

Terms and Conditions for UWE Online 2024/25

Student and Academic Services

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Terms and Conditions 2024/25

These Terms and Conditions are important and you should take the time to read them and know where you can find them should you need to refer to them later on.

These Terms and Conditions specifically apply to students studying on UWE Online programmes.

Definitions

We/Us/Our/the University/UWE Bristol means the University of the West of England, Bristol

UWE Online means any programme of study delivered under the UWE Online brand.

You/Your means a registered student of UWE Bristol

Material Change means a change to the Material Information listed below.

Material information means the information we provided to you when we made you an offer of a place on your Programme which includes:

- *the published details of your Programme*, including: Programme title; entry requirements; what you will study (for example core modules and likely optional modules); method of study (for example, lectures, seminars, work placements, online learning); expected workload including number of contact hours and expected self-study; the overall methods of assessment for your Programme (for example exams, course work or practical assignments); the award you will receive on successful completion of your Programme; location of study or possible locations; length of your Programme; whether your Programme is accredited by a professional, statutory or regulatory body (PSRB).
- *Key facts documents covering*: tuition fees; complaints; appeals; academic regulations and procedures, and non-academic policies noted here in the appendix
- Our Admissions Policy.
- These Terms and Conditions.

Material non-disclosure means failure or refusal to declare or reveal some information that is required to be declared or revealed.

Programme means your course or programme of study.

Partner institution means an institution or organisation with which the University has an agreement to deliver courses approved by the University and which lead to University awards.

Quality Assurance Processes means the ways in which we ensure our Programmes are up to date and meet the required standards (for example through our processes for reviewing programmes).

Registration means the process by which you:

- confirm and update as necessary, the personal details we hold for you which you provided in your application
- confirm the UWE Bristol programme you are intending to study
- agree to abide by, comply and engage with our Terms and Conditions and related University regulations, policies and procedures
- agree to pay or make arrangements to pay your tuition fees in accordance with the University's Tuition Fee Policy

Stakeholders means a professional, statutory or regulatory body (PSRB) (for example the Nursing and Midwifery Council or the Engineering Council), external examiners, employers, national and local government education departments, funding councils or bodies which commission or accredit Programmes.

1 Becoming a student of the University

- 1.1 These Terms and Conditions together with the published information about your Programme, form the basis of the relationship between you and us which starts when you accept an offer of a place on your Programme. This includes acceptance directly with the institution or via another agency, where applicable. Your ability to take up the offer of a place may depend on you meeting certain conditions.
- 1.2 **Once you register, you will become a student of the University and these Terms and Conditions will start to apply.**
- 1.3 On registering with the University you will also be agreeing to abide by, comply and engage with University regulations, policies and procedures. In particular we refer you to:
 - Admissions Policy (Appx 1)
 - Academic Regulations and Procedures (Appx 2)
 - Student Conduct Policy (Appx 5)
 - Fitness to Study (Appx 6)
 - Professional Suitability Policy (Appx 7)
 - Complaints Procedure (Appx 16)
 - Intellectual Property Policy and Regulations (Appx 18)
 - UWE Bristol Tuition Fee Policy (Appx 24)
 - Health and Safety (Appx 25)
 - Data Protection Policy (Appx 26)
- 1.4 A full list of the policies that govern your relationship with us and which you will need to be aware of are set out at the end of these Terms and Conditions. You should familiarise yourself with these policies and comply with them at all times.
- 1.5 You will be required to re-register at the beginning of each academic year of your Programme.

- 1.6 As a student of the University you are required to meet certain standards of conduct as set out in the Student Conduct Policy (Appx 5).
- 1.7 There is no requirement to attend campus for your UWE Online programme. If you do wish to visit campus for any reason, you should carry a University issued Student Identification Card ('ID card') with you at all times whilst on University premises or engaged in University activities and present it to University staff if requested to do so. You may need to request an ID card via the InfoPoint.
- 1.8 These Terms and Conditions continue to apply for as long as you remain registered on your Programme unless terminated earlier as permitted below.

2 Tuition fees, payment and debt

- 2.1 If you pay your tuition fees to us then our Tuition Fee Policy will apply.
- 2.2 You will need to familiarise yourself with the policy applicable to your programme regarding what your fees will cover and for any additional costs information.
- 2.3 By registering for your Programme you are agreeing to pay the tuition fees, make arrangements to pay your tuition fees or to provide acceptable evidence that Student Finance or other sponsor has agreed to pay part or all of your fees.
- 2.4 If you are subject to the UWE Bristol Tuition Fee Policy your tuition fees will cover your first attempt at an assessment and one resit at all the modules necessary to complete that academic year of your Programme. Additional modules and retakes of modules may incur an extra charge. There may be additional costs depending on your Programme, for example IT equipment and materials. These will be detailed in the information we provided to you when we made you an offer of a place on your Programme.
- 2.5 Tuition fees will be subject to annual increases as detailed in the tuition fees policy which applies to you.
- 2.6 **If you withdraw from your Programme, you may still be liable for some or all of the tuition fees.** Any liability will be calculated in accordance with the tuition fee policy which applies to you.
- 2.7 **If you have a tuition fee debt to the University you may be prevented from registering for the next academic year or progressing to the next module of your course. The University has the right to withhold all award certificates, you may be excluded from attending a graduation ceremony and academic references will not be provided until you have cleared the debt.**

3 Immigration Requirements

- 3.1 This Programme is delivered online only. The University will not be able to issue you with a Certificate of Acceptance for Studies to support a student visa application.
- 3.2 If you are an overseas national and are residing in the United Kingdom then you will need to

provide UWE with evidence of your Right to Study.

4 Changes to your Programme

- 4.1 We continually enhance our Programmes by responding to feedback from our students and other Stakeholders, ensuring the curriculum is kept up to date and our graduates are equipped with the knowledge and skills they need for the real world. We may make any such changes to our Programmes without consulting you if the changes will not involve a Material Change.
- 4.2 There may be circumstances where we have to make a Material Change to the Material Information. In these circumstances, we will give you advance notice of the change and inform you about how this change will impact on your Programme and work with you to understand the reasons for and the effect of the change on your studies.
- 4.3 If required, we can explore with you alternative arrangements, such as transferring to another Programme or another institution. You will also be entitled to withdraw your application or withdraw from your Programme as a result of the change, in which case you should tell us in writing. You may make a claim for costs you have incurred in accordance with our published Student Protection Plan (Appx 36) and Tuition Fee policy (Appx 24).
- 4.4 Examples of reasons for making a Material Change to your Programme may include:
- a commissioning or accrediting body (for example, the Nursing and Midwifery Council or the Engineering Council) requires us to add new course content to your Programme
 - in response to feedback from Stakeholders or our students through the University's Quality Assurance processes
 - where there is an insufficient number of students applying to the Programme or a module of a Programme to make running the Programme or module impractical to provide a suitable student experience and/or be financially viable
 - to reflect the introduction of new technologies
 - where staff have taken extended leave or left the University
 - following changes to the funding we receive
 - Government legislation
- 5.5 We may withdraw Programmes before they have started but only in very limited circumstances including where there is an insufficient number of students applying to a Programme which would mean that running the Programme would not provide a suitable student experience and/or be financially viable. In some circumstances, and in accordance with the published Student Protection Plan and Tuition Fee Policy, you may be eligible to make a claim for any costs you have incurred.**

5 Communicating with you

- 5.1 We will communicate with you about your offer of a place on your Programme through the UWE Online Application Portal.
- 5.2 The Material Information provided as part of your acceptance of an offer of a place on your Programme, including these Terms and Conditions, will be available to you throughout the duration of your Programme via the UWE Online Application Portal.
- 5.3 Once you have registered for your Programme, we will communicate with you via a range of channels, depending on the type of information we need to provide. We will communicate via:
- your University email address. We expect you to check your University email account regularly and frequently both during and outside of term time
 - myUWE
 - Blackboard
 - the official UWE Bristol website
 - the official UWE Bristol social media channels
 - the mobile phone number you provided at registration
 - by post to your home address as appropriate.
- 5.4 Please note that you must promptly inform the University of any changes to your contact details. Please also ensure you provide the University with details of who to contact in an emergency.
- 5.5 In circumstances where serious concerns are raised about your wellbeing (including risk to self, others and the University), we reserve the right to contact your emergency contact in order to ensure a joined up and collaborative approach to assessing this risk and providing appropriate support.

6 Termination

- 6.1 The relationship between you and us will end and these Terms and Conditions will cease to apply:
- if you withdraw from the University; or
 - if you are required to withdraw with regard to your academic performance in accordance with our Academic Regulations or in accordance with our academic integrity, disciplinary or professional suitability or fitness to study procedures; and/or
 - for non-payment of fees in accordance with the University's Tuition Fees Policy, or a relevant partner institution tuition fees policy.
- 6.2 We may terminate our relationship with you in writing with immediate effect if:
- you are expelled or refused admission to or membership of any organisation which you are expected to attend or be a member of as part of your Programme;

or

- between accepting an offer and starting your Programme there is a change of your circumstances which, in our reasonable opinion, makes it inappropriate for you to study on your Programme; or
- in our reasonable opinion you have failed to provide us with all relevant information, or have supplied false or misleading information, relating to your application for your Programme; or
- where your behaviour represents a significant risk to the health, safety or welfare of yourself or others; or
- if your continuing registration at the University puts us in breach of any of our legal obligations to comply with UK immigration or other legal requirements; or
- if you fail to maintain employment required as part of your programme, regardless of cause or fault; or
- there is no evidence of your engagement, which includes support processes and systems, and you have failed to submit assessments for any of your modules across the whole year to date and where all efforts to secure your re-engagement have failed

6.3 If you fail to meet the conditions of our offer or if you have not already registered at the time of termination, we shall be entitled to refuse to register you on your Programme. If, at the time of termination you have registered, we shall be entitled to require you to stop studying on your Programme and leave the University immediately.

6.4 On termination, you are required to return any property owned by us, including an ID (if you have one). You must pay all outstanding fees immediately.

6.5 Any actions we take under the above will not restrict our ability to take any other action against you that we have the right to take.

7 Complaints

7.1 We have a student complaint procedure that is accessible to all students. Full details of the procedure can be found in the Complaints Procedure (Appx 16). If, further to your complaint, we have provided you with a "Completion of Procedures" letter and you are still unhappy with the outcome of your complaint, you may be able to refer it to the Office of the Independent Adjudicator (OIA). Full details of how the OIA works can be found here: www.oiahe.org.uk.

7.2 Our Complaints Procedure includes the procedure for making a complaint if you are a student studying at a partner institution.

8 Liability

8.1 We will be liable to you for any direct loss or damage you suffer if we either fail to carry out our obligations under these Terms and Conditions to a reasonable

standard; or breach any relevant duties that we owe to you that are imposed on us by law (including if we cause death or personal injury to you by our negligence), but not to the extent that such failure is attributable to:

- your own fault;
- the fault of a third party.

8.2 **We do not exclude or limit in any way our liability to you where it would be unlawful to do so. Our liability to you in the case of loss or damage other than for death or personal injury or fraud is limited to 150% of the total sums paid by you to us whilst enrolled on your Programme.**

8.3 We will not be liable to you for events outside our control which we could not have foreseen or prevented even if we had taken reasonable care. Events outside our control include industrial action, over or under demand from students, staff illness, significant changes to Higher Education funding, severe weather, fire, civil disorder, political unrest, government restrictions and concern with regard to the transmission of serious disease or illness. In such circumstances, we reserve the right to change or cancel parts, or all, of your Programme.

9 Intellectual Property

9.1 For our Policy on Intellectual Property please see appendix 18 of these Terms and Conditions.

10 Your right to cancel

10.1 If you decide to accept our offer of a place and then change your mind, you have the right to cancel within 14 days without giving any reason. This cancellation period will expire 14 days from the date of your acceptance.

10.2 To exercise the right to cancel you must inform us of your decision to cancel this contract by using our Application Cancellation Form (or in a letter sent by post, or via email).

10.3 If you register for your Programme and then change your mind, you have the right to cancel within 14 days from the date of your registration without giving us any reason. If you cancel within the 14 day cancellation period, we will reimburse to you all payments received from you. 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.

11 Data Protection

11.1 When you enter into a relationship with us, you acknowledge and understand that we need to hold and process your personal information for administrative purposes in order to provide you with educational services.

11.2 We will process your personal information in accordance with the relevant Data

Protection legislation that applies at the time and our own policies on data protection and data processing. We will only share your data with third parties in accordance with our policy on data protection where the law either requires or allows us to do so or where we have your express consent.

- 11.3 Unless you object, information relating to your registration will be shared with the Alumni Association so that we can keep in touch with you after you have left the University.
- 11.4 More detailed information about how and why the University processes your personal data is available in the [Student Data Privacy Notice](#) (Appx 35), which **must** be read in conjunction with these Terms and Conditions. ***By accepting these Terms and Conditions you acknowledge that you have fully read and understood this Privacy Notice.*** Please note, this notice will be regularly reviewed, and where necessary, will be updated to reflect any changes.
- 11.5 Information relating to your registration will be shared with the Alumni, Engagement and Development department so that we can keep in touch with you after you have left the University. More information about this is available via the [Alumni Privacy Notice](#)
- 11.6 Personal information may also be collected and processed separately by parts of the University for other purposes such as by the Centre for Sport, Accommodation Services, and Student Wellbeing Services and relevant privacy notices will be provided at the point of collection as required.

12 Disability, impairment or long term health condition

- 12.1 If you have a disability, a Specific Learning Difficulty (SpLD) such as dyslexia or mental health or long term health condition, we encourage you to disclose the relevant information as early as possible to enable us or the relevant partner institution to discuss support arrangements and any reasonable adjustments (appx 38) with you.

13 General

- 13.1 Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 13.2 These terms and conditions, the Material Information referred to herein and any terms and conditions provided by any partner institution override any other communication, document or representation made by us, either in writing or orally. These terms and conditions are the entire understanding between you and us about your Programme and replace any other undertakings or representations. In the event of any discrepancy between these terms and conditions and the Material Information or the terms and conditions provided by any partner institution, these terms and conditions shall take precedence except where 2.1 of these Terms and Conditions applies.
- 13.3 These Terms and Conditions form the basis of our relationship with you, and you may only transfer your rights or your obligations under these Terms and

Conditions to another person if we agree to this in writing.

- 13.4 Nobody else has any rights under this contract. This contract is between you and us and no other person shall have any rights to enforce any of its terms.
- 13.5 If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date. For example, if you miss a payment and we do not chase you, we can still require you to make the payment at a later date.
- 13.6 A reference to a statute or a regulation shall include any amendments made from time to time under that statute or regulation.
- 13.7 The relationship between us shall be governed by and in accordance with the laws of England and Wales and we and you agree to submit to the non-exclusive jurisdiction of the Courts of England and Wales.

14 Membership of The Students' Union

- 14.1 As a registered student you will have the right to be a member of The Students' Union, but you may also choose not to be a member. Membership of The Students' Union is given automatically to all new students.
- 14.2 If you do not wish to be member of The Students' Union you must indicate your wish in writing to the Chief Executive Officer of The Students' Union at any time by completing the appropriate form, available from The Students' Union or the Clerk to the Governors.
- 14.3 Unless you object, the information supplied by you as listed here will be shared with The Students' Union. The Students' Union provides membership services to UWE Bristol. This information will be transferred securely by UWE Bristol to The Students' Union's website provider who will import your information into a database that will pre-register you with The Students' Union. This will mean you won't need to re-enter your personal data when registering on The Students' Union website. This will enable you to join the sporting, cultural and extra-curricular activities provided by The Students' Union, and other online membership services and participate in Students' Unions' elections and student representation.
- 14.4 If you do not wish the information indicated to be made available to The Students' Union you are invited to tick the box provided on the registration form or in online registration.

15 Engagement and Attendance

- 15.1 You are active participants in your learning experience and there is an expectation of you to engage fully with the requirements of your chosen programme of study, including any specific details outlined in your Programme Handbook.

- 15.2 As part of our commitment to supporting you, your attendance and engagement will be monitored. This approach serves to identify if you may require further support. In addition, we will review how your engagement and attendance within teaching and learning link to your retention, progression, achievement and employability. This information will be used to inform our decision making and enhance the overall learning experience; for example in reviewing programme content, structure and delivery methods. More information about this is available in the [Academic Engagement and Attendance Policy](#) (appx 37).

16 The formal removal of award

- 16.1 The Academic Board of the University may remove an award granted by the University from you on the recommendation of the Vice-Chancellor if:
- (a) you have been granted an award and have been found to have been admitted to your programme or granted the award under false pretences or on material non-disclosure
 - (b) you have been granted an award or an honorary degree and have acted in a manner which the Academic Board of the University considers would bring the name of the University into disrepute as a result of granting the award.

17 Appendices

1. Admissions Policy
2. Academic Regulations and Procedures
3. Assessment Offences Policy
4. Student Behaviour and Health Policy Framework
5. Student Conduct Policy
6. Fitness to Study Policy
7. Professional Suitability Policy
8a. Criminal Conviction Policy
8b. Criminal Conviction Procedures
9. Religion and Belief Policy
10. UWE Bristol Handbook of Research Ethics
11. The Students' Union Code of Practice
12. Student Alcohol and Drug Policy
13. Student Pregnancy, Maternity, Adoption and Partner Leave Policy and Procedures
14. Assessment Content Limit Policy
15. Anti-Bullying and Anti-Harassment Policy
16. Complaints Procedure
17. Freedom of Speech Policy
18. Intellectual Property Policy
19. Safeguarding Policy and Procedure – Students
20. Smoke-free Policy
21. Car Parking Policy
22. UWE Bristol Tuition Fee Policy
23. Health and Safety
24. Data Protection Policy
25. IT Acceptable Use Policy
26. IT Security Policy
27. UWE Card Terms and Conditions
28. Sexual and domestic violence, abuse and harassment statement from UWE Bristol and The Students' Union at UWE

29. Audio/Video Recording for Educational Purposes
30. Student Data Privacy Notice
31. Student Protection Plan
32. Academic Attendance and Engagement Policy
33. Reasonable Adjustments Disabled Students Policy
34. Equality, Diversity and Inclusivity (EDI) Policies and Guidance