

## Terms and Conditions – students starting in 2018/19

Each student will be asked to review their terms and conditions during Online Registration, and sent a copy of their terms and conditions on completion of registration (found at [www.surrey.ac.uk/selfservice](http://www.surrey.ac.uk/selfservice)). It is important you review your terms and conditions carefully, and [contact Student Records](#) if you require any further advice or guidance.

These terms tell you who we are, how we will provide services to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

The terms and conditions and information sent to you once you have registered should be read in conjunction with and supplement any offer information provided from the University and other terms and conditions previously entered into between you and the University (including those you agreed to when accepting the University's offer). Where any previous information or terms and conditions are inconsistent the terms and condition sent to you, the terms and conditions sent to you will take priority. These terms and conditions may also be referred to as this "contract".

By completing the online registration process, you confirm you agree with the following:

### **Duration of Programme**

You are registering on the programme as detailed in Online Registration for the 2018/9 academic year. Your registration date and expected end date for your programme will be detailed in your personal Terms and Conditions.

It is expected that the teaching for most students shall primarily be conducted at the University of Surrey, Guildford, not including any placement or study abroad activity. Students on certain programmes, for example Nursing and Veterinary Medicine and Science, will have a higher proportion of time away from the University of Surrey. Please refer to your personal Terms and Conditions for further information. In exceptional circumstances, your 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 collaborative agreement.

Information on your modules can be found on the Modules sections of [Surrey Self Service](#), or by accessing the [Module Catalogue](#).

On rare occasions such as where an accrediting body requires the course content to be added to or changed, the University may need to provide different or revised core

modules to those shown in the Module Catalogue or the Modules section of Surrey Self Service. The University shall however ensure that you are given notice of any such changes.

You may also be required to choose optional modules as part of your programme. The University will try where possible to provide these; however, there may be occasions where this is not possible due to low numbers of students who wish to take a module, changes in teaching staff, changes in accreditation of the programme, or academic or technological advances/developments. The University shall ensure that you are given notice of any such changes and will provide you with information regarding alternative options.

### **Fees**

For the current academic year, your fees will be detailed in your personal Terms and Conditions – please refer back to your email for further information.

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. Increases in fees are detailed in your personal Terms and Conditions.

If you are studying on a programme which contains a Professional Training Year (PTY), there will be a reduced fee for the academic year in which you undertake your placement. This is normally confirmed 12 to 18 months in advance, or once Government policy is determined. For information about current PTY fee, please visit our [website](#).

If you are sponsored, you will 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.

Students in receipt of a **Postgraduate Loan from Student Finance England or Wales**, please note this loan is not deemed as sponsorship and you remain liable for payment of your tuition fee invoice as detailed below.

Students in receipt of a **Postgraduate Loan from Student Finance Northern Ireland** will have their fees paid by SFNI in line with their schedule, but will remain liable for the excess where applicable.

International students, or UK/EU 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 invoices.

Any non or late payment of fees will be dealt with in accordance with our [Student Fee and Debt Management Policy](#).

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 fee 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 your ability to continue study, however we will endeavour to notify any students as soon as reasonably possible upon becoming aware of legislative changes likely to affect immigration and fee rules.

### **Additional Costs**

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 – visit our [Additional Costs](#) website for more information.

### **UKVI Tier 4 visa sponsorship**

If you hold a Tier 4 (general) student visa, you understand that this means that the University of Surrey is your Tier 4 sponsor. As your sponsor, the Home Office has certain requirements of us - you agree that you understand these requirements and your responsibilities as a student, for example an obligation to monitor and disclose to the Home Office your attendance. For more information, please read the University's [Institutional Policy on students who are subject to Immigration Control](#).

Students on a Tier 4 visa should be advised that due to Home Office regulation, changes to course or length of study may not be permitted except in exceptional circumstances. This may include adding a placement or temporarily withdrawing. Changes which are permitted may require you to obtain a new visa, and this may need to be obtained outside the UK.

Once you are registered, if you wish to make any changes to your course and you hold a Tier 4 visa, please discuss these with Visa Compliance or International Student Support ([visa-compliance@surrey.ac.uk](mailto:visa-compliance@surrey.ac.uk) or [internationalsupport@surrey.ac.uk](mailto:internationalsupport@surrey.ac.uk)).

### **Right to cancel**

You have the right to withdraw from the programme and the contract within 14 day without giving any reason.

The cancellation period will expire after 14 days from the date of acceptance of the terms and conditions (*when you complete online registration*).

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, or e-mail to

[studentrecords@surrey.ac.uk](mailto:studentrecords@surrey.ac.uk) or your faculty). You may use the model cancellation form (found at the end of this contract), but it is not obligatory.

To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

### **Effects of cancellation**

If you cancel this contract within the cancellation period, we will reimburse to you all payments received from you with the exception of any deposit(s) that you may have paid prior to your on-line registration (e.g. where you were required to pay a deposit to hold your place on the course). We will make the reimbursement without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel this contract and withdraw from the programme.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

If you requested to begin the performance of services during the cancellation period, you shall pay us an amount which is in proportion to what has been performed until you have communicated us your cancellation from this contract, in comparison with the full coverage of the contract.

### **Your records**

In order to keep your record up to date throughout the year or to check your information, you can log in at any time to Surrey Self-Service at [www.surrey.ac.uk/selfservice](http://www.surrey.ac.uk/selfservice).

### **Withdrawal from or change of Programme**

If at any point you wish to change programmes, or withdraw permanently or temporarily, please ensure you speak with your faculty who will be able to guide you. Alternatively, please visit the Online Knowledgebase on the [Student Services website](#).

Please be aware that, if you defer or temporarily withdraw from a programme, we cannot guarantee that the terms and conditions, programme, modules, fees, bursaries, scholarships, or costs applicable at the time of your deferral or withdrawal will be the same as those applying at the time of any subsequent registration (or as the case may be re-registration) to continue your studies. Furthermore, one or more of the documents referred to below under “Registration” may have been amended since the time of any previous registration and the latest versions of such documents will apply (including, for example, the Charter, Statutes, Ordinances, Regulations and Policies of the University). You may be required to enter into a new contract to continue your studies, which may have different terms and conditions to those contained in this contract.

### **Changes to course**

The University undertakes a continuous review of its programmes, services and facilities to ensure quality enhancement. The University is also largely funded through public and charitable means and is required to manage these funds in an efficient and cost-effective way for the benefit of the whole of the University community. Circumstances outside of the University's reasonable control may also arise from time to time which may affect the University's programmes, services and facilities.

The University, therefore, reserves the right if it considers it to be necessary:

- to make reasonable variations to the content and syllabus of programmes of study (including in relation to placements);
- to suspend or discontinue programmes of study or to combine or merge them with others;
- to make changes to its statutes, ordinances, regulations, policies and procedures which the University reasonably considers necessary. Such changes if significant will normally come into force at the beginning of the following academic year and depending on the nature of the change will normally be applied to all students regardless of the date of their enrolment;
- to make reasonable alterations to the timetable, location, number of classes, content or method of delivery of programmes of study and/or examination processes.

For postgraduate Research students, in the event the principal supervisor or co-supervisor named in your offer leaves the University, we will make every effort to source a replacement. If, due to the nature of the research it is not possible to source a replacement, we will endeavour to support students to seek an alternative opportunity elsewhere.

Notification to students affected by any such changes will be made as soon as reasonably possible in advance.

### **Events outside our control**

The University shall not be in breach of this contract nor liable for delay in performing, or failure to perform, any of its obligations to you under this contract if such delay or failure result from events, circumstances or causes beyond its reasonable control. By way of example, such events, circumstances or causes outside of the University's control could include: extreme weather conditions, a natural disaster, a terrorist incident, a major accident at our property, civil unrest, industrial action, a change in applicable laws, failure of a third party provider of goods or services or failure of provision of utilities.

In these circumstances, the University shall be entitled to a reasonable extension of the time for performing its obligations under this contract and the University will take reasonable steps to limit the effects on you and your studies. If the period of

delay or non-performance continues for three months in aggregate in any one academic year, the University will discuss with you potential alternative solutions and what else can reasonably be done to reduce the effects of you and your studies.

### **Data privacy**

By completing registration, you confirm that you have read and agreed to how data is handled as established in the University's [Privacy Statement](#) and in line with the General Data Protection Regulations (GDPR) and the Data Protection Act 2018. Information will be shared with the Students Union for the purposes of membership unless you contact them should you not wish to be a member of the Students Union. On graduation, some data will be shared with our [Alumni office](#) who may contact you once you have left the University, unless you contact them to withdraw your consent. If you are a sponsored student, the University may share some personal information which may include your conduct, performance, and attendance with sponsors and funding bodies in order to comply with our legal obligations, to provide teaching and learning, and to receive payments from your sponsor,.

### **Intellectual Property**

The University has a [Protocol on Student IP](#) 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.

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 postgraduate 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.

It is a condition of registration that postgraduate students (MSc/MPhil/PhD etc.) 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](#).

### **Registration**

At the beginning of each academic year (including year 1), you must confirm your place on the Programme by completing registration online.

Online registration requires you to confirm your acceptance of:-

- i. The prevailing version of the University's privacy notice and to consent to any specific data sharing with third parties;
- ii. The prevailing version of the University's Intellectual Property Code;
- iii. Your membership of the University of Surrey's Student Union; and
- iv. The prevailing versions of the Charter, Statutes, Ordinances, Regulations and Policies of the University, which are reviewed and may and may be subject to consequential amendments, from time to time. Updates will be published on the University's website. *Please note that the currently prevailing Regulations of the University are under review and will be subject to minor consequential amendments in the near future. The updated Regulations for 2018/19 are expected to be published on the University's website at the start of the academic year.*

Students who fail to register or re-register within two calendar weeks of the beginning of the academic year will not normally be considered to be a continuing student of the University.

### **Changes to Charter, Statutes, Ordinances, Regulations and Policies**

From time to time the University may need to make changes to its Charter, Statutes, Ordinances, Regulations, Policies, Codes and Academic Standards Guidelines (for simplicity these shall be called rules and regulations) for business, efficiency, improvement, legal or compliance reasons which may affect you. Such changes will not materially change the nature of the services the University provides to you.

The following sets out a non-exhaustive list of the types of change the University may need to make to its rules and regulations:-

1. Changes to the way the University processes student disciplinary, complaints or academic appeals;
2. Introduction of new policies and procedures relating to cyber security;
3. Updates and amendments consequent upon legislative or administrative changes.

Where any change affects you, the University will use its reasonable endeavours to draw these to your attention.

### **Complaints Process**

Information about the University's complaint handling process can be found on the

website of the [Office of Student Complaints, Appeals, and Regulations](#) (OSCAR). In some cases there is a right of appeal to the [Office of the Independent Adjudicator](#) (OIA).

### **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).

### **IT Acceptable Use Policy and Guidelines**

Please take time to read the [IT Acceptable Use Policy and Guidelines](#) to ensure you are aware of safe, lawful, and equitable use of IT services at the University of Surrey.

### **Your Rights and Obligations**

You undertake as a member of the University to comply with the [Charter, Statutes, Ordinances, Regulations](#) and [Policies](#) of the University. You understand that if you were to breach these then you may be subject to disciplinary action by the University; the outcome of which may include temporary or permanent exclusion from the University and your being temporarily or permanently withdrawn from your programme of study.

### **Information about us**

We are the University of Surrey a body incorporated by Royal Charter. We are a higher education institution and are regulated by the Higher Education Funding Council for England, and governance of the University is led by the Members of Council and a number of statutory bodies and committees. Detailed information is provided in the [Charter, Statutes and Ordinances](#).

### **Contact Details**

University of Surrey  
Guildford  
Surrey  
GU2 7XH  
01483 686868  
[ask@surrey.ac.uk](mailto:ask@surrey.ac.uk)



## **Cancellation Form**

*(Complete and return this form only if you wish to withdraw from the contract – please email completed forms to [studentrecords@surrey.ac.uk](mailto:studentrecords@surrey.ac.uk) or post to the address below).*

To Student Records, University of Surrey, Guildford, Surrey, GU2 7XH

I hereby give notice that I cancel my contract of sale for the supply of the following service: *(Please write your programme name)*

Date registered on course:

Name:

University number:

Your Address:

Signature

Date