such increases are normally linked to inflation and calculated with reference to RPIX. The University reserves the right to charge the maximum permitted tuition fee.

5.8 For International/Overseas fees, the University may increase your Tuition Fees on re-enrolment. Increases are normally linked to inflation and calculated with reference to RPIX, capped at a maximum of 10% in any academic year.

5.9 Any Tuition Fee increase takes effect from the start of the next academic year and will not be applied 'in-year'.

5.10 Your fee arrangements apply to your cohort. If you interrupt, transfer or repeat and re-join a later cohort, the fee for that later cohort may apply.

5.11

Glossary

- **RPIX:** The Retail Prices Index excluding mortgage interest payments; an inflation measure commonly used for fee indexation.
- **Cohort:** A group of students starting the same course in the same academic year and ordinarily subject to the same fee rules.
- **Regulated/Home Fee:** A fee set within limits prescribed by the UK Government for eligible students.]
- **International/Overseas Fee:** “A non-regulated fee for students who are not eligible for Home fees.

Additional costs

5.12 Depending upon your chosen course, in addition to your Tuition Fees, please be aware that you may incur other additional costs associated with your study during your time at the University. Additional costs may include (this is not an exhaustive list of additional costs): costs related to the purchase of books and/or other materials or equipment in connection with your course, printing and photocopying, compulsory field trips, laboratory fees, years abroad, joining student and sport societies, your graduation ceremony, living expenses, travel and accommodation costs or other miscellaneous costs, which be related or required as part of your course, for example, specialist kit, chef uniform or additional course materials.

5.13 Details (including the full price) of mandatory additional costs will be set out in course specification or handbook or on the course webpages or on open day materials or your offer letter. Queries regarding any aspect of additional (mandatory or optional) costs of your course should be directed to the School or College for your chosen course.

5.14 The level of additional course costs will usually increase annually. Increases are expected to be in line with inflation, unless there are identifiable above-inflation rises in costs directly associated with the activity. These may, for example, include costs charged by third parties.

5.15 If you do not pay the Tuition Fees (or any instalment of the Tuition Fees under an instalment plan) in accordance with the University’s Tuition Fee Policy, you may not be able to access University facilities and services or be eligible for benefits awarded such as scholarships and bursaries from the University. The University also reserves the right to withhold your results and to not permit you to graduate.

6. If you want to leave your course

Cancellation before Enrolment – Statutory Right of Cancellation

6.1 You have a statutory right to cancel this Contract and your enrolment with the University within **14 days** of your acceptance of an offer of a place to study at the University (“**Cancellation Period**”). Whether you receive an unconditional or conditional offer, the 14-day period starts on the day after you accept the offer. You do not have to give a reason

for cancellation. Any reimbursements of paid Tuition Fees for cancellation will be in accordance with the University's [Tuition Fee Policy](#).

6.2 You must inform the University of your decision to cancel within the Cancellation Period by writing to us at:

For home students:

Write to the University's **Admission Office**, the University of West London, St. Mary's Road, Ealing, W5 5RF, or email the University's Admissions Office at undergraduate.admissions@uwl.ac.uk (for undergraduate applicants) or postgraduate.admissions@uwl.ac.uk (for postgraduate applicants) or telephone the Admission Office on 0208 231 2220.

For international students:

Write to the University's **International Office**, the University of West London, St Mary's Road, Ealing, E5 5RF, or email the University's International Office at int.app@uwl.ac.uk or telephone the International Office on +44 208 231 2440.

6.3 If you call to inform the Admissions Office/International Office of your decision to cancel the offer of a place to study at the University, **you must also confirm this in writing either by email or letter** (contact information is set out above).

6.4 If you applied to the University via UCAS, you will receive a notification of the cancellation through UCAS. If you applied directly to the University, we will notify you of the cancellation in writing by email or letter **addressed to your correspondence address**.

6.5 You have a further **14-day cancellation period when you enrol during your first year of study on the course only**. The 14-day period starts on the day after your enrolment date. This 14-day cancellation period does not apply to re-enrolment for subsequent academic years.

Termination of the Contract by you after Enrolment

6.6 In addition to your statutory right of cancellation (set out above), you may withdraw from your course and terminate this Contract at any time. To do so, you may either:

- (a) request a change to your enrolment via your MyRegistry account and submit a withdrawal request; or
- (b) contact your school office to initiate the process for withdrawal.

6.7 Where you withdraw from your course and terminate this Contract under **clause 6.6(a)** or **clause 6.6(b)** you shall provide the University with a reason for your withdrawal.

6.8 The University will notify you of the effective date of your withdrawal. If you have any questions regarding the effective date of your withdrawal you will need to contact your school office.

6.9 If you withdraw part way through your course, you will be liable for a proportion of your Tuition Fees in accordance with the University's [Tuition Fee Policy](#).

6.10 Any refund which may be due to you will be in accordance with the terms of the University's [Tuition Fee Policy](#).

7. Termination of contract by the University

7.1 Your attention is particularly drawn to this Section because it sets out the circumstances the University may terminate its Contract with you.

7.2 The University may withdraw its offer or terminate this Contract in writing with immediate effect (subject to your rights of appeal to the University) if:

- **7.2.1** you or your Sponsor fail to pay the Tuition Fees (or any instalment) by the due date for payment;
- **7.2.2** you fail to meet the conditions of the University's offer made to you (including but not limited to, where applicable, the entry requirements of a course comprising language requirements, academic qualification, DBS Checks, criminal conviction clearance and/or Occupational Health Clearance);
- **7.2.3** you have failed to enrol or re-enrol for your course by the deadline given to you by us;
- **7.2.4** you fail to notify the University of any convictions or changes in your status with the DBS that occur whilst you are registered as a student at the University;
- **7.2.5** you provided false, incomplete, inaccurate or misleading information in your application to the University or at any other time thereafter;
- **7.2.6** you fail to meet the University's progression or award requirements;
- **7.2.7** you do not meet the requirements of your course, including but not limited to obtaining/maintaining membership of the specified organisation(s) and/or minimum attendance/participation requirements and/or professional requirements or standards of your course;
- **7.2.8** action has been taken against you in accordance with the University's disciplinary, fitness to study or fitness to practise procedures;
- **7.2.9** your behaviour represents a serious risk to the health, safety or welfare of yourself or others;
- **7.2.10** you significantly breach these Terms and Conditions or any of the University's Policies and Regulations;
- **7.2.11** where applicable, you do not disclose any relevant unspent criminal conviction;
- **7.2.12** in the event of a course closure for statutory or regulatory reasons;
- **7.2.13 International Students** – your application for a visa is refused or your visa is curtailed (cancelled), or you fail to comply with your obligations under student visa and/or UKVI obligations, or the University's requirements and instructions in this area as set out in **clause 12** below; or
- **7.2.14 Apprenticeship Students** – where your course is linked to your employment and your employer terminates your employment contract, and/or your Apprenticeship Agreement is terminated.

7.3 As appropriate, you have a right to submit an internal appeal of the University's decision to terminate the Contract under the [Student Complaints Procedure](#) or the [Appeal Regulations](#).

Consequences of Termination of your Contract

7.4 If at any time this Contract terminates whether by you or the University:

- **7.4.1** the University shall be entitled to refuse to enrol you on your course (if, at the date of termination, you have not already enrolled on the course);
- **7.4.2** the University shall be entitled to require you to stop studying on your course and to leave the University immediately (if, at the date of termination, you have enrolled on the course);
- **7.4.3** you are required to return to the School/College office, your University Student Identification Card issued to you on enrolment, together with all property owned by the University;
- **7.4.4** you shall no longer have access to our premises and facilities without our prior permission or invitation by a member of the University's staff;
- **7.4.5** you shall no longer have access to the University's virtual learning environment or online resources and facilities, which include your University email account;
- **7.4.6** you must pay all outstanding Tuition Fees and other charges due to the University immediately; and
- **7.4.7** if you are a UKVI sponsored International Student, the University is required to notify UKVI of the change in your student status and your visa will be curtailed (cancelled).

8. The University's obligations to you

8.1 The University will provide you with the tuition and learning support associated with your course with reasonable care and skill (this is by reference to the standard of skill and care reasonably expected of a higher education institution under consumer law) in the way described in the relevant course specification and other publications such as the prospectus and the University's website for the applicable academic year. The University makes every effort to ensure that the information provided to you about your course is correct. Sometimes it may be necessary for us to update a prospectus or course webpage because of staffing, financial, regulatory or academic reasons. We will always endeavour to keep you updated.

8.2 The University will use its reasonable efforts to provide you with appropriate access to its facilities and student support services necessary for completion of your course, including the following:

- **8.2.1** library and suitable learning resources, including online learning resources;
- **8.2.2** IT infrastructure;
- **8.2.3** pastoral support;
- **8.2.4** confidential disability advice and support; and
- **8.2.5** careers, employability and placement advice and support

(together the “**Student Services**”)

8.3 Our facilities (e.g. library, IT access) may need to be suspended or modified from time to time because of essential maintenance, refurbishment or improvements, or health and safety concerns, or other circumstances beyond our reasonable control. We will make reasonable efforts to maintain facilities to a reasonable level, and wherever possible, will minimise disruption.

9. How we communicate with you

9.1 When you enrol, we will create a student email account for you. The University will use this email account to communicate with you, and it is important that you check your inbox regularly.

9.2 The University may also communicate with you via letters and online notices on Blackboard and the MyUWL app. You should ensure that you keep your details up-to-date through My Registry and also that you check Blackboard and the MyUWL app regularly.

10. Changes to your course

10.1 Your attention is particularly drawn to this Section because it sets out the circumstances the University may make changes to your course.

10.2 The University will use all reasonable efforts to deliver the course in accordance with the course specification.

10.3 However, to ensure that the University’s courses remain current and relevant, they are subject to regular review. The University may, from time to time either before or after you commence your course, need to amend modules, course content or the structure or the location or the way that these are delivered to, for example (non-exhaustive list):

- **10.3.1** comply with changes in the law, regulation or Government policy or guidance;
- **10.3.2** comply with the requirements of the University’s regulators, accrediting bodies, professional bodies and/or statutory bodies (for example for medical students where the General Medical Council issue new guidance);
- **10.3.3** comply with changes to immigration rules or other applicable laws and regulations;
- **10.3.4** make updates to reflect: (i) best practice; (ii) academic developments including in teaching practice or technology; or (iii) developments in new assessment methods for the benefit of students;
- **10.3.5** adjust content as a result of staff changes (for example where a staff member is no longer available through illness or resignation);
- **10.3.6** improve course quality in response to student or external examiner feedback or employer feedback; or
- **10.3.7** to accommodate and respond to refurbishment and development work taking place on campus resulting in teaching locations changing to a different site.

10.4 Changes may be minor or major changes.

10.4.1 **Examples of minor changes**, may include, but not limited to:

- (a) altering the timetable, location, and number of classes for your course;
- (b) reasonable changes to the content and syllabus of your course, including in relation to optional placements, to ensure that the course remains current and relevant; and
- (c) changes to assessments as a result of student or external examiner or employer feedback.

10.4.2 Examples of major changes, may include, but not limited to:

- (a) adding or removing core (compulsory) modules;
- (b) change of course or award title;
- (c) changes to overall course aims;
- (d) changes to module credit value;
- (e) changes to method of delivery;
- (f) discontinuance of a course;
- (g) combining courses of study; and
- (h) changes to specific course regulations.

10.5 The University reserves the right to make minor changes to its courses. Where such minor changes are made, the University will take reasonable steps to minimise disruptions to students.

10.6 Changes to an offer prior to acceptance

10.6.1 The University reserves the right to make changes to an offer at any time before it is accepted by you.

10.6.2 If the University is required to make a change to any aspect of the offer prior to acceptance by you, the University will use reasonable endeavours to:

- (a) inform you of the changes including the reasons for the change at the earliest opportunity possible;
- (b) provide details of what has changed and why the change was made; and
- (c) take reasonable steps to minimise any potential disruption to you.

10.6.3 As an applicant, you have the option to accept or reject the amended offer.

10.7 Major changes to course prior to enrolment

10.7.1 If between the time of your acceptance of an offer and before enrolment it is necessary to make major changes to your course, the University will use reasonable endeavours to:

- (a) inform you of the major changes including the reasons for the major change at the earliest opportunity possible;
- (b) provide details of what has changed and the potential impact of the changes; and
- (c) take reasonable steps to minimise any potential disruption to you.

10.7.2 If the major change to your course, prejudicially affects you, and you no-longer wish to enrol on the course, in accordance with consumer law the University will liaise with you to provide you with appropriate alternative solution for example the University will use reasonable endeavours to find you a suitable alternative course at the University for which you are qualified. Alternatively, you may terminate the Contract and withdraw from the course without any liability to the University for Tuition Fees (even if the Cancellation Period has expired prior to your enrolment). The University will reimburse you for any Tuitions Fees you have paid to date. The above does not affect your consumer law rights.

10.8 Major changes to the course after enrolment

10.8.1 The University will usually not make major changes to its courses after a student has enrolled. However, in exceptional circumstances it may be necessary for the University to make such major changes after your enrolment. Where there are proposed major changes to your course, the University will use reasonable endeavours to:

- (a) inform you of the major changes at the earliest opportunity and give you reasonable notice of the reasons for the change, what major changes are being proposed and information on the potential impact of the major changes;
- (b) consult you on the major changes and give you an opportunity to provide feedback; and
- (c) will take reasonable steps to minimise any adverse impact on you.

10.8.2 If you did not consent to the major change, and the implementation of the major change causes you exceptional detriment or hardship, in accordance with consumer law the University will liaise with you to provide you with appropriate alternative solution for example the University will use reasonable endeavours to: (a) find you a suitable alternative course at the University for which you are qualified; or (b) where applicable in accordance with the [University's Student protection plan](#), we will work with you to find an alternative higher education provider that may offer an equivalent course, and ensure that you receive recognition or credits for any modules you have successfully completed. Alternatively, you may terminate the Contract and withdraw from the course without any liability to the University for additional Tuition Fees. The above does not affect your consumer law rights.

10.8.3 In exceptional circumstances, such as a pandemic, epidemic or local health emergency necessitating measures to reduce risk of infection or illness arises or has already arisen (this is not an exhaustive list of examples), the University may need to make major changes quickly and promptly in response to events beyond its control without consulting you first, where it is necessary to comply with the law and/or government or local authority guidance and/or instructions. Should this occur, the University will notify you of the changes and the potential impact of the changes at the earliest opportunity and take reasonable steps to minimise any adverse impact on you. You will still have the rights under clause 10.7.2 and 10.8.2 including the opportunity to transfer to another suitable course at the University and/or terminate your Contract with the University.

10.8.4 The University will take reasonable steps when making changes as a result of a pandemic etc. so that the core competencies and learning outcomes of the course are still provided. The University will also provide broadly equivalent teaching and assessment services, and University services by alternative means if reasonably possible, although the manner of delivery

may need to change. Examples of possible changes as a result of a pandemic etc. include the following (this is not an exhaustive list of examples):

- (a) providing teaching, assessment or other services wholly or partly online or via other remote means;
- (b) moving the location of teaching and/or restricting student numbers permitted to attend any location at one time (including restricting numbers at libraries, lectures, seminars or laboratories);
- (c) requiring students to comply with health and safety measures the University deems necessary which are specific to particular sites or activities, such as additional social distancing measures, or wearing of face masks or personal protective equipment;
- (d) staggering attendance by students at the University so that for part of a term you are not allowed to attend University premises in person;
- (e) varying, limiting or cancelling elements of course content, including reducing the number of optional modules available;
- (f) varying, limiting or cancelling access to any University services or facilities;
- (g) varying, limiting or cancelling any learning experiences that would normally happen face-to-face or in-person (for example work in laboratories, studios, music facilities or via fieldwork or work-placement); and
- (h) varying, limiting, cancelling or putting in place measures to reduce the risk of any time due to be spent in education or work abroad or on a placement (including varying destinations) as a mandatory or optional component of courses. If a period of study or work abroad, or other placement, has to be cancelled entirely then this includes moving a student to an appropriate degree course that does not include the time abroad or on placement.

10.8.5 Subject to the provisions explained above, no refunds, discounts, damages, waivers of Tuition Fees or other charges will be payable to you where changes or delays have resulted from, been caused by, or are in relation to a pandemic, epidemic or local health emergency necessitating measures to reduce risk of infection or illness. The University will also not be liable for any consequential losses or expenses you may incur (for example travel or accommodation costs) as a result of any such pandemic, epidemic or health emergency measures.

10.9 Discontinuance of a course

Prior to enrolment

10.9.1 If the University discontinues a course, prior to your enrolment, the University will use reasonable endeavours to offer where possible, the following options:

- (a) transfer the offer to a suitable alternative course at the University for which you are qualified;
- (b) defer the offer until the next available intake for the course; or

- (c) terminate the Contract and withdraw you from the course without any liability for Tuition Fees (even if the Cancellation Period has expired). The University will reimburse you for any Tuition Fees and/or deposit paid by you.

After enrolment

10.9.2 Where it is necessary for the University to discontinue your course after your enrolment due to any exceptional and/or unforeseen circumstances (for example because of academic changes within subject areas or due to low student numbers on the course or because of legal or regulatory reasons), the University will undertake this in line with the University's [Student Protection Plan](#). Wherever possible we will try to teach-out your course even if we have to make adjustments to the way we deliver it.

11. Your obligations to the University

11.1 You must provide accurate information on application and enrolment (students discovered to have falsified or misrepresented information may be liable to expulsion from the University) and thereafter during the course of your studies. You must always keep your personal information up to date on your student account, for example if you change your correspondence address.

11.2 As a student member of the University community, you agree to behave appropriately and respectfully to all other members of the community.

11.3 You must familiarise yourself with and adhere to all the University's [policies and regulations](#) applicable to you that are published on the University's website and as revised from time to time. During your course, we reserve the right to make changes to our Policies and Regulations and to introduce additional documents, where they benefit Students or are necessary because of changes in law, regulatory or funder requirements, or they reflect good practice or aid clarification. Any changes made to our Policies and Regulations will normally come into effect at the start of the next academic year but there may be circumstances where changes come into effect "in year" (for example to comply with our legal or regulatory obligations). The University will take reasonable steps to minimise disruption to students wherever reasonably possible. Our updated Policies and Regulations will be made available on the University's website and may be publicised by other means so that students are made aware of any changes.

11.4 By accepting our offer, you agree to abide by the University's **Academic Regulations** which are available via the [policies and regulations page](#). The Academic Regulations describe the academic regulatory framework of the University and gives information about the requirements for awards. They include important information about the requirements for your academic performance and for continued study.

11.5 You are expected to take responsibility for your studies, including attending all scheduled teaching and examinations, and submitting all assessments by the applicable deadlines.

11.6 You must comply with your obligations as outlined in the University's [Student Charter](#) and the [Student Code of Conduct](#) available online via our policies and regulations page. The **Student Charter** and **Student Code of Conduct** contain important information about the expectations that the University has of you as a student, and the relevant procedures and processes to be followed. This requirement extends to your conduct outside of the University's

premises for example on any halls of residence or accommodation (this is not an exhaustive list of examples).

11.7 You must take reasonable care of yourself and your safety, and the health and safety of other members of the University community and will co-operate with the University in fulfilling its obligations regarding health and safety. You will not intentionally or recklessly misuse or interfere with equipment or facilities provided to you by the University.

11.8 You acknowledge and agree that the general license for students to use the University's land and buildings does not extend to a right to take up semi-permanent or permanent occupation of land or buildings for the purpose of protest, or for any reason which conflicts with the University's purposes.

11.9 If you do not abide by any of the University's Policies and Regulations, you may be subject to disciplinary action under the University's [Student Disciplinary Regulations](#) available via our policies and regulations page. For cases of academic misconduct including cheating, you will be subject to the University's [Academic Misconduct Regulations](#) available via our policies and regulations page.

11.10 You must also abide by any other course specific requirements as set out in the course specific specification, handbook, associated terms and conditions, policies, or other documents. Where applicable, these include standards and requirements of professional bodies, accredited bodies, employers or relevant third-party providers.

11.11 It is your responsibility to seek help or raise concerns if you are having difficulty in any area of your academic or pastoral life. A wide range of support is available from your college/school, department, central University services, and the University's Students' Union.

11.12 You must carry your University Student Identification Card with you at all times whilst on the University's premises or engaged in University activities and present it to authorised University personnel if requested to do so and not allow any other person to use your Student Identification Card for any reason whatsoever.

11.13 You must comply with any reasonable instructions issued to you from time to time by the University.

Freedom of speech

11.14 The University supports the principle of freedom of speech and expression within the law as one of the fundamental principles upon which a University is founded. The University also has regard to the need to ensure that students and staff have freedom to question, test and to put forward new ideas and controversial or unpopular opinions, without placing themselves at any risk. By accepting a place at the University, you agree to comply with and behave in accordance with the University's [code of practice of freedom of speech](#).

Acceptable Use Policy

11.15 The University provides IT facilities and equipment to be used in the course of your studies for teaching and research activities. We will use our reasonable efforts keep these facilities and equipment in good order and up to date with the appropriate anti-malware and security features to prevent data loss or disruption to your studies.

11.16 You are required to:

11.16.1 comply with our [Information Security Policy \(Including Acceptable Use Policy\) for Students](#) and any other specific requirements relating to the use of specific hardware, software, IT facilities and equipment or online services; and

11.16.2 take care when using the University's equipment (for example backing up work regularly, browsing carefully, not opening suspect links etc.).

11.17 The University will not accept liability for loss or damage suffered by you by any misuse of our IT facilities and equipment by you that compromises the integrity and security of these facilities and systems.

11.18 Students are not permitted to use the University's equipment or services for personal use (for example personal browsing, or errands, online shopping, or use of personal email or social media) and any such use shall be at your own risk and the University shall not be liable for any losses or damages incurred through such use.

12. Adherence to immigration rules and University obligations

This clause is relevant to international students.

12.1 If you are admitted under a UKVI Student Route Visa or other temporary immigration status, it is your responsibility to ensure you comply with the conditions of your visa and UKVI immigration rules, any applicable University Policies and Regulations relating to UKVI student visas, during the course of your studies at the University.

12.2 The University has the right to immediately withdraw you from the course, if:

- **12.2.1** you do not have 'leave to remain' in the UK, to allow you to study on a university course;
- **12.2.2** you do not co-operate with all our reasonable requests for information or documentation to enable us to comply with our UKVI or immigration rules, law or regulatory obligations;
- **12.2.3** you are not compliant with the conditions of your visa and/or immigration rules;
- **12.2.4** you do not comply with any policy, regulations, procedures we have relating to UKVI student visas; or
- **12.2.5** any action or omission by you puts our UKVI licence at risk.

12.3 Where you are withdrawn from the course and you are sponsored under the Student Route Visa, the University will also be required to notify the UKVI accordingly.

12.4 In the event the University has to withdraw you from your studies as a result of your non-compliance with the conditions as set out above in **clause 12.2, you will not be entitled to a refund of your Tuition Fees**. Further information on Tuition Fee payment requirements, deposits and refunds for International Students is available in the University's [Tuition Fee Policy](#).

Sponsorship under the UKVI Student Route

12.5 The University will only provide a Confirmation of Acceptance of Studies (CAS) to applicants who meet the criteria set out in the Home Office immigration rules and requirements. This will be assessed at the point of application for a CAS. **The University**

reserves the right not to issue a CAS to any applicant/student on the University's determination for credibility grounds, or who does not have the required finances, or has criminal convictions which bar them from being issued a visa. This applies to applicants and current students who are applying for an extension to their visa or applying for further study.

12.6 The University is required by the UKVI to report to them any change of immigration status, instance of non-attendance, period(s) of unauthorised absence, change of course, withdrawal/discontinuation of study, early completion, and work placement details for Student Route Visa sponsored students (this is not an exhaustive list). You have an ongoing duty to keep the University informed of any such changes immediately and on request by the University providing the University with copies of any correspondence with the UKVI and/or Home Office. If you are not able to provide evidence of your right to remain in the UK at any point by the timeframe required by the University, your Contract will be terminated.

12.7 If you provide false or misleading information/supporting documents in relation to your application and/or enrolment for a Student Route Visa, or other visa, the University will withdraw its sponsorship for your studies and will notify the UKVI. In these cases, we will retain any deposit, or in the case of enrolled students, the Tuition Fees paid in lieu in accordance with our [Tuition Fee Policy](#).

Other immigration status

12.8 If you are a non-UK national, but not sponsored under the Student Route visa, you will need to provide evidence of your right to remain in the UK before you can be enrolled. The University will normally only accept applicants whose application to remain in the UK has been approved by the Home Office and reserves the right not to enrol applicants/Students whose immigration status has still to be determined.

EU/EEA Students

12.9 EU or EEA students who are resident in the UK are required to have applied for the EU Settlement Scheme (immigration scheme established by UK government for EU and EEA citizens, and their eligible family members to obtain immigration permission to remain in the UK after 31st December 2020) in order to remain in the UK for their studies. New and continuing Students from the EU or EEA will need to be able to demonstrate their settled or pre-settled status and on request by the University must promptly provide evidence of their continuing leave to remain

12.10 Those EU or EEA students who arrived in the UK **from 1st January 2021** onwards are required to apply for a Student Route Visa in order to study on a course which is longer than 6 months in length (see **clauses 12.5-12.7** above).

12.11 Where an applicant/student does not have the appropriate immigration permission to study in the UK, (either under the EU Settlement Scheme, or student visa) or you fail to comply with any immigration conditions, the University may refuse to admit, enrol or re-enrol you, or may on notice withdraw your visa sponsorship or suspend or terminate your studies and this Contract.

13. Attendance, engagement, assessment and progression and other requirements to remain on the course

13.1 In order to succeed on your course, you will need:

- (a) attend and engage on campus your scheduled classes, examinations and other activities which form part of your course; and
- (b) attend and engage with online sessions, materials, examinations and other activities which form part of your course.

13.2 You must engage with the University's systems for recording attendance and engagement which are designed to support your academic progress and well-being.

13.3 The University will monitor student attendance and engagement to identify, improve and support student experience, engagement and progression during the course of your studies, in accordance with the University's [Student attendance and engagement monitoring policy and procedure](#)

13.4 If your attendance or participation on your course is such that the University believes that you will be unable to successfully progress or complete the course, or you fail to respond adequately to the University's attempts to seek your re-engagement with your course of study, the University may withdraw you from the course. If you are withdrawn from the course due to non-submission or poor attendance, you will remain personally liable for the Tuition Fees for the year you are withdrawn, and any previously completed year where any Tuition Fees are outstanding.

13.5 The attendance and engagement of Students on a Student Route Visa will be monitored for the additional purpose of ensuring that the visa requirements are met. Any student with a Student Route Visa who does not attend, will have their sponsorship withdrawn and this will be reported to the UKVI.

13.6 We may offer you financial assistance to enable you to cover the cost of your studies in the form of a scholarship, bursary, studentship, or other form of support. Specific conditions will apply to each award and you will be notified of these when it is offered to you. These conditions will be additional to the terms in this document. Payment of bursaries, scholarships, studentships or other forms of support from the University will depend upon your continued satisfaction of the conditions of award, engagement and progress at the University.

13.7 You must complete and submit all course work and assessments within the applicable deadlines as required and as outlined in your module study guides or where a situation arises that prevents you from doing so comply with the University's [Extensions and Mitigating Circumstances Policy](#).

13.8 Students who fail their modules, or who do not submit to assessment, may not be able to progress as outlined in the University's Academic Regulations available via our [Policies and Regulations page](#).

13.9 Students on courses leading to professional registration or a professional qualification, including, but not limited, to Nursing, Midwifery, Operating Department Practice and Paramedic Medicine, Social Work and Policing, may have additional attendance and non-academic requirements that they are required to meet to remain on the course. These are detailed at admissions and in the course handbook.

13.10 If you are on an apprenticeship or where we have an agreement with your sponsor, the University will be required to inform your employer/sponsor of your attendance and assessment results.

13.11 Where your course is linked to your employment, (such as an apprenticeship degree), and your employment is terminated by your employer, the University reserves the right to withdraw you from the course and terminate the Contract. In some instances, where applicable, you may be able to complete your course as a non-sponsored student or in the case of an apprenticeship degree, complete the degree without the apprenticeship element; alternatively, the University may offer you a suitable alternative course at the University (where one is available) for which you are qualified, subject to payment of the applicable Tuition Fees.

14. Placements

14.1 If you are on a course with an integrated placement, the University will provide help and support to assist you in finding a placement. **However, it is your responsibility to secure a placement which must be approved by the University.**

14.2 If you fail to secure a placement, you may be able to continue your studies by transferring to a course without the placement, where applicable.

15. Collection and processing of personal data

15.1 By accepting an offer of a place at the University and entering into this Contract, you understand that the University and its partners, or agents, will use and process your personal data or information in order for the University to meet its obligations to deliver education services to you under the Contract.

15.2 The University needs to collect, hold and process your personal data for the purposes of administering and managing your course and all other services provided to you. **“Personal data” includes your student records, application data, assessment marks, residence data, attendance data, accessing learning materials (including Blackboard, our virtual learning environment, and other systems) and financial data.**

15.3 Your personal data will be processed in line with the UK General Data Protection Regulations and the Data Protection Act 2018, the University’s Data Protection Policy and the Student Data Privacy Notice available on the [policies and regulations page](#).

15.4 The University uses learning analytics to support you in your studies. This means that the University uses data about you including your age, ethnicity and gender and also your study behaviours drawn from your attendance and usage of Blackboard, the University’s virtual learning environment, to predict which Students may need additional support. More information on the University’s Learning Analytics Policy available via our [policies and regulations page](#).

16. Disclosure to statutory/public third parties

16.1 The University is required by law to disclose some of your personal data to certain statutory and public bodies. The following are the statutory bodies the University may disclose Student personal data to (this is an indicative not exhaustive list – for further detail see the University’s [Student Data Privacy Notice](#) available on our [Privacy and data protection page](#):

- The Higher Education Statistics Agency (individualised statutory returns made by all Universities).
- The National Students Survey, the Graduate Outcomes survey, and other processes intended to enhance the student experience.

- Student Loans Company.
- UK Home Office.
- Local authorities for purposes of elections.

16.2 Upon graduation you will be invited to join the University's alumni community. Your details will be passed to our Alumni team to enable them to contact you. You may withdraw from these communications at any time by contacting the Alumni team at alumni@uwl.ac.uk.

17. University of West London Students' Union

17.1 The University of West London Students' Union ("**UWLSU**") represents students at the University and by enrolling at the University you will be automatically made a member of UWLSU. If you wish to opt out from this membership, please inform UWLSU in writing at uwl.su@uwl.ac.uk.

17.2 In order to process your membership of UWLSU, the University provides data to the Students' Union. This is detailed in the [Student Data Privacy Notice](#).

18. Intellectual property and copyright

Undergraduate and postgraduate taught courses

18.1 All intellectual property rights developed by undergraduate students and students on taught postgraduate programmes as part of their course, normally belong to you ("**UP Student IP**"), subject to certain exceptions. These exceptions include collaborative work and will normally include projects and dissertations where the work has been supervised by staff and creative and design projects, and this will be highlighted in the appropriate module study guide. Full details are set out in the University's [Intellectual Property Rights Policy and Guidelines for Students](#).

18.2 For the purposes of teaching, research, internal administration, and other non-commercial use, you grant the University the ability to use your assessments and works.

18.3 Where the University is involved in the commercialisation of UP Student IP, you will be entitled to a royalty, and the amount will be determined under the University's IPR profit share scheme, as set out in the University's [Student Intellectual Property Rights Policy and Guidelines](#).

18.4 Where the University makes use of UP Student IP, it will use its reasonable efforts to acknowledge the authorship and inventorship of any such UP Student IP.

18.5 All intellectual property rights developed by postgraduate research students during the course of your studies and/or research, will belong to the University ("**UWL Postgraduate Research IP**"). For further details please see the University's [Student Intellectual Property Rights Policy and Guidelines](#)

18.6 Where required by the University you will execute all such documents or deeds to lawfully assign all UWL Postgraduate Research IP to the University. In the event the University commercialises the UWL Postgraduate Research IP you will be entitled to a share of any profit generated from the UWL Postgraduate Research IP in accordance with the University's IPR profit share scheme as set out in the University's [Student Intellectual Property Rights Policy and Guidelines](#).

18.7 The University will grant a non-exclusive royalty free license to you of the UWL Postgraduate Research IP generated by you for the duration of your registration at the University.

18.8 For students on apprenticeship courses, the IP will belong to the employer if this is specified in the Apprenticeship Agreement or employment contract.

University's Brands and Trademarks

18.9 The University's brands and trademarks are owned and licensed by the University.

18.10 Copyright in your course material and all other material on our website belongs to us. No part of our website or your course material may be copied, reproduced or republished in any form or by any means, without obtaining our prior written permission. We reserve the right to bring legal action against you if you breach this obligation.

19. Copyright

19.1 The copyright in any work or design compiled, edited, or otherwise, brought into existence by a student as a piece of scholarly work, shall belong to the student, unless otherwise explicitly agreed at the outset of the project.

20. Feedback and complaints

20.1 We will regularly ask for your feedback on your course and our facilities and services through module evaluations, surveys, and the course committee, to help us improve our services to you.

20.2 If you are an applicant to the University, you may raise a complaint or an appeal about the manner in which your application was handled in accordance with the University's [Admissions and Recruitment Policy](#).

20.3 If you are an enrolled student of the University and you have an issue with your course or a particular service, you should raise this in accordance with the University's **Student Complaints Procedure** (available via the [current students page](#)). If the complaint remains unresolved after exhausting the University's Complaints Procedures, you can then apply for an external review of the complaint to the Office of the Independent Adjudicator for Higher Education ("OIA") which can be found via the [Office of the Independent Adjudicator website](#).

21. Events beyond our control

21.1 Your attention is particularly drawn to this Section because it imposes certain restrictions on the University's potential liability to you.

21.2 The University will do all that it reasonably can to provide educational services and Student Services as described on its website and/or in the course prospectus, or other documents issued by it at the point you enter into a Contract with us. Sometimes, circumstances beyond our control, mean that we cannot provide such educational services and Student Services and we may need to make changes (including to the mode of delivery) to your course and to related services and facilities we provide to you. This might be because of, for example:

- **21.2.1** the unanticipated departure or absence of or changes of key members of University staff or resource constraints;
- **21.2.2** changes in the availability of facilities;

- **21.2.3** significant changes to Higher Education funding (for example lack of or significant reduction in funding);
- **21.2.4** the acts or directions or guidance of any governmental or local authority;
- **21.2.5** non-availability of staff (on a long term or short term basis, such as staff sickness);
- **21.2.6** requirements of external accreditation processes;
- **21.2.7** to ensure that the University complies with changes in the law or a court order;
- **21.2.8** to meet the requirements or guidance issued by a statutory or regulatory body (for example OfS or CMA) or a funding body;
- **21.2.9** where the numbers recruited to a course are so low that it is not possible to deliver an appropriate quality of education for students enrolled on it; and
- **21.2.10** to respond to an extraordinary or unforeseeable event over which the University has no control (for example severe weather, natural disaster, epidemic or pandemic, fire, flood, war, industrial action (which is not within the capacity of the University to resolve), civil or political disorder or unrest, nuclear, chemical or biological contamination, riot, terrorist attack or the threat of it, cyber-attack, power failure, damages to facilities or equipment, failure of public utilities or transport systems/networks (for example train strikes)).

21.3 In the circumstances set out above, the University will take all reasonable steps to:

- **21.3.1** deliver your course in full, where this is possible; and
- **21.3.2** minimise the resultant disruption to those services and to affected students, by, for example, offering affected students the chance to move to another course at the University, or by delivering a modified version of the same course, but to the full extent that is possible under the general law. This does not affect your consumer law rights.

21.4 The University shall not be liable to you for any loss, damage or expense resulting from any delay, variation or failure in the provision of your course or any related services or facilities arising from circumstances or events beyond our control.

22. The University's liability to you

22.1 Your attention is particularly drawn to this Section because it imposes certain restrictions on the University's potential liability to you.

22.2 The University does not exclude or limit its liability arising from:

- **22.2.1** death or personal injury caused by the negligence of the University or its officers, employees or agents;
- **22.2.2** fraud or fraudulent misrepresentation; or
- **22.2.3** any other matter which the University is not permitted to exclude or limit liability for by law.

22.3 Subject to **clause 22.2**, whilst the University takes reasonable care to ensure the safety and security of its students whilst on University premises, and/or whilst using University services, the University cannot accept responsibility and expressly excludes liability for:

- **22.3.1** any loss or damage that does not flow naturally from a breach of its obligations under the Contract, except where such loss or damage is caused by our negligence;
- **22.3.2** any loss, theft, misuse, or damage to your property, including without limit, any motor vehicle, bicycle, personal equipment, such as mobiles, tablets, laptops, whilst such property is on the University's premises. You are advised to insure your property against theft and other risks. In certain circumstances, you may need to take out other types of insurance, for example health insurance while on an overseas placement;
- **22.3.3** any loss that you would not have suffered if you had taken reasonable steps to avoid or reduce the loss;
- **22.3.4** death or personal injury that is not caused by negligence of the University or its officers, employees, or agents; and
- **22.3.5** any failure or delay, for the consequences of any failure or delay, in performance of our obligations under the Contract, if such failure or delay is due to any event or circumstances beyond our reasonable control; and
- **22.3.6** changes to law that require a change of these Terms and Conditions.

22.4 For the avoidance of doubt, the University shall not be held responsible for any injury to you (financial or otherwise), or for any damage to your property, caused by another student, or by any person who is not an employee or authorised representative of the University.

22.5 You acknowledge that Tuition Fees do not bear a direct relationship to teaching hours, contact hours or other easily measurable services. A wide range of other educational, support and welfare services and other costs (including but not limited to access to the University's library, online resources, pastoral and career services) are taken into account in Tuition Fees. Undertaking a course requires independent study, research and/or work by you, which is supplemented by teaching and contact hours. When it comes to the University's liability, Tuition Fees are primarily linked to the University enabling you to achieve the course learning outcomes rather than the provision of specific services or teaching or contact time.

23. Notices

23.1 Any notice given under the Contract shall be in writing (notice by email is acceptable).

23.2 The University will send any notice to you either by email to your University email address, or if prior to registration, to such other email address which you have provided us. We may also send any notice to either your term-time address or home address. **You must keep your details up to date via MyRegistry.**

23.3 You are required to check your University e-mail account regularly, as the University cannot be held responsible for the consequences of any messages you have not read.

23.4 You must send any notices either by post to the University of West London, St Mary's Road, Ealing, London, W5 5RF, or by email marked for the attention of: The University Secretary at University.Secretary@uwl.ac.uk.

23.5 Any notice shall be deemed to have been served:

- (a) If delivered by hand when left at that address;
- (b) if sent via email, the effective date is the same day it was sent, unless it falls on a non-business day, in which case it is the next business day; and
- (c) if posted by pre-paid first-class post, on the second business day after being posted to that address.

23.6 The University may also draw your attention to important information through announcements on the University's website, virtual learning environment and through emails to the University's student population generally.

23.7 Please note that this **section 23** does not apply to the formal service of court proceedings or service of pre-action letter under any of the Pre-Action Protocols.

24. General

24.1 Each of the clauses of these Terms and Conditions operate separately. If any provision of these Terms and Conditions is or becomes illegal, invalid, void, or unenforceable, that shall not affect the legality, validity or enforceability of the other provisions in these Terms and Conditions.

24.2 These Terms and Conditions are personal to you and you may not transfer them or your rights under them to anyone else.

24.3 Only you and the University are parties to the Contract. No other person shall have rights under the Contracts (Rights of Third Parties) Act 1999 to enforce the terms of the Contract.

24.4 Failure or delay by you or the University to enforce a breach by the other of these Terms and Conditions will not constitute a waiver of any provision and will not prevent you or the University from taking steps to enforce that or any other provision.

24.5 This Contract shall be governed by and construed in all respects in accordance with the laws of England and Wales and the parties agree to submit to the exclusive jurisdiction of the courts of England and Wales for the resolution of disputes relating to the Contract.

Last reviewed: July 2025