

University of Salford Terms and Conditions for 2023/24
Students who are studying wholly or partly with a partner institution

Do these terms and conditions apply to me?

1. These Terms and Conditions only apply to you if:
 - a. A partner institution is delivering the whole of your programme and, on successful completion, you will receive an award by the University or credits that may entitle you to an award by the University.
 - b. A partner institution and the University are each delivering parts of your programme and, on successful completion, you will receive a joint or dual award by the University and that partner institution.
2. You should read these Terms and Conditions very carefully and, if you want more information or are unsure about anything in them, please see the [dedicated zone on our website for sources of help](#).
3. If you do not fall within the above categories please see our applicable [terms and conditions](#)
4. [There is a Glossary](#) at the end of these Terms and Conditions which explains the meaning of certain words that we use.

Do I have a contract with the University or the partner institution?

5. You have a separate contract with each of the partner institution and the University that run in parallel:
 - a. Where the partner institution is delivering the whole of your programme and it leads, on successful completion, to a University award or to credits towards a University award, your contract with us will relate only to the award/credits.
 - b. Where we are delivering any part(s) of your programme, your contract with us will relate to the delivery of that part(s).
 - c. Where the partner institution is delivering any part(s) of your programme, your contract with the partner institution will relate to the delivery of that part(s) and you should refer to the partner institution's applicable terms and conditions.
6. Your contract with us is formed on the date that you register with us for the first time for your programme, but no new contract will be created when you register with us for any future years of study. (To register you must have already accepted the offer of a place on the programme with your partner institution). If the offer is conditional, this will be the date that you have fulfilled all of the conditions.

7. Your contract with us will comprise the following:
 - a. these Terms and Conditions;
 - b. our '[Key Facts about Fees](#)' document which tells you everything you need to know about fees, increases and refunds. (**Note:** This only applies if you are studying part of your programme at the University and are responsible for paying tuition fees directly to us);
 - c. our offer letter (if you have both conditional and unconditional offer letters, the unconditional offer letter takes precedence over the conditional offer letter). (**Note:** This only applies if we issue you with an offer letter).
 - d. Information on [Course Finder](#) (which supersedes and takes precedence over information about your programme which is in our prospectus – see below). (**Note:** This only applies if the University and partner institution are both involved in delivering the programme); and
 - e. Rules and Regulations which apply to all students and which are accessible via the links below; and
 - f. (if you are under the age of 18 at the time you first register with us), our Policy for the Admission of Students Under 18 Years of Age.

The above documents are listed in descending order of priority and that order of priority will be applied to resolve any conflict or inconsistency between any of the documents.

When do I need to register with the University?

8. You must register with us before the start of each year of study within the registration period and your contract with us will be automatically cancelled if you fail to do so. The registration period ends in each year of study either 4 weeks after your programme starts or, if there are exceptional circumstances and we have formally approved a request for an extension to registration, on expiry of that extension.
9. If you change your mind after registering for the first year of study, you may cancel your contract at any time up to the end of the registration period. If you decide to cancel your contract you will lose any non-refundable deposit you have paid us (if applicable). There may be fee implications from the partner institution and you should refer to the partner institution's applicable terms and conditions for more information.

Do I have to pay fees to the University or the partner institution?

10. If your programme is being delivered by the partner institution, then you will be required to pay all applicable fees to the partner institution, or as the partner institution directs you, in accordance with its terms and conditions.
11. If each of the University and the partner institution is delivering parts of your programme and the programme leads to a joint or dual award by the University and the

partner institution, you will be required to pay all applicable fees to either the University or the partner institution as specified in your offer letter(s) for the programme.

12. If you are required to pay fees to us as set out in condition 11, then points a to j (inclusive) below apply to you. If you are required to pay fees to the partner institution, but fail to do so then, in addition to any consequences under the partner institution's terms and conditions, point d below applies to you:
- a. The tuition fees for each year of study are set out as part of your offer of study.
 - b. If you are a home student without a sponsor, tuition fees for each year of study must be paid in full before the date that year of study starts or (provided that you set up a recurring debit or credit card payment before the date that year of study starts) by 5 equal monthly instalments (the first instalment will be on the last working day of the month immediately following the month in which that year of study starts). Students who are eligible for a postgraduate loan from the Student Loans Company are able to set up a payment plan to coincide with their scheduled loan payments.
 - c. Unless you are a home student or have a sponsor, it is a condition of your contract that you must pay us the deposit specified in your offer letter for each year of study. You must register within the registration period for that year of study (this period ends 2 weeks after your programme starts) and pay the deposit on or before registration. Failure to pay your deposit on time may result in you being unable to register. A deposit is refundable only in respect of your first year of study and only if:
 - you satisfy us that you have not already used our confirmation of acceptance for studies letter to obtain a visa or, having used that letter, you are refused a visa (unless the reason for refusal is your use of fraudulent or misleading information or documents); and
 - you paid the deposit using a lawful payment method.
 - d. The following also applies:
 - Unpaid tuition fees: your assessment results may be withheld, you may not be allowed to continue with your programme, you may be prevented from registering for the next year of your programme or from receiving an award or from attending a graduation ceremony.
 - Other unpaid fees: you may be prevented from attending a graduation ceremony.

- e. If you have to re-take any module or repeat any year of study, you will be charged additional tuition fees which will be the amount payable by students starting that module or year of study at that time.
 - f. You must pay us other additional amounts in certain circumstances, e.g. library fines and (if applicable to your programme), examination fees, bench fees, material costs and field trip costs (for programme specific information please refer to the Fees and Funding, additional costs section, of the programme entry in [Course Finder](#)).
 - g. Cancellations, interruptions and suspensions of study will not be backdated so you may continue to be charged tuition fees for the period up to and including the date we receive formal notification.
 - h. Where your contract is cancelled, but we subsequently agree that you may re-join your programme, you may be required to pay all tuition fees in full before resuming your programme.
 - i. Refunds will be paid, by the same method of payment, to the payer of the fees to which the refund relates. Further information about refunds is set out in our Refund & Compensation Policy.
 - j. No discount on your tuition fees is given where you join the programme late.
13. If you have access to our IT system as part of your programme, a fee of £100 applies to re-connect to our IT system if you have been disconnected as a result of misconduct.

What rules and regulations do I have to comply with?

14. By completing online registration with us, you agree to comply with all rules, regulations and procedures of each of the University and the partner institution and these rules, regulations and procedures may be updated during your studies.
15. We reserve the right to make changes to our regulations, policies and procedures and to introduce additional documents (normally before the start of a year of study but, where necessary, at other times) where they benefit students or are necessary because of changes in law, regulatory or funder requirements, or they reflect good practice or aid clarification. We will give you notice where changes are made.
16. New requirements which you must comply with may be introduced, or changes to existing requirements you must comply with may be made, where they are imposed by law or a third party (e.g. an accrediting professional body) or they reflect current good practice. We will give you notice of any which apply to you. We will make you aware if there are particular requirements for your programme that we require you to comply with.

17. If you are studying a programme to practise a particular profession, or are applying for registration with a professional body, any concerns about your fitness to practise will be considered under the applicable Fitness to Practise Procedure of the University or the partner institution. (Note: In addition to our Rules and Regulations, you must also comply with the Rules and Regulations of the applicable professional body).
18. The University qualification you are awarded will depend on the level of your programme, the credits/marks you obtain and the threshold of classification you reach as set out in our [Academic Regulations for Taught Programmes/Academic Regulations for Research Programmes](#). Where you are also awarded a partner institution qualification, you should refer to the partner institution's rules and regulations.
19. If your programme requires you to undergo a Disclosure and Barring Service (DBS) check by the University, your place on the programme will be conditional on such check being satisfactorily completed. We are not responsible for any delay in carrying out the check unless it is solely our fault.
20. Where you have access to our IT system regarding your programme (or any part of it), you must comply with our [IT Acceptable Use Policy](#). In particular, you are responsible for all activity on your user account and your password must be kept secure. Monitoring of your account may be carried out to ensure there is no misuse. Misuse is punishable with sanctions including blocking of your account.
21. Where the University is delivering part of your programme, you must attend all timetabled and scheduled events for that part unless you have good reason, and your compliance may be monitored.

What happens about programme withdrawals or changes?

University award

22. If your programme is delivered by the partner institution and leads, on successful completion, to a University award or to credits towards a University award, then the terms and conditions of the partner institution will govern how and when withdrawals or changes to delivery of the programme can be made. However, you should be aware that we may require significant changes to the programme where we consider they are covered by condition 22a, b or c and the partner institution has obtained all necessary approvals to implement those changes. We may also withdraw the programme where we consider this is necessary under condition 22a or c:
 - a. we have to adapt to comply with new or modified laws and regulations or rules of applicable professional bodies; or
 - b. the change is beneficial to students; or

- c. there are other unforeseen circumstances which are outside our control.

Joint or dual awards of the University and the partner institution

23. Occasionally parts of programmes that we are delivering or the facilities that we use to deliver them and that lead to a joint or dual University award may need to be significantly changed or withdrawn after offers have been accepted. If this happens we will give you notice as soon as reasonably practicable and will do what we can to mitigate adverse effects. This is unusual but can happen where:
- a. the programme is not viable to run or will not give students the appropriate educational experience (such as where there is insufficient take-up by students) or where funding or (if your programme is accredited) accreditation is withdrawn; or
 - b. the partner institution ends its relationship with us or fails to deliver its part(s) of the programme to the required quality or standard; or
 - c. we are affected by an exceptional event that is outside our reasonable control. For illustration purposes only, examples would be natural disaster, adverse weather, terrorism, pandemic or industrial action); or
 - d. we have to adapt to comply with new or modified laws and regulations or rules of applicable professional bodies; or
 - e. the change is beneficial to students; or
 - f. (if you are a postgraduate research student), the academic who is appointed as your supervisor is unable for any reason to continue the supervision and we are unable to find a suitable replacement.
24. If you are adversely affected by a significant change or withdrawal, you may switch to another programme or, in the absence of a suitable alternative, cancel and leave the University. We have a [process](#) which sets out exactly what happens in this situation.
25. The range of optional modules available to you may also change for the reasons outlined above and also where modules are over-subscribed or (if you have interrupted your studies or deferred your place) modules are discontinued.
26. Changes to programmes during your studies should only happen in exceptional circumstances. However, if changes are necessary and there is a suitable alternative programme you prefer, we will assist you, as far as we are able, with the practicalities of switching to that programme.

27. Our Refunds & Compensation [Policy](#) sets out what you can expect to happen where it becomes necessary for us to make any changes that could substantially affect the part(s) of your programme that you are studying with us. (**Note:** We are only responsible for paying refunds of fees to students who have paid those fees directly to us. The partner institution is responsible for paying any refunds of fees to students who have paid those fees directly to the partner institution).
28. The partner institution's rules and regulations for withdrawing or changing programmes may also apply to the parts of your programme which it is delivering.

What happens if the University can no longer make an award or deliver the part(s) of the programme for which it is responsible?

29. Our Student Protection [Plan](#) explains the measures we will take to protect you if the continuation of your studies is put at risk due to any exceptional and unforeseen events (e.g. loss of our degree awarding powers).

How do I cancel my contract (permanently leave my programme)?

30. If the partner institution is delivering all of your programme, then your rights to cancel, and your entitlement to a refund, will be governed by the terms and conditions of that partner institution.
31. If each of the University and the partner institution are delivering parts of your programme, then your rights to cancel, and your entitlement to a refund, will be as follows:

Provider to whom you pay your fees	Provider whose terms and conditions will govern cancellation/refunds and to whom you should give notice of cancellation*
The University	The University
The partner institution	The partner institution

*Your contracts with the University and the partner institution are interdependent which means that if you cancel one, the other will also need to be cancelled. For that reason, if you give notice of cancellation to the partner institution, you should also let the University know you have done this (and vice versa).

If each of the University and the partner institution is delivering parts of my programme and I pay my fees to the University, what are my cancellation rights?

General right to cancel

33. In addition to your statutory right to cancel (see below), you may cancel your contract at any time without giving us any reason. Where you cancel before a year of study has started, you will not have to pay us anything in respect of that year of study, although you will lose any non-refundable deposit you have paid us (where applicable).
34. Where you cancel during a year of study, the Key Facts About Fees document sets out when you will be entitled to a refund of any fees you have paid. The amount of refund will depend on the amount you have paid us and how many weeks into your programme you are at the time you cancel.

Statutory right to cancel

35. You have a statutory right to cancel your contract (without giving us any reason) within a 14-day period which starts on the day after you accept our offer of a place on the programme (“14-day period”). If you receive unconditional and conditional offers, the 14-day period starts on the day after you accept the conditional offer. If teaching of your programme is scheduled to start during the 14-day period, you expressly agree that your programme will start before your statutory right to cancel has ended.
36. To cancel you must give us notice via the [Student Self Service Portal](#) or by returning a completed model cancellation form to us, as instructed on the form (available on request).

In what circumstances can I be permanently removed from my programme and my contract cancelled?

37. If the partner institution is delivering all of your programme, then the circumstances in which you can be permanently removed from your programme and your contract cancelled will be governed by the terms and conditions of that partner institution.

38. If each of the University and the partner institution are delivering parts of your programme, then the circumstances in which you can be permanently removed from your programme and your contract cancelled, will be as follows:

Provider to whom you pay your fees	Provider whose terms and conditions will govern your permanent removal
The University	The University
The partner institution	The partner institution

If each of the University and the partner institution is delivering parts of my programme and I pay my fees to the University, in what circumstances could the University permanently remove me from my programme?

39. We may cancel your contract (and you will no longer be a registered student and entitled to a University award) by giving you notice if:
- a. you give us any false, misleading or materially incomplete information in relation to your application and/or registration with us. (We may also inform any relevant external bodies about this); or
 - b. you do not register at the appointed time without a valid interruption of study from the University;
 - c. any applicable tuition fees (or any instalment) are not paid by the due date for payment (whether they are payable by you or a third party on your behalf); or
 - d. you commit any fraud in connection with any payment to us; or
 - e. you do not meet any minimum attendance and participation requirements (including those of any professional body which accredits your programme); or
 - f. you do not meet the assessment criteria to progress with your programme or to transfer to another programme; or
 - g. (for students requiring a visa to study in the UK) your application for a visa is refused or your visa is curtailed (cancelled) or you fail to comply with all applicable immigration rules or our Attendance Monitoring Policy; or
 - h. you have committed serious misconduct for which the sanction of expulsion is imposed under our [Student Disciplinary Procedure](#) or [Academic Misconduct Procedure](#); or
 - i. you are found unfit to practise for which the sanction of expulsion is imposed under our [Fitness to Practise Procedure](#);
 - j. you are permanently removed from the programme by the partner institution in accordance with its applicable terms and conditions.

40. If your contract is cancelled, your registration as a student will be cancelled which means that you would no longer be a student of the University. As a result you would no longer be able to make use of the University facilities, attend lessons/lectures, sit examinations or submit assignments for marking. Any assessments/ assignments, (e.g. coursework or exams) that you do submit or take, following cancellation, will be considered as null and void. If you are allowed to re-join the programme at a future date, you will be required to repeat these assessments and examinations before you can continue your studies or be awarded a qualification. The consequences of registration being cancelled are the same for all students (whether you are from within or outside the United Kingdom or you are studying full time or part time or by distance learning).

How do I interrupt my studies?

- 41. If the partner institution is delivering all of your programme, you must give notice to interrupt your studies to the partner institution in accordance with its terms and conditions.
- 42. If each of the University and the partner institution are delivering parts of your programme, you must give notice to interrupt your studies to whichever of them collects fees from you. If the University collects the fees, to interrupt your studies, you must give us notice via the [Student Self-Service Portal](#).
- 43. If you pay your fees directly to the University and are self-funding or sponsored, the calculation of your tuition fees will be based on how many weeks into your programme you are at the time you interrupt and reduced if you only need to undertake part of a year of study, e.g. trimester 2.

How do I complain if anything goes wrong?

44. We recognise that sometimes things go wrong and the table below sets out to whom your complaint should be made:

When to complain to the University	When to complain to the partner institution
Your complaint relates to an application for the programme and the University is responsible for the admissions process.	Your complaint relates to an application for the programme and the partner institution is responsible for the admissions process.

Your complaint relates to the award, or the credits towards the award, made by the University to students on your programme.	Your complaint relates to the award, or the credits towards the award, made by the partner institution to students on your programme.
Your complaint relates to the part(s) of the programme or to any services or facilities that the University is responsible for delivering.	Your complaint relates to the whole programme or to part(s) of the programme or to any services or facilities, that the partner institution is responsible for delivering.
You have made your complaint to the partner institution (see opposite), but your complaint remains unresolved after	
the final stage of the partner institution's own complaints procedure (see condition 46).	

45. If you wish to make a complaint to the University, we have two complaints procedures: one for [applicants](#) and one for [students](#).

46. If your complaint to the partner institution remains unresolved after the final stage of the partner institution's own complaints procedure, you may refer your complaint to us for a final review. There is no further appeal to the University against the outcome of that final review.

If anything goes wrong, who is responsible for putting it right?

47. The University is solely responsible for the remedy/outcome of each complaint that is required to be made to the University under condition 44 and that is upheld in whole or part.

48. The partner institution is solely responsible for the remedy/outcome of each complaint that is required to be made to the partner institution under condition 44 and that is upheld in whole or part (including on any final review by the University).

Who is responsible for any academic appeals?

49. This depends on who is delivering your programme – see below.

Who is delivering your programme?	Responsibility for academic appeals
The partner institution	The University
The University and the partner institution are both involved in delivery	<p><u>The University</u>: if the academic appeal relates to any part(s) of your programme that the University is delivering.</p> <p><u>The partner institution</u>: if the academic appeal relates to any part(s) of your programme that the partner institution is delivering.</p>

Where I am required to make an academic appeal to the University, how should I do this?

50. Assessment outcomes for University awards are confirmed by Assessment Boards. You may submit an academic appeal against a decision reached by an Assessment Board, but specified grounds and time limits apply (see [Academic Appeals Procedure](#)). If you submit an appeal, you may be prevented from progressing on your programme pending the outcome. If your appeal is unsuccessful and the delay means you have to resume your programme in the next year of study, there may be fee implications. Where you are responsible for paying us your tuition fees, you will be required to pay the difference between the tuition fees you have already paid and the tuition fees which are payable by other students taking the programme in that year of study.

How do I make an academic appeal to the partner institution?

51. You should refer to the partner institution's academic appeals procedure.

What is the procedure for dealing with any misconduct?

52. If you are studying for a joint or dual award of the University and the partner institution then, depending on the nature of the misconduct, disciplinary action may be taken against you by either or both the University and the partner institution. For example, if you commit any misconduct during the period that the University is delivering any part(s) of your programme, then disciplinary action will be taken under the University's disciplinary procedure.

53. Sanctions under the University's disciplinary procedure range from zero marks for assessments through to expulsion depending on the type and severity of the misconduct. Serious misconduct may result in a suspension of study (and loss of access to facilities and services) pending the outcome of disciplinary action. We will report suspected criminal behaviour to the Police and the disciplinary process may be put on hold pending the outcome of any criminal proceedings.
54. If the partner institution is delivering the whole of your programme, then it is for the partner institution to take disciplinary action against you under its own disciplinary procedure.

Are there any particular requirements where I am studying part of my programme with the University and require a visa to study in the United Kingdom?

55. You must comply with visa conditions and our [Attendance Monitoring Policy](#). In particular, you must obtain written records from lecturers that you have attended teaching events and any non-attendance may be reported to UK Visas & Immigration and may result in curtailment (cancellation) of your visa.
56. If you defer your start date before obtaining a visa, we will carry over your deposit to the next available start date. However, if you defer your start date after obtaining a visa, you will lose your deposit and, as you will need to re-apply for a visa, you must pay us a further deposit.

Will I own the copyright in the work that I produce (e.g. assessments) during my programme?

57. The University's [Intellectual Protection Policy](#) will apply to all works which you produce and which relate to the part(s) of the your programme (if any) that we are delivering. With certain limited exceptions set out in our IP Policy (e.g. where outputs are co-created), you are the owner of all copyright and other intellectual property rights in the works which you create during your programme. The partner institution's intellectual property policy will apply in all other cases.

If I am studying with a partner institution will I have access to the University's services and facilities?

58. If you are registered as a student with the University, you will have access to certain services and facilities. However, the level of access will depend on the programme, the partner institution and the location of your studies.
59. Any facilities to which you have access (e.g. Library, IT access) may need to be suspended or modified because of essential maintenance, refurbishment or

improvements or health and safety concerns or other circumstances outside our control. We will maintain facilities to a reasonable level and, wherever possible, will minimise disruption.

60. Third parties own and manage the student accommodation which is located on campus and, if you are staying there whilst you are studying part of your programme with the University, you will have a separate contract for your accommodation with them.

How is my personal data protected?

61. It is your responsibility to provide us with, and keep us promptly updated (via the [Student Self-Service Portal](#)) about, all changes to your contact details that we require.
62. The University and the partner institution are each responsible for the personal data that they are processing in connection with the delivery of your programme.
63. Where you are registered with the University then, as far as the University is concerned, we will process your personal data in accordance with applicable Data Protection legislation and our document called [Privacy Statement](#) which details how students' personal data will be processed and the purposes for which the data is collected. Please ensure that the information that you provide to us is true, correct and complete and that you update it promptly when any details change.

Will I belong to the University's Students' Union?

64. Where you are studying part of your programme with the University, as a registered student of the University you will be automatically registered as a member of the Students' Union unless you notify the President of the Students' Union that you do not wish to register. Further details about the Students' Union and opting out of membership are available on their [website](#).

Can you make changes to these terms and conditions?

65. We reserve the right to change these Terms and Conditions and the 'Key Facts about Fees' document at any time without notice to you provided that the changes are either beneficial to students or are not significant or are in response to changes in applicable laws and regulations or rules of applicable professional bodies or are to rectify an error or
are to aid clarification. Each version of these Terms and Conditions and '[Key Facts about Fees](#)' will be published in the [Rules and Regulation section](#) of our Student Hub website.

Will I be entitled to attend a graduation ceremony at the University?

66. If you successfully complete a University qualification, you will be entitled to attend a graduation ceremony to receive your award, either at the University or, for those students studying overseas, this event will take place in-country.
67. The scheduling of our graduation ceremonies may have to be changed for unforeseen reasons outside our control. We will try to avoid or minimise disruption wherever possible. All gown hire, travel, accommodation and other costs for you and your guests attending graduation are the responsibility of you/your guests. Students/their guests from outside the UK should ensure that they have adequate insurance for their stay in the UK.

Award documents

68. We are responsible for those award documents for which we are the awarding body.
69. The name that appears on all award documents will be your full name as it is written in our system on the date you are awarded a qualification by the University. Unfortunately, our system is unable to recognise accent marks so your name will appear on awarding documents without any accent marks that your name may have. Name changes must be in accordance with our [Name Change Policy](#). Award documents will be issued in accordance to the timescales displayed on our University website at the time of your award.

Which country's laws govern my contract?

70. Your contract with the University is governed by English law. Your contract with the partner institution is governed by the laws of the country in which the partner institution carries on its business. For further information you should contact the partner institution.

Glossary of Terms

cancellation/cancellation of contract	The end of your legally binding agreement with the University regarding your programme and your permanent removal from your programme.
interruption of study	An interruption of study is where, with our prior agreement, you take a formal break from study for a specific period of time with the intention to resume study at a future date.
expulsion	This is a disciplinary sanction which, where applied, results in a student being permanently removed from his/her course at the University and the cancellation of the contract between the student and the University. A

	student who has been expelled from the University would not be permitted to study at the University for a period of at least 10 years.
home student	Students who we assess as being eligible to pay tuition fees at the home rate according to guidance of the UK Council for International Student Affairs
partner institution	Where there are 2 or more partner institutions are involved, reference to “partner institution” in these terms and conditions means all of them.
Sponsor	An external organisation such as an embassy, your employer or a government organisation.
suspension of study	A period of time during which we temporarily pause your studies pending the outcome of a disciplinary hearing related to an allegation of serious misconduct. Suspension is a neutral act, but restrictions may apply, e.g. access to the campus may not be permitted and IT facilities may be withdrawn.
University	University of Salford

Visit our [Terms and Conditions](#) page where you will find a list of useful documents that apply to all students and form part of your contract with the University (these documents may be updated from time to time – as mentioned above). The documents available are as follows: -

<p>Admission as a student</p> <ol style="list-style-type: none"> 1. Admissions Policy (including Complaints Procedure for Applicants) 2. Applicant & Student Criminal Conviction Policy 3. Student Vetting Policy
<p>Conduct, behaviour</p> <ol style="list-style-type: none"> 4. Academic Misconduct Procedure 5. Fitness to Practise Procedure 6. Fitness to Study Procedure 7. Student Charter 8. Student Code of Conduct 9. Student Consultation 10. Student Disciplinary Procedure
<p>Complaints</p> <ol style="list-style-type: none"> 11. Student Complaints Procedure
<p>Fees/Refunds</p> <ol style="list-style-type: none"> 12. Key Facts About Fees 13. Refunds & Compensation Policy 14. Tuition Fees Policy and Tuition Fees Information
<p>Exams/Assessments</p> <ol style="list-style-type: none"> 15. Assessment and Feedback Policy 16. Board of Examiners for Taught Programmes Policy 17. Examination Rules 18. External Examining for All Taught Programmes Policy
<p>Health/hardship</p> <ol style="list-style-type: none"> 19. Personal Mitigating Circumstances (PMC)
<p>IT system (including student email)</p> <ol style="list-style-type: none"> 20. ICT Acceptable Use Policy

My information

21. Privacy Statement

Programme/studies/research

22. Academic Regulations for Taught Programmes
23. Academic Regulations for Research Programmes
24. Personal Development Planning
25. Personal Tutoring
26. Programme Handbook – Part B
27. Student Engagement, Participation and Attendance Policy
28. Student Interruptions & Withdrawals Policy
29. Student Protection Plan

Results/grades

30. Academic Appeals Procedure

Equality, diversity and freedom of speech

31. Equality, Diversity and Inclusion
32. Freedom of Speech Policy

Pregnancy/children

33. Student Pregnancy, Maternity, New Parenthood and Adoption Policy

Under 18s

34. Admission of Student Under 18 Years of Age