



## Terms & Conditions (HE students)

The following terms and conditions apply to students who are applying for, or enrolled onto, FD, HNC or HND courses at United Colleges Group. The terms and conditions define the contract between you and the College.

You should read these terms and conditions carefully before accepting your offer of a place on our HE programmes.

If you have trouble accessing any of the information below or there is anything you don't understand, please contact us at: [customer.services@cw.ac.uk](mailto:customer.services@cw.ac.uk) or alternatively follow the link here <https://www.cnwl.ac.uk/contactus>

We recommend that you save (or print) a copy of any 'linked' documents and the course information for your own reference. The latest version of the terms and conditions will appear on the website. Previous versions are available upon request.

Please note that if we make changes to our terms and conditions, we will notify you (usually by email) as soon as possible. You will be asked to confirm that you agree to the changes. If you do not agree, you have the right to cancel your application or enrolment within 14 days of receiving details of the change.

### 1. Changes to advertised programmes

United Colleges Group will ensure that the information about our HE programmes (on the website) is accurate. However, we may have to update this information after you have made an application or accepted an offer.

Possible reasons include:

- Current students' requests to make changes to our programme
- Updates to the specification by our awarding organisations
- Staff changes (affecting the range of expertise in the team)
- New or amended legislation affecting Higher Education
- United Colleges Group's quality review processes
- Awarding organisations' quality review processes
- Progression arrangements developed with employers/universities
- Accreditation agreements developed with Professional, Statutory and Regulatory Bodies (PSRBs).

If we make changes to the HE programme information after you have applied or been interviewed, we will notify you in writing, as soon as possible, asking for your agreement to make these changes. If you are unable to agree to the changes, you may withdraw your

application and any fees you have paid to the College will be refunded in full.

If unavoidable changes to advertised programmes should occur during the summer vacation period (July and August), we will notify you of these changes no later than 1st September.

Once programmes have commenced, students will be consulted on any proposed changes to their programme and formal consent to plans will be requested. Without formal consent from all students, changes will not be made.

## **2. Programme cancellations**

Programme cancellations can only be authorised by the Principal or other delegated senior manager. This will only occur when United College Group is unable to provide the advertised programme because of major changes (e.g. to staff) or where the number of applicants is insufficient to make the programme viable.

### **Cancellation before programmes commence**

In the event of a course cancellation, the College will write to all applicants and will attempt to contact them by telephone to inform them. Decisions to cancel a programme will be made as early as possible to ensure minimum disruption to applicants.

The relevant curriculum team, supported by the Information, Advice and Guidance team will provide support to individual applicants to find alternative programmes at United College Group or to support applications to other providers.

Any fees paid by the student to the College will be refunded in full.

To enable alternative arrangements, no programme will be cancelled due to an insufficient number of applicants less than two calendar weeks before the College HE induction date.

### **In-year cancellations**

If the number of students on a programme falls below a viable minimum during the academic year, after the programme has commenced, United Colleges Group will commit to delivering the full programme, as advertised, for the rest of the academic year with no changes.

If this happens before the final year for a programme that covers multiple years, the College may revise the plans for subsequent years (for example, by combining first and second year groups for some or all units). Students on the programme will be consulted on changes to the programme and their formal consent will be requested. N.B. Without formal consent from all students affected, the course may be cancelled at the end of the academic year.

The relevant curriculum team, supported by the Information, Advice and Guidance team, will provide personalised support to students to find alternative programmes at United College Group to continue their studies or support them with applications to other providers.

### **3. Fees and Costs**

#### **Tuition fees**

The fees quoted on the HE course pages of this website are called 'tuition fees'. These cover the core elements of your course – the teaching, the materials you use in lessons, any mandatory trips, fees we have to pay to the awarding organisation (e.g. Pearson) etc. If you are applying for a student loan through Student Finance, this is the maximum loan value available.

The tuition fees quoted are for one year of study. If you are on a two-year course (for example an HND), the fees for the second year may be higher than they were in the first year. Note that the fees for a one-year HNC and a one-year HND are not guaranteed to be the same.

The following documents set out the arrangements for the payment of tuition fees to the College, and what the College may do if you fail to pay the tuition. The documents are relevant to you as a student, regardless of whether your tuition fees are being paid by a loan from the Student Loans Company; whether you are paying them yourself; or a Sponsor is paying them on your behalf.

This document relates to students from the United Kingdom and other countries in the European Union:

[HE Tuition Fee Policy](#)

#### **Additional course fees and costs**

In addition to the tuition fees all HE students must pay, there is a charge to replace the College ID card. There is an upwards sliding scale depending on number of reissues.

Some courses have optional trips and the price for these is not included in the tuition fees as they are not mandatory for completion of your qualification. The details and prices of all of these are available upon request. If you wish to participate in these trips, the fee must be paid in advance of the bookings being made.

## Fee changes

Tuition fees for the following academic year may be updated throughout the year to reflect any changes made to the programme (for example, to reflect increased costs of different units, or of a different mandatory trip).

### 4. Students with Disabilities / Learning Difficulties

The College welcomes students with disabilities and/or learning difficulties.

Students may be able to get support with their studies if they have a:

- long-term health condition
- mental health condition
- specific learning difficulty, e.g. dyslexia, dyspraxia

In order to be considered, you must meet the [definition of disability](#) under the Equality Act 2010.

To get this support you must apply for, and be granted, \*Disabled Students Allowance (DSA). DSA is a grant that covers the additional study-related costs that you will incur because of your disability or specific learning difficulty. DSA is not means tested and doesn't have to be repaid.

Applications for DSA can take several weeks so you should apply as soon as you are offered a place at either Paddington Green Campus or Willesden Campus. However you can apply for DSA even after you start your course.

You can get information about DSA\* - and an application form - from the DSA website using the links below:

[DSA Website](#)

[DSA Application Form](#)

If you are granted DSA, you will receive a Notification of Entitlement, stating the support that will be paid.

DSA may help with the costs of:

- specialist equipment, e.g. a computer if you need one because of your disability
- non-medical helpers, e.g. Note Taker, Communication Support Worker, Proof Reader
- extra travel because of your disability
- 1:1 specialist study skills support
- other disability-related costs of studying.
- For further information please contact the Learning Support Team

*\*N.B. This is not available to international students*

## **5. Student Responsibilities**

In this section you can see the rules that you will have to follow when you are on one of our HE programmes. If you do not comply with College rules and regulations, disciplinary action may be taken, according to the College policy. This may result in you being unable to continue on your programme.

### **College Code of Conduct**

United Colleges Group expects all students to:

- help to maintain a pleasant environment for everyone
- show respect for others and uphold the Equality and Diversity Policy
- be polite and behave in a manner which will not cause offence to others
- show respect for property and possessions
- uphold the good reputation of the College, either on site or offsite
- follow health & safety and evacuation procedures
- wear and display a college ID card at all times, and never lend an ID to anyone else
- observe the College no smoking rule which applies indoors and outdoors in all areas of the College (except designated outdoor places)
- conform to the College's policy on the use of Information Technology facilities
- dress appropriately for undertaking College activities, and observe the 'no hoods' rule.

The College will not tolerate:

- acts of vandalism, spitting and dropping litter
- bullying, threatening or abusive behaviour, whether verbal or physical or via electronic means such as text messaging, e-mails or online forums
- harassment in any shape or form
- swearing or language that is offensive to others
- fighting or any form of loud or aggressive behaviour
- any form of criminal activity, including the possession of weapons
- attempts to convert individuals to religious faiths or political causes
- the use of the premises to promote a political or religious cause
- the use or the possession of any illegal substances
- students under the influence of alcohol or any illegal substances
- the possession and/or misuse of alcohol during the College day

- the use of mobile telephones, personal music systems or other electronic equipment in class, unless approved by the teacher
- eating or drinking in non-designated areas of the College
- unauthorised use of hardware, software, student email or data belonging to or used by the College
- action which is likely to promote or increase the potential for disruption to the College, its students, staff or property
- any activity which is likely to bring the College's name into disrepute.

### **Attendance & Punctuality**

You are expected to attend all of the sessions on your timetable and be punctual. Poor attendance and punctuality may lead to disciplinary action.

### **Health & Safety**

United College Group complies with the Health & Safety at Work Act 1974 and it is the duty of everyone to comply with this Act. Health and Safety procedures will feature very strongly throughout your course. We make no apology for this, as safety is one area that we cannot allow you to learn by experience!

At no stage should you be asked to operate a machine or piece of equipment or use potentially hazardous chemicals and other substances without risk assessment and adequate training. You must wear appropriate protective clothing in certain workshops, kitchens, laboratories, craft rooms or leisure facilities. If, during your course, you fail to wear the required clothing, you will not be allowed into these areas.

### **Fire alarms / evacuations**

Both staff and students are required to evacuate the building when the fire alarm sounds. Each classroom details the nearest fire exit and displays the college fire procedure. Security barriers automatically deactivate throughout the college so an immediate escape can be made.

The fire brigade will send two fire engines to the College so staff will ensure that the road remains clear of standing people.

No-one may re-enter the building until the alarms have been turned off and the fire brigade have declared the premises to be safe. The Duty Manager will indicate when people can begin to re-enter the building.

### **Lockdown Procedure**

The traditional 'fire alarm' - a loud continuous tone - signifies the need to evacuate the building in an emergency situation. In accordance with established procedures, Staff and Students are expected to leave the building quickly and go to the agreed assembly points.

However, there may be other kinds of emergencies, such as terrorist incidents, involving firearms or other weapons, where it is safer to remain within the building and in some circumstances to conceal oneself. A separate alarm signal for such circumstances has now been introduced at the Paddington Green Campus and will also be available at the refurbished Maida Vale Campus when it re-opens later this year. The Lockdown Alarm is quite different from the Emergency Evacuation

Signal in that it is an intermittent beep, as opposed to the continuous tone of the Evacuation Signal.

## **Equality & Diversity**

We encourage and expect respect between all students, staff and visitors to the College. We refuse to allow discrimination (unfair treatment) against anyone because of their age, gender, ethnic origin, disability, sexuality, marital status, pregnancy or on maternity leave, gender reassignment, or faith. We welcome and celebrate the diversity of students and staff in the College.

All staff, students, visitors and neighbours should be treated with due respect. Do not allow yourself to get involved in any form of bullying or harassment, including name calling and insults. If you feel that you are not being treated fairly and with respect, or if you think that discrimination is taking place, please let a tutor, someone in Student Support or any other member of staff know.

## **Use of IT facilities**

As an enrolled student you will have access to College IT facilities including:

- Moodle (the College's virtual learning environment)
- College Email account.
- Turnitin.

These systems must be used according to College policies on e-Safety, Use of Software and Use of IT.

## **6. Assessment Rules**

In this section you can see the rules about assessment that you will have to follow when you are on one of our HE programmes. Failure to do so may mean you are unable to achieve your qualification or progress on to your next year.

### **Submission of Assignments**

Assignment briefs will have a deadline for submission of the work and you must submit all of your assignments by the submission dates given. Failure to do so will affect your grades and possibly your completion of the qualification.

### **Late submission**

If you are unable to meet a deadline due to accident, illness or severe emotional or mental stress, you should complete an application for mitigating circumstances to be considered. This should be submitted with supporting evidence as detailed in the United College Group Student Mitigating Circumstances Policy.

If you submit an assignment after the deadline without an agreed extension or an accepted extenuating circumstances claim, it will still be marked but:



- late work does not have to be marked and returned within the specified period set by your tutor and may not be marked until the next planned assessment window
- feedback on late work may also be reduced
- no re-submission is permitted i.e. there is no opportunity to improve the work – so if you don't achieve a Pass or better, you have failed the unit and possibly the whole course
- you may not be able to achieve Merit and Distinction grades (for example, where they are awarded for completing work in a professional manner).

### **Resubmission**

If you fail an assignment you get one chance to do it again – but only if the original was submitted on time.

### **Assessment board**

The unit grades you achieve on your course are provisional and are only confirmed at the Conferment/Assessment Board in July. If at this time you have any incomplete units or units where you have not achieved at least a Pass grade, then the Board may not permit you to complete your qualification or to progress on to your next year.

### **Academic Malpractice**

Academic Malpractice covers all forms of cheating in assessment, including:

- directly copying or paraphrasing the work of others and presenting it as your own (plagiarism)
- getting someone else, or using essay writing software, to produce all or part of your work
- working with other students to produce work and submitting it as your own individual work
- copying another student's work with or without permission
- knowingly allowing a student to copy your work
- resubmitting previously graded work
- using forbidden notes or books in producing work or tests
- presenting work downloaded from the internet/online sources as your own
- fabrication of results (including experiments, research, interviews, observations)
- deliberate destruction of another student's work
- giving your work to another student so that they can copy from it.

You will sign to confirm that all work you have submitted is your own, so it is important that you ask your tutor if you are unclear about what is meant by Academic Malpractice.

Anyone caught cheating will face penalties. Possible penalties include disqualification from units or even the entire qualification. Academic Malpractice is reported to the Awarding Body (eg Pearson) who may take further action against you as it can be considered a criminal act.

To help prevent Academic Malpractice, if instructed to do so, you must submit all written work through Turnitin – a piece of software that has been developed to check student submissions.

## **7. Complaints and Academic Appeals**

At United College Group, we try to get things right every time, but on occasion things may go wrong. If this happens, we want to hear from you so that we can improve things.

If you have a complaint or concern you should first contact your tutor who will advise you on the next steps.

You can view the College's Complaints Policy [here](#).

If you complete our complaints or academic appeal process and are not satisfied with the response, you can take it to the Office of the Independent Adjudicator (OIA) and we will give you the details of how to do this.

The OIA is an independent body set up to review student complaints about Higher Education providers in England and Wales. It is free to use and you can find out more about the OIA from their website: <http://www.oiahe.org.uk/>