

Terms and Conditions of Your Offer and Study

Terms and Conditions of an Undergraduate or Masters Course

1. Terms and conditions of agreement relating to the offer

- 1.1 The full terms and conditions of your agreement with the University regarding the Offer are contained in the [regulations made by the University's Senate \(Senate Regulations\)](#) as updated and amended from time to time.
- 1.2 The Senate Regulations contain important information about the terms applying to your place to study the Course at the University, including (but not limited to):
 - 1.2.1 Minimum entry qualifications and language requirements for taught programmes of study ([Senate Regulation 1](#));
 - 1.2.2 Admission and registration for taught programmes ([Senate Regulation 2](#));
 - 1.2.3 Fees ([Senate Regulation 3](#)) and
 - 1.2.4 Student Conduct and Discipline ([Senate Regulation 11](#))
- 1.3 You should read the Senate Regulations carefully prior to accepting a place at the University, as the Senate Regulations will govern the terms of your study. If you do not understand anything in the Senate Regulations, or if you have any questions about them or the terms of your study at the University, please contact the University at qualoffice@leicester.ac.uk
- 1.4 If you breach the University's Regulations, particularly with respect to Student Conduct and Discipline, the University may impose a range of sanctions. These can include suspension of studies, temporary exclusion or expulsion from the University.
- 1.5 If you would like a paper copy of the Senate Regulations to be sent to you, please contact qualoffice@leicester.ac.uk
- 1.6 In addition, the University's [Student Information Privacy Notice](#) contains important information regarding the use of your data. This includes sharing your data with other sections of the University and also the Students' Union before you formally register, to enable the University to provide you with the best possible service before registration. Please read the policy carefully before accepting the offer. If you have any concerns or questions about the use of your data by the University, please contact Information Assurance Services at ias@le.ac.uk
- 1.7 The University is a registered (fee cap) provider with the Office for Students and has the right to issue its own degrees under UK law. However, University of Leicester qualifications may not always be recognised outside the UK. If you are intending to use your University of Leicester qualifications for employment purposes or further study outside the UK, it is very important that you ensure that the qualification will meet the relevant local requirements for your chosen career, employer or study goals before commencing your studies. The University is unable to guarantee that its qualifications will be recognised in all circumstances. For

further information, distance learning students are advised to contact the appropriate [Distance Learning Hub](#) and students studying on campus should contact the Future Students Office at study@le.ac.uk

- 1.8 The University has a duty of care to safeguard students and staff who attend the University, as well as to support all students throughout their time of study at the University. Applicants who are successful in securing an offer from the University to study undergraduate and postgraduate programmes are required to disclose any relevant, unspent criminal convictions they hold. Any such convictions that are declared will be processed in line with the [University's policy for handling applications from applicants declaring criminal convictions](#). If it is later found that a relevant, unspent criminal conviction has not been disclosed or has been withheld by the applicant at the time of accepting their offer from the University, the University reserves the right to take steps to review the terms of the offer made, which may include withdrawing the offer of a place. If you do not wish to accept the University's offer of a place, then you do not need to make any disclosure of relevant, unspent criminal convictions.

2. Accepting this offer

- 2.1 If you wish to accept this offer and have applied through the University of Leicester online application form, please log on to [MyStudentRecord](#) and follow the instructions. If you have paid a deposit, receipt of that payment will indicate acceptance of the offer.
- 2.2 If you wish to accept this offer and you have applied through UCAS, you will need to do this via [UCAS](#) by the deadline shown on your UCAS Hub page.
- 2.3 If you are an Erasmus or Study Abroad student, completion of an application will indicate acceptance of offer.
- 2.4 Acceptance of the offer through any of the above methods indicates the beginning of your contract with the University.

3. Cancellation rights before your course starts

- 3.1 You have a statutory right to cancel your contract with the University for the Course within 14 days of accepting your offer.
- 3.2 If have applied to the University directly and you wish to exercise this right to cancel within this 14 day period, you must send written confirmation by email or letter to the address shown on the cancellation form. You can choose, but do not have, to use the cancellation

form at the end of these terms and conditions when providing us with your written notice of cancellation.

- 3.3 If you are applying through UCAS, you can also exercise this right to cancel within 14 days of accepting the offer by changing your decision on UCAS.
- 3.4 If you wish to cancel your contract with the University after 14 days of accepting your offer but before the start date of your course you must send written confirmation by email or letter to the University. The relevant contact details are on the cancellation form at the end of these terms and conditions.
- 3.5 The University will reimburse any deposit and/or course fees paid by you or a third party on your behalf as soon as reasonably possible. The University will make the reimbursement using the same means of payment used for the initial transaction. If you incur any fees as a result of the reimbursement, the University accepts no responsibility for any such charges.
- 3.6 For the avoidance of doubt, your deposit and course fees will also be reimbursed in full should you: (i) fail to satisfy all of the requirements of a conditional offer; (ii) fail to obtain a student visa on credibility grounds; (iii) be prevented from attending the University as a consequence of exceptional circumstances. You will be responsible for notifying the University in the event of any of the occurrences set out in this paragraph. Notification must be received no later than 14 days after you have accepted your offer.

4. Cancellation rights after your course starts

- 4.1 The University will allow you to cancel your contract with the University for the Course at any time between the Course Start Date and the expiry of 14 days from the Course Start Date (Start Date Cancellation Period).
- 4.2 If you wish to exercise this right to cancel within the Start Date Cancellation Period, you must either send written confirmation by e-mail or letter to the:
 - 4.2.1 Student and Library Information Services (for campus based students); or
 - 4.2.2 Distance Learning Hubs (for Distance Learning Students); or
 - 4.2.3 Complete the online withdrawal process on [MyStudentRecord](#)

You can choose to, but do not have to, use the cancellation form at the end of these terms and conditions when providing us with your written notice of cancellation.

- 4.3 The University will reimburse any deposit and/or course fees paid by you or a third party on your behalf as soon as reasonably possible. The University will make the reimbursement using the same means of payment used for the initial transaction. If you incur any fees as a result of the reimbursement, the University accepts no responsibility for any such charges.
- 4.4 Further information on cancellation rights and terms, including withdrawing from the Course after the Start Date Cancellation Period, are set out in [Senate Regulation 3](#).
- 4.5 For the avoidance of doubt, your deposit and course fees will also be reimbursed in full should you: (i) fail to satisfy all of the requirements of a conditional offer; (ii) fail to obtain a student visa on credibility grounds; (iii) be prevented from attending the University as a consequence of exceptional circumstances. You will be responsible for notifying the University in the event of any of the

occurrences set out in this paragraph. Notification must be received no later than 14 days after the course start date.

5. Variation

- 5.1 The University endeavours to ensure that the content of its prospectus, programme specifications, website content and all other materials are complete and accurate. The University regularly reviews its programmes and modules to ensure that they reflect the current status of the discipline and offer the best learning experience to students. On occasion it may be necessary to make some alterations to particular aspects of a course or module.
- 5.2 The University can amend these terms and conditions, including the Senate Regulations, and vary your course of study for the following reasons:
 - 5.2.1 the unavailability of key teaching staff;
 - 5.2.2 changes in the University's facilities or availability to the extent that the quality of teaching would be affected to the detriment of the students;
 - 5.2.3 changes or developments in knowledge, teaching or assessment methods or other enhancements to programmes which may include restructuring of content;
 - 5.2.4 changes required to meet external requirements including but not limited to conditions imposed by accrediting bodies, changes in legislation or other statutory requirements;
 - 5.2.5 the outcome of internal regulatory or policy review;
 - 5.2.6 in response to feedback from students, external examiners or other stakeholders; or
 - 5.2.7 where a course or part of it is under or over-subscribed to the extent that the quality of teaching would be affected to the detriment of the students.
- 5.3 Depending on the reason for varying your course of study, the action that the University can take following the occurrence of one of the events in clause 5.2 and which will apply to all offer holders and registered students is:
 - 5.3.1 altering the lecture or assignment timetable;
 - 5.3.2 varying the location at which the course is provided or the examination is taken;
 - 5.3.3 varying the way in which assessment is carried out;
 - 5.3.4 altering the methods of learning, teaching or delivery at module or programme level;
 - 5.3.5 Updating the academic content of modules to reflect developments in knowledge or
 - 5.3.6 cancelling or changing a programme or part of the specification more substantially such as the addition or removal of modules.

The action the University takes under this clause will depend upon the circumstances prevailing at the time and the reasons for it exercising this power.
- 5.4 The University shall not be in breach of contract nor liable for delay in performing or failure to perform any of its obligations if such delay or failure results from events, circumstances or causes beyond its reasonable control and includes, without limit, fire, flood, industrial action, global pandemic, change in law, compliance with a law or government order, rule, regulation or direction and/or any action taken by a government or public authority, the reduction or removal of government or international funding pursuant or related to Brexit or any other consequences that arise from of the UK's departure from the EU. This specifically includes action such as changes to programme content, delivery and assessment that may be necessary to respond to public health requirements. The University shall use all reasonable endeavours to mitigate the effect of any such event on the performance of its obligations.

- 5.5 Wherever possible the University will ensure that you have as much notice as possible of the change to ensure that the disruption to your studies is minimised where it is taking action under clause 5.3.1, 5.3.2 (where the change in location of the course is still within the grounds of the University) 5.3.3, 5.3.4 and 5.3.5.
- 5.6 The University will contact you as soon as possible and in any event will give you 25 days written notice before the relevant change is due to take place where it is taking action of significant changes to core elements of your course under clause 5.3.4 or 5.3.6. Where this occurs, we will also and in consultation with you, offer you an alternative course or programme (as appropriate) or the opportunity to cancel your contract with the University and obtain a refund of any advance payments that you have made for that year of study. In these circumstances, if the change takes place after your first year , the University will be entitled to retain its fees for your previous year or years of study, as appropriate. The University will also provide support and assistance to you with finding an alternative course provider where necessary.

6. Updating terms and conditions of your offer

- 6.1 The University will undertake an annual review of its terms and conditions.
- 6.2 Students will be informed of any significant changes to the terms and conditions of their offer within 14 working days of the changes being formally confirmed.

7. Student complaints

- 7.1 The University has its own complaints processes to deal with any issues that may arise during the admission process or during your studies with the University:
- 7.1.1 The [Admissions Complaints Process](#) for applicants and
- 7.1.2 The Student Complaints Process ([Senate Regulation 12](#)), for registered students.

Cancellation Form

Returning this form

For campus based students

If you are cancelling your contract before the start of your course:

- **For undergraduate programmes:** Please send to admissions@le.ac.uk
- **For postgraduate programmes:** Please send to pgadmissions@le.ac.uk

If you are cancelling your contract after the start of your course:

- **For all programmes:** Please send to studentservices@le.ac.uk

For distance learning students

If you are cancelling either before or after the start of your course:

- Please send to the relevant [Distance Learning Hub](#)

To the University of Leicester

I hereby give notice that I cancel my contract for a place to study on the following course:

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Accepted on:

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Name of student:

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Address of student:

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University of Leicester student number:

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Signature of student:

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Date:

Quality Assurance Document Control		
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