

TERMS AND CONDITIONS FOR UNDERGRADUATE STUDENTS

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UNIVERSITY COLLEGE LONDON

TERMS AND CONDITIONS FOR UNDERGRADUATE STUDENTS

Introduction

It is important that you read this document carefully before accepting an offer as it forms the basis of the relationship between you and UCL. It sets out the various rights and responsibilities that both you and UCL have in relation to your study at UCL. You should be aware that your acceptance of an offer to study at UCL signifies your agreement to enter into a contractual relationship with UCL on these Terms. YOUR ATTENTION IS DRAWN IN PARTICULAR TO SECTIONS 4, 7, 10, 11 and 12.

We refer to this document as the **Terms**, to reflect the fact that it sets out the “terms and conditions” that apply to the relationship between you and UCL. The words **UCL**, **we** or **our**, refer to University College London. The words **you** or **your**, refer to you in each case as an applicant for study at UCL and as a student of UCL if your place has been confirmed. These Terms are separated out into five core sections:

Part 1 – Accepting an offer from UCL

Part 1 describes how offers are made and accepted and provides information on how you may cancel your contract with UCL.

Part 2 – What you can expect from UCL

Part 2 describes what UCL is committing to do. It includes details of UCL’s provision of your tuition and access to its facilities, creating a positive university environment, and making provision for you to raise questions or concerns about any aspect of your time at UCL.

We specifically draw to your attention to the information regarding the University’s right to make changes (including changes to the Programme) and your rights in respect of each type of change as more fully described in section 4 of this Part.

Part 3 – Your rights and what UCL can expect from you

Part 3 describes your rights and responsibilities. This includes details of how complaints can be raised. It also deals with issues regarding the conduct of students in an academic context and more generally.

Part 4 – Important legal information

This sets out various information in relation to your and UCL’s legal rights and responsibilities. This includes important terms relating to UCL’s liability and its use of your data.

Part 5 - UCL’s Student Regulations

PART 1 – ACCEPTING AN OFFER FROM UCL

1 Accepting an Offer from UCL

- 1.1 If UCL wishes to make you an offer of a place to study (an **Offer**) on a degree programme or other programme or course of study at UCL (a

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- 2.5 To cancel your Contract with us you will need to use the process provided by UCAS and comply the UCAS terms and conditions.

PART 2 – WHAT YOU CAN EXPECT FROM UCL

3 UCL's provision of services

3.1 UCL commits to:

3.1.1 **provide the services relevant to your Programme with reasonable care and skill.**

More detailed information about the different aspects of your Programme (including current expectations in relation to modules and assessment method(s)) is provided in UCL's Prospectus for Undergraduates applicable to your start date. This includes tuition and learning support.

3.1.2 **make available reasonably appropriate infrastructure and facilities to support your learning.**

This includes, as appropriate,

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7.1 During and in connection with the Programme, you will be required to pay

Part 4 – Important legal information

9 Data protection

- 9.1 UCL will receive personal data from you in various ways both before and during your period of study at UCL and further information relating to you will be generated while you are studying at UCL. This may include special category or criminal convictions data under data protection legislation (the General Data Protection Regulations (Regulation (EU) 2016/679) as implemented by the Data Protection Act 2018 (as amended)).
- 9.2 Your personal data (including any special category personal data) will be held by UCL and may be used by UCL to enable UCL to fulfil its responsibilities to you.
- 9.3

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- 11.3 Subject to section 11.2, UCL does not accept any liability for loss that does not flow naturally from a breach of its obligations under these Terms. This is often referred to as indirect or consequential loss. In addition, particular types of loss that UCL does not accept liability for, whether direct or indirect and whether considered a possibility at the time the contractual relationship came into effect, are loss of earnings (including delay in receipt of potential earnings), loss of opportunity, loss of profit and loss of your data.
- 11.4 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 the department that manages your Programme.
- 11.5 Subject to the above provisions of section 10, UCL's total aggregate liability to you arising out of or in connection with these Terms and/or your period of study at UCL (whether in contract, tort or otherwise) shall in no

13.2 You should check your UCL e-mail account regularly, as UCL cannot be held responsible for the

Part 5 - Student Regulations and Policies

15 UCL's Student Regulations and Policies

- 15.1 Details of all of UCL's Student Regulations and Policies can be found in the [UCL Academic Manual](#) and as repeated or supplemented at <http://www.ucl.ac.uk/students/policies>. It is important that you read and understand the Student Regulations and Policies as it is a fundamental term of the Contract that you comply with them.
- 15.2 We are aware that the Student Regulations and Policies are detailed and that there are a number of documents. This reflects the many different ways in which you may interact with the UCL environment. To help you identify some of the more important Student Regulations and Policies, we have summarised these below, to

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Library Regulations	Sets out the requirement to use UCL's Library facilities in an acceptable manner and includes certain sanctions, penalties and/or other disciplinary action for non-compliance.
Disability	Outlines the ways in which UCL addresses the needs of disabled students. Sets out UCL's firm commitment to offering an excellent education to all students and central to this policy is UCL's intention to take account of individual needs and to work with disabled students to find appropriate and practical solutions to any problems that might arise
Complaints Procedure	Provides details on how students should express concern or dissatisfaction with aspects of UCL or the quality of services provided. It is central to UCL's commitment to providing a high quality educational experience for all our students, reflected in excellent academic, administrative and pastoral support services with the aim for every student to be satisfied with their experience of UCL.
Harassment and Bullying	Outlines UCL's firm commitment to equality and diversity and how UCL will not tolerate the harassment or bullying of one member of its community by another or others. Sets out to promote the development a working environment in which harassment and bullying are known to be unacceptable and where individuals have the confidence to complain about harassment and bullying, should they arise, in the knowledge that their concerns will be dealt with appropriately and fairly
Disciplinary Code and Procedure	Sets out the standard of conduct and behaviour reasonably expected of you and also includes the right of UCL to suspend or exclude you on disciplinary grounds
Data Protection Policy	Reflect UCL's commitment to ensure that every employee and registered student complies with the Data Protection Act 2018 and to ensure the confidentiality of any personal data held by UCL, in whatever medium

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Intellectual Property Policy (Students)	Sets out the rules, rights and obligations of UCL students in relation to intellectual property created in the course of study
Religion and Belief Equality Policy and Equal Opportunity Policy	Reflects how UCL seeks to address issues of

Appendix 1 – Conditions of Enrolment

1. Conditions of Enrolment

Your Offer and/or right to enrol and/or participate

Appendix 2 – Surprising Terms

1. Compelled student withdrawal

Without limiting any right of UCL under the Contract or any of the Student Regulations and Policies, examples of some circumstances in which UCL may require that a student withdraw from a Programme include:

- (a) Proven assessment irregularity; Plagiarism
- (b) Ill Health

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Appendix 3 – Useful Contacts

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

Service	Email	Telephone
Admissions (Undergraduate)	undergraduate-admissions@ucl.ac.uk	020 3370 1215
Admissions (Graduate)	admissions@ucl.ac.uk	020 3370 1216
Admissions (Teaching Training)	teaching-admissions@ucl.ac.uk	020 7679 7742 / 020 7679 7381
Data Protection Officer	data-protection@ucl.ac.uk	020 3108 8726 / 020 3108 8764
Freedom of Information	foi@ucl.ac.uk	020 3108 8726 / 020 3108 8764
Student Disability Services	askUCL	020 7679 0100
Examinations	askUCL	0203 1089 744
Doctoral School	docschool@ucl.ac.uk	020 7679 1422
Graduation Ceremonies	ceremonies@ucl.ac.uk	020 3108 6700
Information Services Division International	servicedesk@ucl.ac.uk	020 7679 5000