



Higher Education Terms and Conditions

2023/24

UKPRN: 10001476

1. Introduction

The HE Terms and Conditions are an extension of the UCG Student Learning Agreement (enrolment confirmation). Though statements within the Learning Agreement still apply, the HE Terms and Conditions address operational and regulatory differences relevant to HE.

The purpose of the HE Terms and Conditions is to clearly define the contract between UCG and UCG HE students. All HE students are expected to read the HE Terms and Conditions carefully before signing the Learning Agreement and confirming their enrolment. A signed Learning Agreement constitutes confirmation that the student has read, understood, and agreed the HE Terms and Conditions.

The HE Terms and Conditions apply to all students on Level 4 and above programmes across the group. UCG offer a range of HE programmes with a range of accrediting bodies and validating partners. The HE Terms and Conditions and Learning Agreement refer specifically to the relationship between UCG and HE students, and do not apply to external partners.

The HE Terms and Conditions are written in accordance with political, legal and regulatory requirements, including Office for Students (OfS) guidance. The HE Terms and Conditions reflect a range of associated UCG policies and documentation, which can be found here: [Policies \(ucg.ac.uk\)](#). All HE students are expected to read the policies and documentation associated with the HE Terms and Conditions carefully before signing the Learning Agreement and confirming their enrolment. A signed Learning Agreement constitutes confirmation that the student has read, understood, and agreed the associated policies and documentation.

The HE Terms and Conditions will be reviewed regularly in consultation and collaboration with students through student, management and governing bodies.

2. Admissions

All HE students and applicants are expected to read the HE Admissions Policy carefully before applying, accepting an offer, and/or enrolling on to a HE programme.

The HE Admissions Policy is in place to ensure a fair, reliable, and inclusive HE admissions system, with support available to students or applicants throughout the admissions cycle. The HE Admissions Policy informs HE admissions procedures, which include:

- **Pre-application**

- Course info and marketing
- HE Apprenticeship admissions
- Open Days, IAG sessions, interviews, welcome days and induction
- IAG staff

- **Application**

- UCAS
- Website (direct)
- Deadlines
- Data protection
- International applicants
- Interviews
- Evidence
- Admissions staff
- ALS and ESOL referral
- DBS and criminal records
- Internal progression
- Recognition or Accreditation of Prior Experience and/or Learning

- **Offer**

- Rejections and referrals
- Conditional and Unconditional offers
- Contextual offers
- UCAS offers and Offer letters

- **Appeals Process**

- Contact and timescale
- Assistance provided where required

- Evidence, review, and decision
- Further complaints to OIA

3. Continuation, Completion, and Cancellation

All HE students and applicants are expected to read the Student Protection Plan carefully before applying, accepting an offer, and/or enrolling on to a HE programme.

The Student Protection Plan is in place to ensure that all students can continue and complete their course, or receive effective communication, contingency arrangements, and/or be appropriately compensated if this is not possible.

The Student Protection Plan is based on an assessment of risks to the continuation and completion of study. Where UCG considers there to be a risk, the Student Protection Plan outlines the robust measures in place to preserve the continuation and completion of study.

In line with the FE and HE Tuition Fee Policy, UCG may offer refunds in cases where action taken by UCG results in a student being unable to take up, continue, or complete a HE programme. Any claims for compensation will be dealt with on an individual basis due to the individuality, complexity and level of support required in each case.

UCG are committed to the effective communication of the Student Protection Plan with our students and applicants through: student consultation on plan, accessible publication of the plan, and transparent, evidence-based implementation of the plan if and when required.

4. Fees and Costs

All HE students and applicants are expected to read the FE and HE Tuition Fee Policy carefully before applying, accepting an offer and/or enrolling on to a HE programme.

The FE and HE Tuition Fee Policy is in place to ensure that:

- Fees are levied appropriately and consistently

- UCG operates in accordance with the requirements of its funding and monitoring bodies
- Tuition fees for publicly funded HE programmes are determined (detailing cost for both home and international students) and reviewed on an annual basis
- Students and sponsors are notified, wherever possible, of fee levels as soon as possible and no later than their offer (in line with HE Admissions Policy)
- Provision is in place for instalment payments, refunds, and additional costs
- UCG reserve the right to vary fees without notice at any time up to the commencement of the course

Fees are due on or before the commencement of each year of the course. Students are contractually responsible for ensuring the timely payment of their fees. UCG reserve the right to impose sanctions against any students for whom fees remain unpaid following a payment deadline, including suspension or withdrawal. UCG will take reasonable steps to advise and support students in financial difficulty. Any exceptional fee payment method must be approved by the Chief Financial Officer.

For publicly funded undergraduate HE programmes, Home students are eligible to apply for a Student Loan. A full definition of students who fall under this category can be found in Schedule 1 of the Education (Fees and Awards) England Regulations 2007 (SI2007 No. 779).

Tuition fees for HNC/D and FdSc courses are set at an individual course level to ensure that all eligible students can meet the full cost over their fees through a Student Loan.

Fees for International Students are higher than fees for Home students. International students will be expected to pay their full tuition fees before the start of their programme.

Where a student's highest qualification on entry is equivalent to or higher than the qualification they propose to study (ELQ), the student will be charged the standard fee for the qualification or the Home non-exempt ELQ fee.

Students who are considered to be self-financing will be required to pay their full tuition fees before the start of their programme or through an instalment option.

The FE Tuition Fee Policy addresses the eventuality that students aged 19-23 (at start of learning aim) and undertaking a first Level 4 'jumper' qualification may be entitled to full funding of their fees.

Home students on full-cost recovery, or adults whose prior attainment does not meet funding criteria will be required to pay tuition fees equal to 100% of the weighted ESFA funding rate for any ESFA funded learning aims at Level 4. Students in this category can either self-fund or apply for an Advanced Learning Loan (equal to or less than the ESFA funding rate). There are additional conditions to Advanced Learning Loans.

Students who are considered to be self-financing will be required to pay their full tuition fees before the start of their programme or through an instalment option.

UCG operates a no refund policy, other than in cases where action taken by UCG results in a student being unable to take up, continue, or complete a programme. The Student Protection Policy provides an exhaustive assessment of risks to the continuation and completion of study, outlining the measures in place to preserve continuation and completion. The HE Tuition Fee policy provides further reasons why refunds may be considered, and the arrangements in place to make refunds.

5. Student and Staff Responsibilities

All HE students are expected to read the Student Learning and Behaviour Policy carefully before enrolling on to a HE programme.

The Student Learning and Behaviour Policy is in place to ensure:

- All students understand the Learner Behaviour Framework, attendance and professional standards required by UCG
- All students are treated consistently and fairly, based on established fact (and investigation where necessary)
- All staff understand the Student Learning and Behaviour Policy and actively support the management of student behaviour

Students:

To keep our environment safe and enjoyable we expect all students to adhere to the

Learning Behaviour Framework:

- Wear ID cards in college, making sure lanyards are visible and worn around the neck at all times. A £5.00 charge is made for replacement ID cards
- Face coverings are recommended on college premises or compulsory as advised by DfE or Public Health England
- No hats and/or hoods are worn in college
- Follow health and safety procedures
- Eat and drink in designated areas (fast food is prohibited)
- Put rubbish and recyclable materials in the designated bins
- Use designated smoking areas (where applicable)
- Attend all lessons on site and remote or contact their teacher, tutor and the absence line to authorise their absence
- Engagement in learning whether face-to-face or online is as important as attendance
- Arrive promptly for all lessons or contact their teacher, tutor and the absence line to authorise their lateness
- Hand in assignments on time or contact their teacher, tutor and the absence line to seek mitigating circumstances
- Turn off mobiles in lessons
- Loaned equipment and resources must be returned at the end of their programme. Failure to do so will result in financial debt and may impact their ability to progress
- There is zero tolerance of sexual abuse and harassment both online and on or off-site. Students should seek help if they are affected
- When learning online from home:
 - Mute their microphone and turn off their camera before joining
 - Respect others.

- Do not create or publish content that is indecent, threatening, or offensive
- Do not give out personal information about themselves or others including passwords
- Creating or forwarding content that is harmful, inappropriate, or hurtful, and harassing people by sending multiple messages is online bullying, which is unacceptable
- Seek help if they or somebody else is being bullied or harmed online

Failure to meet the expectations of the Learning Behaviour Framework may be considered as misconduct or gross misconduct and addressed under the **Student Re-engagement Process and Disciplinary Procedure**. UCG reserve the right to report potential criminal activity to the police and/or to advise victims of their right to do so. UCG reserve the right to suspend students pending the outcome of criminal proceedings

Student Re-engagement Process and Disciplinary Procedure:

- Stage 1 – Informal Verbal Warning
- Stage 2 – Formal Verbal Warning
- Stage 3 – Written Warning
- Stage 4 – Final Written Warning
- Stage 5 – Serious Incidents and Gross Misconduct
 - Suspension
 - Investigation
 - Disciplinary Hearing
 - Immediate Exclusion

A student can submit an appeal at all stages except Stage 1, in line with the UCG Complaints Policy.

Staff

UCG's mission is to deliver outstanding, world class education and skills. There are 6 key values that are important to our staff. Together, these values form the **S.T.A.I.R.S.** that help us to support everyone in our learning community to reach their aspirations:

Student-focused – listening to, understanding, and meeting the needs of students

Transparent – being open and honest, delivering on promises and communicating effectively

Ambitious – promoting high aspirations and creating a high performance and innovative culture

Inclusive – promoting the highest standards of EDI and challenging intolerance and inequity

Respectful – treating each other with respect and fairness and responding to any issues raised

Supportive – supporting each other to be the best we can be and helping when we face challenges

We achieve our mission and values through the **UCG Method** – a framework for the way we approach the student experience. This consists of three agreements:

1. Teachers will develop their art of teaching supported by the science of education
2. Staff will create and support a compelling experience for our students
3. We will make a difference to our students through evidence-based judgements

6. Academic Regulations and Quality Assurance

All HE students are expected to read the HE Academic Regulations carefully before enrolling on to a HE programme.

The HE Academic Regulations are in place to ensure that there is clarity, consistency, quality, and ethics across all HE academic practice and assessment and quality procedures at UCG.

The Units or Modules within UCG HE programmes are designed in order to allow students to achieve learning outcomes, which are aligned with the relevant QAA Subject Benchmark Statement, and validated by the relevant awarding body.

Units/Modules will be taught through a combination of lectures, workshops, seminars and tutorials. The learning outcomes, grading criteria, content, key texts, and details of assessment are provided in a Unit/Module Guide.

Based on the Unit/Module Guide, students will be provided with Assignment Briefs outlining the individual assessment tasks and requirements for each unit. Assignment briefs will include a clear submission deadline and students are expected to submit all assessment tasks by the submission deadlines provided unless an application for mitigating circumstances has been accepted. Failure to submit to deadline will affect students' grades and possibly the completion of the programme, in line with the Late Submission and Resubmission section of the Academic Regulations. Turnitin@UK should be used for the submission of all written assignments.

Applications for mitigating circumstances should be submitted in writing along with supporting evidence to the HE Development and Curriculum Manager. If an application for mitigating circumstances is accepted, the student may be awarded an extension (short-term) or mitigation (long-term).

Students will receive summative feedback on assessed work within two weeks of the submission deadline (unless they have missed the deadline, or been awarded resubmission, extension or mitigation). Students will be graded according to the learning outcomes and grading criteria addressed through by the assignment. Students' grades will be recorded in Markbook (ProMonitor), where they will be able to access them via ProPortal. Students' grades will be regularly monitored by the course team. This includes:

- Internal Verification/Moderation of all assignment briefs and grades
- A Student Review in January resulting in action plans for those students with assessed work outstanding
- Assessment Boards to approve and summarise the award of all grades from throughout the year

- External Examiners/Verifiers to moderate our internal quality assurance

An assessment offence is the general term used to define cases where a student has tried to get unfair academic advantage in an assessment for themselves or another student. We will aim to give students as much help as possible to avoid making an assessment offence. If there is evidence of an assessment offence, this will be raised with the HE Development and Curriculum Manager. They will decide if there is enough evidence to begin disciplinary procedures according to the Student Learning and Behaviour Policy.

If a student disagrees with their feedback/grade, they are entitled to raise a complaint or appeal according to the UCG Complaints Policy and appeals procedure outlined below.

7. Equality, Diversity, and Inclusion

All HE students and applicants are expected to read the Equality, Diversity, and Inclusion (EDI) Policy and UCG Access Statement carefully before applying, accepting an offer, and/or enrolling on to a HE programme.

The EDI Policy is in place to ensure that that UCG promotes, maintains, and supports equality, diversity, and inclusion in all aspects of its work, creating an environment where all individuals have the opportunity to achieve their full potential and respect from all. UCG expresses its opposition to all forms of inequality and discrimination in line with the Public Sector Equality Duty 2011 and as defined by the Equality Act 2010. The EDI policy outlines Responsibilities and procedures related to the Implementation, Monitoring, Promotion, and Review of equality, diversity and inclusion at UCG.

The UCG Access Statement is in place to support, challenge, and develop the EDI Policy. It sets out how UCG will improve equality of opportunity for underrepresented groups to access, succeed in and progress from HE, including UCG's:

- Ambition for change
- Plans to achieve this change
- Targets

- Investment to deliver the plan

The OfS monitors our Access and Participation Plan to ensure that we honour the commitments we make to our students.

8. Health and Safety

All HE students are expected to read the UCG Health and Safety Policy carefully before enrolling on to a HE programme.

The UCG Health and Safety Policy is in place to ensure that all that is reasonably practical is done to provide secure, safe, and healthy working conditions for its staff, students, visitors, contractors, members of the public, and all other users of UCG facilities.

All employees, learners, contractors, visitors, and those using UCG facilities have a duty to support the UCG Health and Safety Policy.

Full details of the implementation of the UCG Health and Safety Policy at all campuses are available in the CWC and CNWL Health and Safety Procedures, Manual, and Sample Forms.

9. Safeguarding

All HE students are expected to read the UCG Safeguarding Policy carefully before enrolling on to a HE programme.

The UCG Safeguarding Policy outlines the framework and procedures to be carried out to safeguard young people, adults at risk of harm/vulnerable adults, and those at risk of radicalisation at UCG.

UCG aims to maintain a safe and welcoming environment on all its campuses for students, staff and visitors. It is committed to meeting its statutory duties to safeguard and promote the welfare of children and adults at risk of harm. UCG will work in partnership with statutory services to support students to be safe.

CWC and CNWL each have a Designated Safeguarding Lead. If any member of staff suspects that a young person or vulnerable adult is at risk, they must share their concerns with a Designated Safeguarding Lead. All concerns must be logged on MyConcern, which can be accessed from the Staff Portal, and will be followed up by a member of the Safeguarding Team. All complaints, allegations or suspicions will be taken seriously.

If a student is at risk, or suspects a fellow student to be at risk, they should share this with a member of staff or through the Safeguarding email address (safeguarding@ucg.ac.uk). HE Lines of Communication include:

- Teacher
- Tutor
- Course Team
- Curriculum Manager
- HE Development and Curriculum Manager
- Assistant Principal for HE

Other points of contact include Student Services, Student Support, and Student Enrichment.

Questions to the student should be kept to the minimum necessary. Absolute promises of confidentiality will not be given in any circumstance.

Further information on the procedures (including training and investigation), responsibilities, monitoring, review, and supporting documentation is available in the UCG Health and Safety Policy.

10. Complaints and Appeals

All HE students and applicants are expected to read the UCG Complaints Policy carefully before applying, accepting an offer, and/or enrolling on to a HE programme.

The UCG Complaints Policy is in place to outline UCG's approach to informal and formal complaints made by students/members of staff/visitors/customers, and includes investigation procedures, responses, and appeals processes for both CWC and CNWL.

Informal

There are a number of ways a complaint may be raised informally, through:

- A Student Representative (HE Student Council)
- A Tutor
- A Teacher
- A Course Team (e.g. Course Team Meeting)
- A Curriculum Manager
- The HE Development and Curriculum Manager
- Through any appropriate member of staff outside of a student's course (e.g. Learner Support).

We will listen to, address and/or resolve student concerns as efficiently and effectively as possible, reporting back to the student on the outcome within ten working days. No Complaint Reference Number will be allocated to this complaint.

Formal

A formal complaint may be raised where the complainant deems it serious enough to be formally investigated, or where the complainant is dissatisfied with the outcome of informal investigation.

To raise a formal complaint, the complainant should contact the Senior Administrator for Performance and Quality in writing (or using a Complaint Form) requesting for the complaint to be considered as formal within ten working days of the event which is subject to the complaint, or five working days of the informal outcome.

Except in exceptional circumstances, complaints may normally only be considered if the complaint is lodged no more than ten working days after the event which is subject to the complaint. A complaint will not be considered if it is made anonymously.

The Senior Administrator for Performance and Quality will acknowledge receipt of a formal complaint within three working days. The complainant will be told the name of the investigating manager. The investigating manager will contact the complainant within five working days, giving an indicative response date. If the investigation is not completed within ten working days, the complainant will be informed of the progress that has been made in dealing with the complaint, together with notice of the deadline set for resolving the complaint. If it becomes necessary to invoke UCG's formal disciplinary procedures at any stage, the timescales set by this policy/process will be followed and the complainant will be informed. Once the investigation is completed, the investigating manager will write to the complainant, outlining the College's response.

Further information on complaining outside term time, and on the appeals procedure is available in the UCG Complaints Policy.

Office of the Independent Adjudicator (OIA)

If a student completes UCG's complaints procedure and is not satisfied with the response, students are entitled to raise complaints with OIA. OIA is the approved independent student complaints scheme for England and Wales. They resolve and monitor individual complaints from students, and work with HE regulators, organisations and providers to share learning past cases. UCG are registered with the OIA as a Band A provider (201-500 students).

Academic Appeals

The UCG Academic Appeals Procedure enables any student who is not satisfied with the decision of an assessor to refer the matter for consideration. This procedure has been established to ensure that all students have access to open and fair assessment.

Stage 1

Where an assessment decision has been made with which the learner does not agree, they must:

- Ensure they have understood the learning outcomes and grading criteria that apply to the assessment
- Speak to/email to the relevant assessor, outlining why they feel the assessment decision is not accurate, in order to try to resolve the matter
- Ensure they have understood why the decision about an assessment was reached by the assessor

Stage 2

After Stage 1 has been carried out, if the matter is not resolved to the satisfaction of the student:

- The student must submit the marked work to the assessor together with any supporting evidence and, in writing, the reasons why they feel the assessment decision was not accurate
- The assessor will pass the work; any supporting evidence they have been given by the student; and the reasons why the student feels the assessment decision was not accurate to the HE Development and Curriculum Manager
- The HE Development and Curriculum Manager will make a judgement on the work and report their findings in writing to the student within ten working days of receiving the work from the assessor, outlining that Stage 3 of the process should be followed if the student remains dissatisfied with the outcome

Stage 3

- Within five working days of receiving the HE Development and Curriculum Manager's report at Stage 2, the student must contact the relevant Assistant Principal

- The Assistant Principal will make a judgement on the work and report their findings in writing to the student within ten working days of being contacted by the student.
- This response should notify the student that, if they are dissatisfied with the outcome, they may appeal to the relevant examination board/awarding body.

