

## THE UCL - STUDENT RELATIONSHIP TERMS AND CONDITIONS

### General

1. These terms and conditions, together with various other policies referred to in them, (**Terms**

d. If UCL has to cancel a Programme or make a change of a fundamental

Practice for Graduate Research Degrees and Graduate Taught Degrees, which can be found at <http://www.grad.ucl.ac.uk/essinfo/>. A list of the other significant documents which define the formal relationship between UCL and you is set out at Appendix 1 of this statement.

### **Delivery and Exclusion of Liability**

13. UCL will provide you with tuition, learning opportunities and other related services relevant to your Programme and modules. Specific details relating to the delivery of your Programme will be provided before or at the time of your registration on your Programme.
  
14. If you successfully fulfil all of the requirements of your Programme and registration and abide by the regulations identified in this document, you will be eligible for the award of the appropriate UCL qualification. Certain Programmes of study may also lead to professionally accredited qualifications.

### **Payment of fees and other charges**

15. You are responsible for ensuring your tuition fees and all other charges directly relating to your Programme are paid in a prompt and timely fashion. Where a third party is responsible for payments on your behalf, you must ensure that they similarly pay in a prompt and timely fashion. Demands for payment will be made in accordance with
  
16. If any fee or charge connected to your study at UCL (including tuition fees, library fees and other academic fees) remains outstanding after the due date for payment, UCL reserves the right to stop providing you with access to the relevant service until the fees or charges are paid. In the case of non-payment of library fees, for example, we may suspend your access to the library and/or library services. In the case of non-payment of tuition fees, we may end our contract with you and cease providing you with tuition, learning opportunities and other related services relevant to your Programme of study. UCL may take appropriate and proportionate action41iateiD69 (on)1 0 053 Tr

19. You should make yourself aware of, and abide by, Procedure in Respect of Students, which sets out the standard of conduct and behaviour reasonably expected of you and which also includes awareness of the right of UCL to suspend or exclude you on disciplinary grounds. This can be found at <http://www.ucl.ac.uk/academic-manual/part-5/disciplinary-code>.
20. You should make yourself aware of \_\_\_\_\_, which can be found at <http://www.ucl.ac.uk/srs/academic-regulations>. These include regulations about academic progress, attendance, examinations and also include awareness of the right of UCL to suspend or exclude you from your studies on academic grounds.
21. Under Section 7 of the Health and Safety at Work Act 1974, you have a legal responsibility to take reasonable care of yourself and all others who may be affected by your acts and omissions, and to co-operate in enabling UCL to discharge its legal duties with regard to health and safety, including implementation of the UCL Health and Safety Policy (available at <http://www.ucl.ac.uk/estates/safetynet/>). It is a condition of registration for students that they co-operate with UCL in this respect. Students who undertake fieldwork are also required to acquaint themselves with the relevant UCL

up to and including dismissal from UCL without notice, and may expose you to court proceedings attracting both criminal and civil liability. The Information Security Policy is located at <https://www.ucl.ac.uk/informationsecurity/policy>.

## **Library facilities**

27.

UCL. Your use of the Library facilities will be subject to the UCL Library Regulations (<http://www.ucl.ac.uk/library/about/strategies-policies/regs>); you should familiarise yourself with those regulations. This includes awareness that failure to comply with those regulations may lead to certain sanctions, penalties and/or other disciplinary action.

## **Disability**

28. The UCL Student Disability Policy

(<http://www.ucl.ac.uk/disability/disclosure-and-confidentiality/student-disability-policy>) outlines the ways in which UCL addresses the needs of disabled students. UCL is firmly committed to offering an excellent education to all students and central to this

students to find appropriate and practical solutions to any problems that might arise.

## **Insurance**

29. UCL does not accept responsibility for any loss or damage to your property. You are advised to arrange relevant insurance against theft and other risks before coming to UCL. In certain circumstances, you may need to take out other types of insurance, for example health insurance while on an overseas placement. Any queries regarding insurance should be addressed in the first instance to your department.

## **Data protection**

30. Personal information on students is held by various UCL and University of London support services. The data is held for the purposes of operating several internal UCL or University of London processes, including admissions procedures and maintenance of your academic records after admission. The data is also required for the purposes of compiling statutory statistical and personal returns which UCL is obliged to make to certain external or governmental agencies. When you leave UCL, we will provide your development and Alumni Relations Office (DARO).

DARO will provide you with information on how they will use your information but you consent to us providing the information to DARO when you leave UCL. Further details are available via the UCL General Statement on Data Protection (<http://www.ucl.ac.uk/privacy/data-protection>).

## **Notices**

31. Any notice or other information relating to the formal relationship between you and UCL that you need to give to UC

messages were lost or delayed when automatically forwarded to a personal e-mail address (e.g. Hotmail, Yahoo, etc).

33. You are responsible for maintaining up-to-date address and other contact details via your Portico account, otherwise any notices or information sent to your last recorded address will be deemed to have been properly given.
34. UCL may also draw your attention to important information through announcements on UCL's website, Portico and through messages on the computer desktop when you log-on to UCL network.

## **Complaints**

35. UCL has an established Student Complaints Procedure (<http://www.ucl.ac.uk/academic-manual/part-5/student-complaints-procedure>) for dealing with both academic and non-academic complaints and representations from students. Formal complaints should only be







**The UCL - Student Relationship  
Useful Contacts A-Z**

We recommend you bookmark (or print) this section for future reference. Updates will be made to this information as required.

Admissions

E-mail: [study@ucl.ac.uk](mailto:study@ucl.ac.uk)

Tel: 020 7679 3000 (Internal 33000)

Data Protection Officer

E-mail: [researchdegrees@ucl.ac.uk](mailto:researchdegrees@ucl.ac.uk)

Tel: 020 7679 3063/7379 (Internal 33063/7379)

#### Student Fees

Address: Room G19, Ground Floor, South Wing, Wilkins Building, Gower Street,  
London, WC1E 6BT

E-mail: [fees@ucl.ac.uk](mailto:fees@ucl.ac.uk)

Tel: 020 7679 4125 or 020 7679 4128 (Internal 34125 or 34128)

#### Student Funding

Address: Room G19, Ground Floor, South Wing, Wilkins Building, Gower Street,  
London, WC1E 6BT

E-mail: [studentfunding@ucl.ac.uk](mailto:studentfunding@ucl.ac.uk)

Tel: 020 7679 0004 (Internal 30004)

#### Student Residences

Address: 117 Gower Street, London, WC1E 6AP

E-mail: