**Overview**

When you accept an offer of a place at the University of Surrey, you are also agreeing to comply with our policies and regulations. Our academic regulations, which govern your study and assessment, and our non-academic policies and regulations are published at [www.surrey.ac.uk/currentstudents/ask/regulations](http://www.surrey.ac.uk/currentstudents/ask/regulations/).

The regulations and policies cover, among other things, payment of fees, attendance at classes, submission of work, attendance at examinations, student discipline, complaints procedures, and freedom of speech and equal opportunities policies. Please read them before you accept your offer of a place to ensure that you understand the commitment you are making. Please also be aware that our policies and regulations can change at the start of any academic year.

**Your Right to Cancel**

Once the University of Surrey has made you an offer of a place on a programme, setting out any conditions associated with the offer, and you or your appointed representative have accepted it, you have entered into a legally binding agreement with us. If you want to withdraw from this agreement and cancel your acceptance of an offer, you must notify us within 14 days of the date that you accepted the offer:

* For applicants applying to Surrey through UCAS, this means 14 days from the date that you/ your appointed representative accepted the offer as your Firm or Insurance choice in UCAS Track.
* For applicants applying directly to Surrey, this means 14 days from the date when you / your appointed representative accepted your offer in the Applicant Portal.

You must let us know in writing of your decision to cancel the acceptance of your offer. You can do this by informing us via the Applicant Portal or by emailing [admissions@surrey.ac.uk](mailto:admissions@surrey.ac.uk).

**Our Right to Withdraw Your Offer**

The University reserves the right to withdraw an offer of a place in the following circumstances:

* You do not meet the academic conditions of your offer or other non-academic conditions required for entry to your specific programme/s. For some programmes applicants are required to undertake DBS and Occupational Health Checks. All such additional non-academic requirements are clearly stated on the individual programme pages.
* You provide incorrect or fraudulent information which results in an offer of a place being made.
* Where all available places on a programme have been filled (if a deposit has been received, this amount will be refunded in full).
* You are refused ATAS clearance.
* You are not eligible to obtain a visa to study in the UK or such visa is cancelled or withdrawn.
* Your failure to register by the latest registration date (typically within 2 weeks of the start of the programme).

**The Programme**

It is expected that the teaching of your whole programme shall primarily be conducted at the University of Surrey, Guildford, not including any placement or study abroad activity that you may undertake. In exceptional circumstances, the programme may be delivered at another location in Guildford. If you are a collaborative student your location of study will be as determined in your agreement.

The University of Surrey will aim to deliver your programme so that it closely matches the way in which it has been described to you by Surrey in print, online, and/or in person, especially at the point at which you accept your offer. However, it is important to realise that in some circumstances we may change aspects of your programme.

Our programmes are delivered within an enthusiastic, academic community, by staff who are actively engaged in research. In this context, we might alter the curriculum so that our students can learn from the latest academic research. We also value student feedback and provide regular opportunities for our students to comment on the content of their programme. In response to this feedback, and in dialogue with current students, we may alter the curriculum. Other circumstances which may lead to programme changes include:

* staff changes, which can lead to new modules being offered, modules being withdrawn, or a change to who teaches the programme. For Postgraduate Research students, in the event the principal supervisor or co-supervisor named in the offer leaves the University, we will make every effort to find a suitable replacement. If it is not possible to source a replacement we will endeavour to support students to seek an alternative opportunity elsewhere;
* changes made in response to new requirements from external professional or statutory bodies; or
* changes to the way in which universities are funded, which might lead to changes in the availability of some student services, for example.

Where we have made an offer for an advertised programme, we will only suspend or withdraw that programme in exceptional circumstances. These could include, for example, the departure of a key member of academic staff or unexpected circumstances that render essential teaching facilities unusable. Programmes may also be suspended where the demand from applicants in any academic year makes them unviable to run. If we have to suspend or withdraw a course, we will inform you at the earliest opportunity and make every effort to provide a suitable alternative. We will not withdraw or suspend a programme commencing in September/October after the 4th August other than in exceptional circumstances beyond our control. Programmes that commence at other points in the academic cycle will not be suspended or withdrawn, less than 2 months prior to the start date, other than in exceptional circumstances beyond our control. If we do have to withdraw or suspend your programme after you have made a deposit payment, you will be entitled to a full deposit refund.

If you have applied to Surrey though UCAS for an undergraduate programme which is subsequently suspended or withdrawn for your specified year of entry, you will be sent the UCAS Discontinued Course form, which will allow you to request a substitution of course or institution through UCAS.

For up to date programme information see:

[www.surrey.ac.uk/undergraduate](http://www.surrey.ac.uk/undergraduate)

[www.surrey.ac.uk/postgraduate](http://www.surrey.ac.uk/postgraduate)

[www.surrey.ac.uk/postgraduate/research](http://www.surrey.ac.uk/postgraduate/research)

**Application Fees**

No application fee is required by the university but there is an audition fee for some undergraduate and postgraduate taught programmes offered by Guildford School of Acting. Where an audition fee payment is required, details can be found on the individual programme pages.

**Tuition Fees**

We aim to publish programme tuition fees no later than six months before the start of the following academic year, in order to support our applicants with their financial planning.

<https://www.surrey.ac.uk/fees-and-funding/tuition-fees>

<https://www.surrey.ac.uk/englishandlanguages/study/english_language_programmes/pre_sessionals/how_to_apply/dates_and_fees>

Our tuition fees are reviewed and approved annually by the University of Surrey Executive Board. Students are liable to pay fees in respect of the whole academic session from the commencement of the programme, and are liable to pay revised fees annually for the duration of the programme.

*Revised fees for UK and EU students on undergraduate programmes:* The University will apply annual regulated increases in the fee rates as set by Government each year, in order to maintain the same value in real terms. If you need to repeat any module with attendance during the course of your study, you will be charged a per module fee.

*Revised fees for International students on undergraduate programmes and for all postgraduate taught programmes:* Annual fees will increase by four per cent (4%) for each subsequent year of study, rounded up to the nearest one hundred pounds (£100). If you need to repeat any module with attendance during the course of your study, you will be charged a per module fee.

*PGR fees:* In the first year of study, PGR students pay a proportionate fee depending on entry point. As a September/January/April/July starter, the fee is 100%/75%/50%/25% (respectively) of the full academic year fee. The University charges the Research Councils UK (RCUK) maximum studentship fee to full-time postgraduate UK and EU research students. Annual fees for international students will increase by four per cent (4%) for each subsequent year of study, rounded up to the nearest one hundred pounds (£100).

Some postgraduate research degree programmes charge a Research Support Fee (also known as a bench fee) in addition to the tuition fee. The Research Support Fee is charged to cover additional costs incurred by the academic department to support your research, such as consumables, materials, additional specialist training and trips. These costs are not covered by the tuition fee.

The Research Support Fee is calculated on a case-by-case basis depending on the nature of the research project and is independent from your tuition fee obligations. If you are made an offer of admission to the University of Surrey, you will be notified of any Research Support Fee applicable in your offer letter. Students or sponsors should contact the academic supervisor directly for information on the specific breakdown of what their Research Support Fee covers.

**Fee payment**

If your fees will be paid by a sponsor, you must/will be required to provide us with valid sponsorship information that covers the period of your study.

Students in receipt of an Undergraduate Tuition Fee Loan will have their fees paid by the Student Loans Company in line with their schedule.

International students and UK/EU undergraduate students who have not taken out a tuition fee loan, are required to pay their fees either in full at the beginning of the academic session or in two instalments as follows: 50% payable 10 days after the invoice date (expected to be early October of each academic year), and 50% in January. The exact date(s) will be detailed on the invoices.

Postgraduate students in receipt of a Postgraduate Loan from Student Finance Northern Ireland will have their fees paid by SFNI in line with their schedule.

For postgraduate students in receipt of a Postgraduate Loan from Student Finance England, please note this loan is not deemed as "sponsorship” and you remain liable for payment of your tuition fee invoice.

Any non- or late payment of fees will be dealt with in accordance with our [Student Fee and Debt Management Policy](https://www.surrey.ac.uk/policies/student_fee_debt_management_policy.htm).

We may require you to pay a tuition fee deposit during the application process. Where this is the case, you will be advised at the point an offer is made. Programme fees will be indicated on your offer of admission, however, any discounts or fee waivers may not show at the point of offer as these may depend on you meeting specific conditions.

Applicants who have applied to study for a Pre-sessional programme are required to pay a deposit of 10% of the tuition pre-sessional tuition fee to firmly accept their place [and the full deposit for. The full fee is due at least 4 weeks prior to the start of the programme.

Policies relating to the payment of tuition fees and tuition fee deposits are set out in our [Student Fee and Debt Management policy](https://www.surrey.ac.uk/policies/student_fee_debt_management_policy.htm) and our [Tuition Fee Policy](https://www.surrey.ac.uk/sites/default/files/tuition-fee-policy-2018.pdf)

We encourage all applicants and students to print a copy of the tuition fee regulations for their records.

**Fee Liability**

As you may be aware, all students attending university in the United Kingdom are assessed as either ‘home’ or ‘overseas’ for the purposes of tuition fee liability. There is a considerable difference between the ‘home’ and ‘overseas’ fee levels, so it is very important that we get every assessment right. In most cases, we can classify a student on the basis of information contained on their application. However, when this is not possible, we ask the applicant to complete a Fee Assessment Questionnaire, which will give us the information we require to assess their fee status quickly and accurately.

We determine the level of tuition fees that you will be charged for attending a programme at Surrey in accordance with applicable UK legislation and other applicable rules and regulations and in line with the guidelines provided by the UK Council for International Student Affairs (UKCISA, [www.ukcisa.org.uk](http://www.ukcisa.org.uk/)).

Your fee status will be assessed before the start of your studies and will normally apply for the duration of your programme even where your circumstances subsequently change. The circumstances in which fee status may change during your programme are described in UKCISA guidelines. Please note: we reserve the right to re-assess and amend your fee status if we receive information after your initial fee status assessment that was not provided at the time the assessment was made or information you previously provided which was relevant to your fee status assessment was inaccurate.

We support students from the EU, and are committed to our diverse University community. However, as a result of the UK’s intended departure from the EU, immigration and/or fees rules may change following Registration on your programme and we are bound to comply with applicable legislation. We are not therefore liable for changes to the law which affect ability to continue study, however we will endeavor to notify any students as soon as reasonably possible upon becoming aware of legislative changes likely to affect immigration and fee rules.

**Additional Costs**

Tuition fees cover the cost of teaching provision. Throughout the duration of your studies it is likely that you will incur additional costs related to your degree. For example, some of our programmes (particularly those with a practical element) may require you to pay for clothing, materials, field courses, special equipment or bench fees. Specific additional costs relating to your degree can be found on the course webpages and further information about additional costs can be found via the following link: <https://www.surrey.ac.uk/discover/additional-costs-programmes-university-surrey>

We aim to publish estimates of additional costs for undergraduate programmes by the end of January each year so that applicants can consider these before making their UCAS choices for entry in the following academic year.

**General living expenses:** throughout your studies at Surrey you will need to cover the cost of your general living expenses, such as the cost of your accommodation, food, travel, etc. Our Student Advisors based in the Student Services Centre can offer you advice on planning a budget and managing your money. Further information can be found via the following link: <https://www.surrey.ac.uk/student-life/support/student-services-centre>

**Student Visa**

In accordance with Home Office policy, students who are not nationals of countries in the European Economic Area (EEA) may be required to obtain a visa to enter the UK in order to study at Surrey. Although the University makes every effort to ensure that offers are issued to applicants who we expect to be eligible for a Tier 4 visa, an offer of admission is not a guarantee that the University will issue a Confirmation of Acceptance to Study (CAS).

CASs will be issued in accordance with the Tier 4 Sponsorship and CAS Issuing Policy for Applicants. Key points from this policy are;

* The University is under no legal obligation to sponsor any individual and exercises caution with respect to issuing a Confirmation of Acceptance for Studies (CAS) to not risk its status as a Tier 4 sponsor.
* The University will make appropriate checks to ensure any applicant or student already in the UK has valid permission to be in the country prior to issuing a CAS. This may include an Immigration History Check conducted through the University’s UKVI Licence Manager. If it is found an applicant or student does not have valid leave to be in the UK then the University will not issue a CAS. The University may request evidence from individuals to ensure they are no longer in the UK.
* The University may make any additional checks it deems necessary to ensure it only sponsors genuine applicants who will successfully obtain a visa. These checks may include but are not limited to conducting an Immigration History Check via the Home Office, reviewing bank statements and financial documents or requesting previous CAS’s from former institutions.
* The University will consider academic progression in all cases, irrelevant of where the Tier visa application is being made and will detail this on the CAS.
* The University will not normally issue a CAS to an applicant who has failed to successfully complete a programme of study in the UK
* Due to Home Office and UK Government regulations, it may not be possible for a Tier 4 student to change their course or length of study except in exceptional circumstances. This may include adding a placement, adding an integrated Master’s year (e.g. MEng, MBus) or temporarily withdrawing.
* The University will only consider assigning one additional CAS following a visa refusal and only if the applicant can provide evidence to show there is minimal or no chance of their visa being refused a subsequent time.

For further information on applying for a Tier 4 Student Visa please go to [www.gov.uk/tier-4-general-visa](https://www.gov.uk/tier-4-general-visa)

If you require assistance from the University, help and advice is available from our Student Services Centre [www.surrey.ac.uk/currentstudents/visa/](http://www.surrey.ac.uk/currentstudents/visa/)

As a result of the UK’s intended departure from the EU, the Department for Exiting the European Union (DExEu) has stated that it is working with the Home Office and other Government departments to develop options to shape the UK’s future immigration system. It is possible that immigration rules relevant to Tier 4 student sponsorship may change and that these changes could come into force following an applicant’s acceptance of an offer. The University is bound to comply with applicable legislation and cannot therefore be liable for changes which affect an applicant’s eligibility to study. However, the University would notify affected applicants as soon as reasonably possible upon becoming aware of legislative changes likely to affect immigration rules.

**Intellectual Property**

The University has a [Protocol on Student IP](https://www.surrey.ac.uk/currentstudents/Files/Protocol%20on%20Student%20Intellectual%20Property%20120617.pdf) which summarises the University’s Intellectual Property Code applicable to students. Full details of the University’s IP code can be found on the [University's website](https://www.surrey.ac.uk/policies/intellectual_property_code_including_patents.htm).

*For Undergraduate students*: Inventions by undergraduate students will usually be owned by the student. Only in certain cases will the University require an undergraduate to assign all their rights in an invention (e.g. if it is in a key area of the university’s research, or an invention jointly generated with a member of staff or post graduate student). IP in inventions generated by undergraduate students during a placement may be required to be assigned to a Sponsor of the provider of the placement opportunity. Arrangements for IP ownership will be stated in the agreement between the University and Sponsor.

*For Postgraduate Students:* It is a condition of registration that post-graduate students are required to agree to assign all rights in inventions generated from their research to the University. This includes copyright in software and source code. At the request and cost of the University the student(s) will do everything necessary to enable the University to create, complete, assert and defend its Intellectual Property rights in such inventions (including without limitation in the application for and prosecution and maintenance of appropriate protection, such as patent applications, for such inventions). This situation is likely to occur if the postgraduate student is working closely with a member of staff on a University key research area. If the research is funded by an external source an agreement will be in place covering IP ownership arrangements with the University which could result in the IP being owned by the external source.

Any student inventor who assigns intellectual property in their invention to the University can expect to benefit from a share of revenues in the event that the invention is successfully exploited by the University of the invention as set out in the [University’s IP Code](https://www.surrey.ac.uk/policies/intellectual_property_code_including_patents.htm).

**Complaints Process**

If you have any complaints regarding the admissions process then you should make reference to the University’s Admissions Complaints Procedure.

[www.surrey.ac.uk/apply/policies/admissions-complaints-procedure](http://www.surrey.ac.uk/apply/policies/admissions-complaints-procedure)

Information about the University’s complaint handling process for students enrolled at the University can be found on the website of the Office of Student Complaints, Appeals, and Regulations (OSCAR).

<https://www.surrey.ac.uk/currentstudents/study/complaints_appeals/>

In some cases there is a right of appeal to the Office of the Independent Adjudicator (OIA).

**Data Protection**

The University of Surrey holds and processes personal data and sensitive personal data about its current, past or prospective, applicants, students, alumni and others who are defined as subjects under the Data Protection Act 1998 (DPA). Please note that, with effect from 25 May 2018, it is expected that the DPA will be replaced by the EU General Data Protection Regulation (GDPR), at which point processing of personal data and sensitive personal data, and relevant definitions, would instead be determined by and in accordance with the GDPR.

Detailed information relating to how the University handles the personal data of applicants, students and alumni can be found within the University’s Data Protection Policy – please see

<https://www.surrey.ac.uk/policies/data_protection_policy.htm> and

<https://www.surrey.ac.uk/information-management/data-protection/student-privacy-notice>

If you are a sponsored student then you understand that the University may share some personal information with sponsors and funding bodies.

**Our Policies**

Undergraduate Admissions Policy

[www.surrey.ac.uk/apply/policies/undergraduate-admissions-policy](http://www.surrey.ac.uk/apply/policies/undergraduate-admissions-policy)

Postgraduate Admissions Policy

[www.surrey.ac.uk/apply/policies/postgraduate-admissions-policy](http://www.surrey.ac.uk/apply/policies/postgraduate-admissions-policy)

Research Admissions Policy

[www.surrey.ac.uk/apply/policies/postgraduate-research-admissions-policy](http://www.surrey.ac.uk/apply/policies/postgraduate-research-admissions-policy)

Admissions Complaints Policy

[www.surrey.ac.uk/apply/policies/admissions-complaints-procedure](http://www.surrey.ac.uk/apply/policies/admissions-complaints-procedure)

**IT acceptable use policy and guidelines**

Please take time to read the [IT Acceptable Use Policy and Guidelines](https://www.surrey.ac.uk/policies/it_acceptable_use_policy.htm) to ensure you are aware of safe, lawful, and equitable use of IT services at the University of Surrey.

**Governing law and jurisdiction**

Both you and the University agree that this contract has been formed under English Law, that the courts of England shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).