

The Student Contract 2017/18

Undergraduate students

What you need to know

Coventry University (“the University”) believes it is important that all applicants understand the key terms, conditions and regulations that the University will apply and rely upon in its future relationship with them. We have tried to make our small print user friendly but it’s important that you read the following sections so that you understand the ‘legal bits’ of the Student Contract.

By accepting your offer of a place with us, a Student Contract (“the Contract”) will be formed between you and the University. The Contract will detail all of your rights and also the obligations you will be bound by during your time as a student and will also contain all of the obligations that the University owes to you. The terms and conditions of the Contract are set out in the documents listed below:

- Your offer letter (and application form T&Cs in the case of international students)
- The undergraduate prospectus (relevant contractual sections only)
- *The University General and Academic Regulations*
- *The University’s No Hidden Extras T&Cs*
- *Intellectual Property Policy*
- *Data Protection and Privacy Policy*
- Specific course requirements as detailed on *our website*

Your guide to the small print

Application and admission to the University

You must provide accurate and complete information in your application form. If you do not, the University has the right to withdraw the offer made to you or if you have begun your course of study the University has the right to withdraw you from your course. *[See General Regulations 1.3]*

Specific course entry requirements

The entry requirements for your chosen course are detailed in the boxed-out section of the course pages in the prospectus, at *the website* and in your offer letter. Please review these requirements to ensure that you are eligible for entry to your chosen subject. If you are found not to have all of the relevant entry requirements, the University has the right to withdraw its offer to you. *[See General Regulations 1.3].*

Criminal convictions

Your offer of a place may be conditional on you obtaining a Disclosure and Barring Service (DBS) check. If the check is unsatisfactory or it is found that any convictions or other information supplied is incompatible with the requirements of the course, the University will notify you and exercise its right to withdraw its offer to you.

[See General Regulations 1.3]. Any change of circumstance should be brought to the attention of the admissions tutor or, if you are already studying with us, the course director.

You will also need a DBS check to undertake any 'Add+vantage' modules where you may be working with children/young people and you may be brought before a University Panel if you are unable to present a satisfactory DBS.

Fitness to practise

If you are applying for a course that leads to registration with a professional body, e.g. Nursing, Social Work, your offer may be conditional on you satisfying certain health and immunisation criteria. In addition to you providing the University with this information, you may also be required by the NHS to present a *Code of Professional Conduct and Fitness to Practise statement*, which will be included in your offer letter. This additional information will include mental health and welfare considerations and failure to meet all of the required Fitness to Practise standard will lead to the University withdrawing its offer to you. Adherence to the Fitness to Practise policy is an ongoing requirement throughout your enrolment at the University and any change in your circumstances that may affect your fitness to practise may be investigated in accordance with the Fitness to Practise policy. *[See General Regulations Appendix 7 clause 5].*

Duration of registration

As a full-time undergraduate student you must complete your degree within six years. This period includes periods of suspension, interruption of studies and withdrawal from the University. *[See Academic Regulations 6.4.8].*

Your cancellation rights

Once you have accepted your offer of a place at the University you have 14 days in which to cancel your acceptance ("the Cancellation Period") and you can do so for any reason. To exercise the right to cancel, you must inform the University of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or e-mail). You may use the model cancellation form at the end of this document, but this is not obligatory. The University will accept notice of cancellation sent by email to **studentenquiries@coventry.ac.uk**.

If you cancel your acceptance within the Cancellation Period, any fees paid by you to the University will be refunded in full. If you start your course within the Cancellation Period, which may happen if you have accepted a place through the clearing process, the University has the right to charge you a reasonable sum for the course provided.

If you cancel your acceptance after the Cancellation Period, the University will not refund payments received from you. Depending on when you cancel the Contract, you may be obliged to pay a proportion of your tuition fees.

You will find our full *cancellation policy* and details regarding payment of tuition fees on our website.

Changes to course modules or services

The University will make all reasonable efforts to deliver courses and research opportunities leading to its awards as described in materials published by the University.

The University reserves the right to vary arrangements in exceptional circumstances which are beyond the University's reasonable control. Examples of such circumstances may include:

- (a) where the numbers recruited to a course and/or module are so low that it is not possible to deliver an appropriate quality of education to students enrolled on it
- (b) the unexpected absence or departure of a key member of staff
- (c) acts of God, flood, earthquake, windstorm or other natural disaster, including epidemics of infectious disease
- (d) fire, explosion or accidental damage
- (e) collapse of building structures, failure of machinery, computers or vehicles
- (f) labour disputes, including strikes and industrial and other action
- (g) interruption or failure of utility service, including but not limited to electric power, gas or water
- (h) the acts, decrees, legislation, or restriction of any government

Where such events occur the University will seek to minimise the impact on the student learning experience by, for example:

- (a) delivering a modified version of the same course
- (b) making available to affected students such learning or other support and other services and facilities as it considers appropriate
- (c) offering affected students the opportunity to transfer to another course or to withdraw and be given reasonable support to move to another university

The University will provide continued assurances of the standard and quality of the award. Students will be informed of any changes to learning support, services and facilities by the University as soon as is practicable.

In addition to the circumstances described above, the University will be entitled to make reasonable changes to its courses where that will enable the University to deliver an equivalent or better quality of educational experience to students enrolled on the course. Examples of such circumstances may include changes to:

- (a) the content and syllabus of the course where developments in the subject area make that necessary
- (b) the location of the course
- (c) the method of delivery of the course

In making any such changes, the University will aim to keep the changes to the minimum necessary to achieve the required quality of experience and will notify and consult with affected students in advance about any changes that are required. If the University changes a course, students who are not satisfied with the changes will be offered the opportunity to transfer to another course or, if required, to withdraw and be given reasonable support to move to another university. *[Please refer to the University's Admissions Policy for further details].*

Fees, deposits and consequences of non-payment

The tuition fees stated on the course webpage, prospectus and your offer letter will apply for the duration of your course, subject only to changes to the law or government requirement.

It is your responsibility to pay any deposit and your fees on time and in the full amount as stipulated in your offer letter. The University has the right to withdraw its offer of a place to study if you fail to pay any deposit owed before you commence your studies.

International students should also note that the University reserves the right to keep any deposits paid in the instance where the Home Office subsequently refuses a study visa due to an application being rejected due to fraud. [\[See Refund Policy, sections 4 and 9\].](#)

The University further has the right to impose penalties including disciplinary action, potentially leading to withdrawal of study, if you fail to pay your fees once you are a student at the University [\[see General Regulations 1.4 and 1.5\]](#). Where there is an outstanding tuition fee debt, the University reserves its right to withhold evidence of your award and/or to take legal action against you.

If you fail to pay any other (non-tuition fee) sums you owe to the University, the University may reserve the right to take action to recover those sums. This may include in certain circumstances removing the services available to you such as use of the library or sports facilities, and in certain circumstances taking legal action to recover debts owed. [\[See General Regulations 1.5 b\].](#)

Your fees include all core text books required, mandatory UK-based field trips, technical equipment and clothing, as detailed on the course page of the website, plus 1,000 photocopying credits per year. They do not include charges for University accommodation, examination re-sits, extensions to the designated period of study, optional field trips, final year materials for some art and design courses and any other miscellaneous expenses that may be incurred during your period of study. Full details of the [University's Fee Policy](#) can be found on our website. [\[Also see General Regulations 1.4\].](#)

Financial assistance

Coventry University offers a range of financial assistances to both home/EU and international students. [Scholarships, grants and bursaries](#) are designed to help students meet the challenges of funding their studies. Each type of financial support has its own criteria which applicants must meet in order to qualify, including academic and sporting achievement, and all awards are made subject to the University's discretion.

Attendance monitoring

Coventry University believes that students achieve their full potential if they commit to attending lectures, tutorials, examinations and other activities which form part of their course. The University reserves the right to impose disciplinary measures on any student found to have poor attendance. [\[See Academic Regulations 6.4.4 b\].](#)

International students must ensure they meet the requirements of their visa with weekly attendance monitors. Failure to do so could lead to the University withdrawing its sponsorship of the student. [\[See General Regulations 1.7\].](#)

Re-sits/repeats

In the event that you fail a course module you will have one automatic opportunity to re-sit the examination. A further two attempts will be granted at the discretion of the relevant Assessment Board and will require you to retake the whole module including teaching and re-sit any elements that you may have passed. [\[See Academic Regulations 6.7 and 6.8\].](#)

You must inform the University **in advance** of any extenuating circumstances, such as a family emergency, that prevent you from attending an examination. The University reserves the right not to take into consideration any extenuating circumstances you inform us about after the event that prevent you from sitting an examination/submitting coursework. [\[See Academic Regulations 6.9\].](#)

Conduct

The University expects that its students should conduct themselves in a certain manner both in relation to academic and non-academic environments. The University will take disciplinary measures against any student found to have plagiarised or used ghost writing services in the delivery of their academic work. Disciplinary measures could include suspension or withdrawal from studies. Students are expected to have familiarised themselves with the University's Disciplinary Procedure. [\[See General Regulations Appendix 1 4.4\].](#)

Students are also expected to respect the University's commitment to diversity and equality. If it is brought to the attention of the University that a student has behaved in an inappropriate manner to a fellow student or staff member, the University will take disciplinary action which could lead to suspension or withdrawal. Students are expected to have familiarised themselves with the University's Equality and Diversity Policy. [\[See General Regulations Appendix 7 clause 6\].](#)

Students found to have brought the University's name into disrepute with the local community, such as anti-social behaviour, will also be subject to disciplinary measures. [\[See General Regulations Appendix 7\].](#)

Intellectual property

If you develop intellectual property, including an invention, device, discovery, materials, product, process, computer software or any other potentially valuable result or innovation, with material input from the University's academic staff, University resources, or as part of a collective project, programme or research activity, you will be required to assign all rights in such intellectual property to the University as set out in [General Regulations Appendix 12](#).

The University will not make any claim to any intellectual property developed by you in circumstances other than those set out in [General Regulations Appendix 12](#).

FutureLets accommodation

Separate [terms and conditions](#) apply to your occupation of University-owned accommodation.

Disciplinary procedure

The University's disciplinary procedure is detailed at [General Regulations Appendix 7](#). A decision by the University to withdraw you from study will be taken in accordance with these General Regulations and subject to any right of appeal or review. If the University has good reason to expel you and does so in accordance with the relevant procedures, the University will not be liable to compensate you for any loss or damage you may suffer as a result.

Complaints

The University has a comprehensive complaints procedure which includes both informal and formal options which students can use to resolve complaints. Full details of the complaints policy can be found at [General Regulations Appendix 10a](#) along with information about the Office of the Independent Adjudicator (OIA) where students can make further representation if they are dissatisfied with a decision relating to a complaint they have raised with the University. For more information about the OIA, please visit www.oiahe.org.uk.

Data protection policy

The University has a comprehensive [data protection and compliance policy](#). You can find out more about how the University handles student data and your rights in relation to data protection at our website.

General

If any provision of the Contract between you and the University is held to be void or unenforceable in whole or in part by any court or other competent authority, that contract shall continue to be valid as to the other provisions contained in it and/or the remainder of the affected provision.

The Contract between you and the University can only be enforced by either you or the University. The Contracts (Rights of Third Parties) Act 1999 does not apply.

The Contract shall be governed by and construed in all aspects in accordance with the English law and the parties agree to submit to the exclusive jurisdiction of the English courts.

Cancellation form

Please fill out this form and send by post addressed to:

Recruitment and Admissions Office
Alan Berry Building (ABG21)
Coventry University
CV1 5FB

Or send by email to **studentenquiries@coventry.ac.uk**

I hereby give notice that I wish to cancel my contract with the University to study a course commencing in:

Date (MONTH/YEAR):

Name of student:

Student number:

Course title:

Address of student:

Signature of student:

Date (MONTH/YEAR):
