



## UCCC Terms and Conditions

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#### 1. Introduction

Thank you for considering a higher education course at University Centre Calderdale College (UCCC). It is our policy to ensure that you are aware of the key Terms and Conditions that apply to you.

Accepting a place on a course is a significant step and creates financial commitments for you. It is therefore important that you understand:

- a. the implications of accepting a place on a programme;
- b. how to cancel your place on a programme should you need to do so,
- c. key Terms and Conditions.

It is also important that you understand your responsibilities and how the relationship between you and the University Centre will work throughout your time as a student.

These Terms and Conditions form the basis of the agreement between you and UCCC.

## Regulations

The full list of regulations that apply to you as a University Centre student are available on the Student Handbooks and Regulations page of the College website at: <https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/>.

A full list of the policies, procedures and documents that make up the regulatory framework that applies to you can be found in **Section 10** of this document.

## Policy documents, where they can be found and their key points

Within each section this document highlights:

Policy Document	Where found	Key points
<i>The name of the document setting out the provisions or regulations relating to a particular aspect of the University Centre's regulatory framework.</i>	<i>This will usually be a place on the University Centre page of the College Website, or it may be that the document is only available in another format, or by request.</i>	<i>A summary of the key points that you should be aware of. For the full information you should always refer to the actual document at the location specified in the middle column.</i>  <i>If you are struggling to find a policy document please contact the author of these terms and conditions.</i>

## Changes and updates to regulations

These Terms and Conditions apply to all UCCC students. Please be aware that the terms and conditions may be updated by the University Centre from time to time both before and after your enrolment. Such changes may be made in response to legal requirements; national guidance or policy; internal governor, staff and/or student feedback; and to further the improvement of the University Centre's services to you.

If any of the regulations that apply to you change, or new regulations are introduced, then we will contact you to confirm this. We will give as much notice as possible of changes so that you have time to understand them before they come into effect. Please make sure that your contact details are up-to-date so that you do not miss any vital messages.

## Please read this document

Please ensure you read this document carefully and find further details on the full regulations in the policies and procedures found on the Student Handbooks and Regulations page of the website.

If you have any queries or questions relating to any aspect of this document, or the regulations themselves, please contact the Quality, Partnership and Learner Engagement Manager, David Clapham on [davidcl@calderdale.ac.uk](mailto:davidcl@calderdale.ac.uk).

## 2. The Contract

### Important information about the contract at the Offer and Enrolment stages

1. **Prior to your enrolment**, at the offer stage, you have the right to cancel and withdraw your application at any time (in addition to the statutory 14-day cooling off period from the date of your acceptance of a place, under consumer protection law).
2. **After you have enrolled**, if you decide to cancel and withdraw from the course after three weeks of attendance you are liable for any outstanding balance due for the annual Tuition Fee.

Should you wish to withdraw and cancel your contract, please notify the University Centre in writing.

### You will receive letters at each stage confirming the next steps.

The University Centre will communicate with you by letter when your application has been received. An offer letter will be sent if a place has been offered to you and this letter will stipulate whether the offer is unconditional or provisional, i.e. whether it has a condition or conditions attached to it. At this point you will be asked to respond to confirm whether you intend to accept the offer of a place on your chosen course.

Your acceptance of the offer of a place creates a contract between you and UCCC, and is subject to your acceptance of the terms and conditions set out in this document. A confirmation letter will be sent after you have accepted a place to confirm that the acceptance has been received. This letter will have details of your start date and timetable, so you can plan how this will fit around your employment or other responsibilities.

You will also be sent details of how to enroll on your course.

## 3. The Enrolment Stage

### Important information about Enrolment

**We will invite you to attend an enrolment event before your course starts. This stage usually happens before the summer period, but may depend on when your application was received.**

**During or after the enrolment stage, the offer of your place may be withdrawn by UCCC if one or more of the following applies** (see also Section 5 on the Right to Refuse Admission):

- the information on your application form is found to be untrue or incomplete and this has a material effect on your suitability for the programme, or
- you cannot provide evidence of your previous qualifications or the evidence does not support the information you supplied in your application, or
- you have not met the conditions identified in the provisional offer letter sent to you.

After you have confirmed that you wish to accept the place offered to you, you will be invited in to enroll. At the enrolment stage you should be aware that:

- Your offer of a place is made on the basis that the information supplied in your application is true and complete.
- You will be asked to produce satisfactory evidence of your previous qualifications.

If you were given a provisional offer your place on the programme is subject to you meeting all the conditions identified in the offer letter sent to you.

During enrolment you will be required to complete and sign an enrolment form. Along with your personal details and contact information, the enrolment form asks you for information relating to:

- Your ethnicity,
- Your household situation,
- The school or previous institution you attended,
- Your level of prior attainment,
- Any specific learning difficulties or disabilities you have,
- Your employment status,
- Any unspent criminal convictions you have,
- Whether you are a Care Leaver or under the care of the Local Authority,
- Whether you have an Educational Health Care Plan (EHCP) in place.

You will also be asked to confirm whether you consent:

- to be contacted by the College about other courses or learning opportunities, and for surveys and research, and by what medium(s): by post, email or phone;
- for your image to be used in publicity materials.

All information provided at enrolment is collected for the purpose of administering your student record and having the information needed to support you as an individual. We do not use your information for any other purpose. Where data relating to you is included in reports it will be anonymised.

#### 4. The Indemnity Form

At enrolment, you are required to sign an indemnity form confirming that you will undertake to pay your tuition fee costs, whether that be through a SFE Tuition Fee Loan, your employer or using your own personal funds.

**Once you have signed the indemnity form at enrolment you have made a commitment to pay your tuition fee costs, and the following applies:**

- **After you have enrolled**, if you decide to cancel and withdraw from the course after three weeks of attendance you are liable for any outstanding balance due for the annual Tuition Fee. Please notify the University Centre of your intention to cancel in writing.

In practice this means that if you have applied and been accepted for a Tuition Fee Loan but you withdraw after three weeks of attendance, the Tuition Fee Loan will be cancelled from the date of

withdrawal and you will be required to pay whatever is left of the Tuition Fee from your personal funds.

For example, if you withdrew after three weeks but before the end of the first term and the first instalment of the Loan had been paid to the College, then the amount equivalent to the two other instalments of the Tuition Fee amount would need to be paid by you.

## 5. Right to Refuse Admission

Policy Document	Where found	Key points
Learner Admissions Policy and Procedure	<a href="https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/">https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/</a>	Details of the Admissions process and the College's right to refuse admission, with examples of circumstances which may lead to admission being refused.

If there is reasonable evidence of potential risk to other members of the College community, a risk assessment will be carried out to identify what additional support could be provided to you to enable you to attend and successfully participate on your programme of study. In some cases, it may be that the College cannot provide the appropriate level of study/support. In these cases, the College reserves the right to refuse admission.

### Unspent Criminal Convictions

The College has a duty of care to all learners and staff. It therefore reserves the right to carry out a risk assessment on any applicant where there is reasonable evidence that there could be a potential risk to other members of the College community. If you have any unspent criminal convictions then you will fall into this category.

You are asked to disclose unspent criminal convictions at enrolment. A helpful guide to what to disclose when applying to university can be found on the NACRO website:

<https://www.nacro.org.uk/resettlement-advice-service/support-for-individuals/disclosing-criminal-records/%20applying-to-university/>

The Safeguarding team will investigate the nature of the criminal convictions in strict confidence to assess any risk and to determine any support measures that may be put in place while you are on the programme.

If you are refused admission, the Advice and Guidance team will provide support to enable you to find more appropriate learning opportunities/environments. Careers advice will be given.

The Additional Learning Support Manager is ultimately responsible for ensuring that the College is able to make reasonable adjustments for you if you have a learning difficulty and/or disability.

## 6. Appeals against admissions decisions

You have the right to appeal against an application outcome if you think the rules or admissions criteria have been applied unfairly or inconsistently. Appeals must be made in writing to the Assistant Principal – Quality & Learner Services within 10 working days of the notification of the outcome.

Please note: if you have a complaint relating to your experience during your application or enrolment stage then you should make a complaint using the normal procedure. Refer to **section 8** for more detail on making a complaint.

## 7. Fees, Finance and Refunds

Policy Document	Where found	Key Points
Fee Policy Framework 2019/20	<a href="https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/">https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/</a>	Section 9 of the Policy outlines the College's approach fees for HE courses, including Full- and Part-time fees for 2019/20
Refund Policy 2019/20	<a href="https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/">https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/</a>	The Policy outlines the approach to Refunds and Course Early Closures on pages 3-4
Student Protection Plan	<a href="https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/">https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/</a>	Outlines the risks that might affect continuation of study, the likelihood that each risk will crystallise, the measures put in place to mitigate the risks, and the policy on refunds if the University Centre cannot preserve continuation of study.

### 7.1. Tuition Fee Payments

It is expected that the majority of HE students will fund the payment of Tuition Fee costs using a Tuition Fee Loan from Student Finance England (SFE). It is your responsibility to complete an application to SFE if you plan to access a Tuition Fee Loan. If you are struggling with your loan application, support is available in the Advice and Guidance Team.

If you plan to pay your Tuition Fee using your own funds then you will need to be able to pay a 20% deposit at enrolment, and arrange monthly instalments to cover the remaining amount by the end of the academic year.

If you are unsure what you are entitled to receive from SFE or any other source of funding then please seek advice from the Advice and Guidance Team. They will give you as much information as they can, but ultimately, only SFE can grant or deny your loan, based on the information you provide in your application.

### 7.2. Fee Refunds

Should you wish to cancel and withdraw you should be aware of the College's policy on refunds. The full details of the policy can be found in the Refund Policy – shown in the table in section 7.

A full refund of any fees paid will be given if you cancel and withdraw during the first three weeks of attendance on your programme.

If you wish to cancel and withdraw after three weeks of attendance on your programme:

- A refund of any fees may only be given at the discretion of the University Centre.

- In certain circumstances – usually extreme or Extenuating Circumstances – the remainder of the balance due for the annual tuition fee may be waived at the discretion of the University Centre.

Any overpayments or duplicate payments made by the Student Loans Company (SLC) will be returned to the SLC and not the student, as will any refunds made in relation to the course.

In the event of the early closure of a HE course:

- The College will take all reasonable steps to find an alternative suitable provider of HE with an equivalent course onto which the student can transfer to continue to study. In this event, the remainder of any fees will need to be either paid or transferred to the new provider.
- Where no alternative suitable provider can be found, the remainder of any fees unpaid will not be due. However, any refunds will be decided depending on the specific circumstances of the course closure.
- Any bursary, hardship loan or grant, or other financial award that has already been paid to students will not need to be repaid to the College. Students adversely affected by an early closure will be designated a priority group to access financial support.

### 7.3. Level 4 Bursary Scheme

Policy document	Where found	Key points
Level 4 Bursary Letter	Letter sent to all eligible Level 4 students after enrolment	The letter sets out the key details of the Scheme, including terms and conditions; details of how to opt-in; the criteria that must be met to receive each instalment.

The Level 4 Bursary Scheme is designed to give financial support for full-time Level 4 students during their first year of study. Further details will be included in a letter that you will receive after enrolment if you are eligible to be included.

The Scheme is based on the following:

- The total award of £500 is split into three instalments: Instalment 1 in December; instalment 2 in February; instalment 3 in July.
- To receive each instalment you must meet the targets set: 90% attendance in December; 90% attendance and submission of all coursework on time in February; 90% attendance and submission of all coursework on time in July.

For more information on the Scheme please email: [HEBursary@calderdale.ac.uk](mailto:HEBursary@calderdale.ac.uk)

### 8. Complaints

Policy document	Where found	Key points
Complaints Toolkit	<a href="https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/">https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/</a>	Sets out the complaints procedure; what is classed as a complaint; the timescales for resolution of a complaint.

If you have a complaint about a service that the University Centre or College has provided or the lack of a service that you were led to believe would be provided then please make contact with a member of staff. This may be your tutor, or a member of the University Centre Management Team or another member of staff at the College. Discussing your issues is the best way to resolve things before they become serious, and we will do everything we can to find a solution.

If you have tried discussing your complaint with a member of staff and it has not been resolved to your satisfaction then you can register a formal complaint by filling in a short form on the website:

<https://www.calderdale.ac.uk/contact-us/compliment-comment-or-complaint/>

## 9. Appeals

Policy document	Where found	Key points
Academic Appeals Policy and Procedure	<a href="https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/">https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/</a>	Sets out the definition of an academic appeal; how to appeal and the procedure for considering an appeal.
Complaints Toolkit	<a href="https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/">https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/</a>	Information about how to appeal the outcome of a complaint is found in Part 3.
Extenuating Circumstances Policy and Procedure	<a href="https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/">https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/</a>	To appeal an outcome of an application for Extenuating Circumstances please use the Academic Appeals process.
Learner Admissions Policy and Procedure	<a href="https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/">https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/</a>	Page 10 gives information on how to appeal an admissions decision should you need to do so.
Learner Disciplinary Policy and Procedure	<a href="https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/">https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/</a>	At each stage of the disciplinary process the right of appeal is specified and who the appeal should be addressed to. More detail on appeals is on pages 13-15, paragraph 3.16.
Unfair Practice Policy and Procedure	<a href="https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/">https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/</a>	To appeal an outcome of an Unfair Practice Hearing please use the Academic Appeals process.

You usually have the right of appeal after certain decision have been made about you or about your learning. The policies above provide that you have the right to appeal decisions relating to:

- An assessment outcome – where you believe the assessment policy has not been properly applied (this also applies where you wish to appeal the outcome of an Application for Extenuating Circumstances or the outcome of an Unfair Practice Hearing);
- A complaint – where you are unsatisfied with the decision made about whether to uphold or dismiss your complaint;
- A disciplinary – where you feel that the disciplinary process has not resulted in a fair judgment or new evidence is available that supports an alternative outcome;
- An admissions decision – where you are unhappy with the decision made about your application or where you believe your application has not been considered fairly.



## The University Centre Regulatory Framework

For members of the public all documents can be found in the University Centre pages of the College website:

<https://www.calderdale.ac.uk/about-us/student-handbooks-and-regulations/>

If you are currently enrolled at the University Centre copies are also available on Moodle on the dedicated HE Policies and Procedures page:

<https://moodle.calderdale.ac.uk/course/view.php?id=10132>

	<b>Policy document</b>	<b>Key points of policy covered:</b>
<b>GR</b>	<b>General Regulations – these apply to all HE students at UCCC</b>	
GR1	Learner Admissions Policy and Procedure	The admissions process including details of how applications are processed, enrolment and admissions appeals.
GR2	Student Code of Conduct	The key behavioural attributes we expect you to maintain during your time as a student.
GR3	Staff Code of Conduct and Malpractice Policy	The key behavioural and professional attributes we expect all staff to maintain.
GR4	Communication and Information Technology Policy	The behaviours we expect all students and staff to maintain while using computers and computer systems at the College.
GR5	General Data Protection Regulations Policy	Sets out the College’s obligations and how it complies with the General Data Processing Regulations (GDPR) 2018.
GR6	Single Equality Scheme	Everything relating to EDI including the College’s strategic aims, our duties, what data sets we monitor and how we plan, roles and responsibilities, good practice, training and positive action.
GR7	Code of Practice: Freedom of Speech and Expression	How the College preserves freedom of speech and expression while maintaining its other obligations under the law. This Code applies to all employees, students and visitors to the College.
GR8	Attendance and Punctuality Policy	The attendance policy and targets for each area of the College including the University Centre.
GR9	Learner Services Counselling Policy	How a referral may be made for counselling and the key terms and conditions of the counselling service.
GR10	Student Protection Plan	Outlines the risks that might affect continuation of study, the likelihood that each risk will crystallise, the measures put in place to mitigate the risks, and the policy on refunds if the University Centre cannot preserve continuation of study.
GR11	Fee Policy Framework	Sets out the framework for all fees for all different types of study at the College, including the University Centre.

GR12	Refund Policy	Sets out the framework under which refunds may be given for fees paid to the College, including to the University Centre.
GR13	Learner Disciplinary Policy and Procedure	The policy under which breaches of the Student Code of Conduct and other instances of unacceptable behaviour are classified and dealt with.
GR14	Complaints Toolkit	The process under which informal and formal complaints are handled.

<b>AR</b>	<b>Assessment Regulations – these apply to all HE students at UCCC</b>	
AR1	Student Guide to Recognition of Prior Learning	The framework by which learning completed elsewhere at the same level as the course you are applying for may be taken into account. If you wish to have previous learning considered please read the guide and speak to your tutor.
AR2	Research Ethics Policy and Procedure	The framework for the approval of research projects on the basis that all ethical considerations have been addressed.
AR3	Extenuating Circumstances and Interruption of Studies Policy and Procedure	The policy under which adverse circumstances which have affected your ability to complete an assessed component are considered and the outcomes that may result.
AR4	Unfair Practice Policy and Procedure	The policy under which Unfair Practice (academic misconduct) is referred and considered, and the penalties that may result.
AR5	Academic Appeals Policy and Procedure	The definition of an academic appeal; how and when to appeal and the procedure for considering an appeal.

<b>OU</b>	<b>Regulations that apply to students on Open University-validated Programmes (FD and BA Hons)</b>	
OU1	Assessment Policy for Open University-validated Programmes	The framework for assessment on foundation degrees and BA (Hons) top-up programmes validated by the Open University.
OU2	Open University Student Guide	A guide to being an Open University student, published by the University.
OU3	Open University Handbook for Validated Awards	The general regulations relating to study on a programme that is validated by The Open University. These regulations have been produced by the University and apply to you if you are enrolled on a programme validated by the University in addition to the General Regulations (GR1 – GR14) and the Assessment Regulations (AR1 – AR5) in the tables above.
OU4	Open University Regulations for Validated Awards	A document produced jointly by The Open University and the University Centre setting out the key regulations at each stage of the student lifecycle – from admissions, through assessment and certification.

OU5	Calderdale College Open University Handbook	A handbook produced by the University Centre for its students on programmes validated by The Open University, giving a guide to the provisions, services, rules and regulations that apply.
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<b>HN Regulations that apply to students on Pearson Higher National Programmes (HNC and HND)</b>		
HN1	Assessment Policy for Pearson Higher National Programmes	The framework for assessment on Pearson awarded higher national programmes (HNC & HND) – aligned to the Pearson regulatory framework (HN2).
HN2	Pearson BTEC Higher Nationals Centre Guide to Quality Assurance and Assessment	Sets out the awarding body's regulatory framework for all aspects of Pearson higher national awards (HNC & HND).
HN3	Calderdale College Higher National Handbook	A handbook produced by the University Centre for its students on HNC & HND programmes awarded by Pearson, giving a guide to the provisions, services, rules and regulations that apply.