



## Terms and Conditions (HE students)

The following terms and conditions apply to students who are applying for, or enrolled onto, Pearson HNC or HND courses at Uxbridge College. They define the terms of the contract between you and the College.

You should read these terms and conditions carefully before accepting your offer of a place on our HE programmes. If you have trouble accessing any of the information below or there is anything you don't understand, please contact us at: [enquiries@uxbridgecollege.ac.uk](mailto:enquiries@uxbridgecollege.ac.uk)

We recommend that you save (or print) a copy of any linked documents and the course information for your own reference. We will try not to alter these while you apply but if we have to, only the latest version will appear on this page. Previous versions are available upon request.

Please note that if we do make changes to our terms and conditions we will notify you (usually by email) as soon as possible. You will be asked to confirm that you agree to the changes. If you do not agree you have the right to cancel your application or enrolment within 14 days of receiving details of the change.

### Changes to advertised programmes

Uxbridge College will ensure that the information about our HE programmes (on this website) is accurate. However we may have to update this information after you have made an application or accepted an offer. Possible reasons include:

- Current students' requests to make changes to our programme
- Updates to the specification by our awarding organisations
- Staff changes (affecting the range of expertise in the team)
- New or amended legislation affecting Higher Education
- Uxbridge College's quality review processes
- Awarding organisations quality review processes
- Progression arrangements developed with employers / universities
- Accreditation agreements developed with Professional, Statutory and Regulatory Bodies (PSRBs).

If we make changes to the HE programme information after you have applied or been interviewed we will notify you in writing, as soon as possible, asking for your agreement to make these changes. If you are unable to agree to the changes you may withdraw your application and any fees you have paid to the College will be refunded in full.

If unavoidable changes to advertised programmes should occur during the summer vacation period (July and August) we will notify you of these changes no later than 1st September.



Once programmes have commenced students will be consulted on any proposed changes to their programme and formal consent to plans requested. Without formal consent from all students, changes will not be made.

**The above terms and conditions are subject to factors under the control of the College and the awarding organisation and may vary in the event of force majeure.**

## **Programme cancellations**

Programme cancellations can only be authorised by the Principal or other delegated senior manager. This will only occur when Uxbridge College is unable to provide the advertised programme because of major changes (e.g. to staff) or where the number of applicants is insufficient to make the programme viable.

### **Cancellation before programmes commence**

In the event of a course cancellation the college will write to all applicants and attempt to contact them by telephone to inform them. Decisions to cancel a programme will be made as early as possible to ensure minimum disruption to applicants.

The relevant curriculum team supported by the Careers Team will provide personalised support to applicants to find alternative programmes at Uxbridge College or to support applications to other providers.

Any fees paid will be refunded in full.

To enable alternative arrangements, no programme will be cancelled due to lack of applicants less than two calendar weeks before the College HE induction date.

### **In-year cancellations**

If the number of students on a programme falls below a viable minimum during the academic year after the programme has commenced, Uxbridge College will commit to delivering the full programme, as advertised, for the rest of the academic year with no changes.

If this happens before the final year for a programme that covers multiple years, the College may revise the plans for subsequent years (for example by combining first and second year groups for some or all units). Students will be consulted on changes to the programme and their formal consent will be requested. Without formal consent from all students, the course may be cancelled at the end of the academic year.

The relevant curriculum team, supported by the Careers Team, will provide personalised support to students to find alternative programmes at Uxbridge College to continue their studies or support with applications to other providers.



In the event that students join a different course at the start of the next academic year, any difference in fees will be absorbed by the College.

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## **Fees and Costs**

### **Tuition fees**

The fees quoted on the HE course pages of this website are called 'tuition' fees. These cover the core elements of your course – the teaching, the materials you use in lessons, any mandatory trips, fees we have to pay to the awarding organisation (e.g. Pearson) etc. If you are applying for a student loan through Student Finance, this is the maximum loan value available.

Tuition fees quoted are for one year of study. If you are on a two-year course (for example a part-time HNC), the fees for the second year will be the same as they were in the first year. Note that the fees for a one year HNC Diploma and a one year HND Diploma are not guaranteed to be the same.

Some courses have optional trips and the price for these is not included in the tuition fees as they are not mandatory for completion of your qualification. The details and prices of all of these are listed on the HE course pages. If you wish to participate in these trips, the fee must be paid in advance of the bookings being made. [Please click here to read our Fees Policy.](#)

### **Fee changes**

Tuition fees for the following academic year may be updated throughout the year to reflect any changes made to the programme (for example to reflect increased costs of different units, or of a different mandatory trip). Any change will be limited to a maximum 5% increase and fees will not change after 1<sup>st</sup> July.

If fees are changed after you have applied or accepted an offer of a place we will notify you in writing, as soon as possible, asking for your agreement to make these changes. If you are unable to agree to the changes you may withdraw your application and any fees you have paid to the College will be refunded in full.

### **Arrangement for payment of tuition fees**

All students are expected to pay their fees in full, or to make arrangements for them to be paid by sponsors, employers or the Student Loans Company at or before enrolment.

This Policy should be read in conjunction with the College's Credit Control Policy.

### **Payment of Fees**



Fees are payable on or before enrolment or (for courses running over more than one year) at the start of each academic year. The following payment methods are accepted (this list is not exhaustive):

- Cash
- Bankers draft
- Bank transfer
- Cheques backed by a bankers card or supported by proof of the name and address of the student and payer
- Some major credit or debit cards (details are available from the College's Finance office).

All fees must be paid in sterling and any bank or currency charges must be borne by the student.

### **Payment of Fees by Student Loans Company**

HE learners who are eligible for a student loan should ensure they have a Loan Confirmation letter upon enrolment. Applications to the Student Loans Company should be made in good time, to ensure that arrangements are in place for the start of the term.

Where loan applications are made or Student Loan Company's applications have been finalised late, students will be asked to pay the outstanding fees in full the Monday following October half term.

This will then ensure a secured place on the course. Any payments made will be refunded if the loan application is accepted. Failure to pay could mean withdrawal from the course and students without confirmed loan applications, should contact the finance department at the earliest possible opportunity.

### **Withdrawal Fees**

Should a HE learner withdraw learner part way through their course they will be responsible for the fees for the entire term to the following proportions:

- Term 1 - 40%
- Term 2 - 80%
- Term 3 - 100%.

So for example a HE learner who withdraws in January would be responsible for 80% of their fees.

### **Table of Other HE Admin Fees 2024/25**

Please note if you are taking out a loan it will not cover these fees.



Replacement cards		£15
Car parking full year Sept/Oct to July	Full time students*	£210
	Part time students	£105
Car parking terms 2 & 3 January to July	Full time students	£155
	Part time students	£80
Car parking term 3 only, or for courses of only 1 term	Full time students	£80
	Part time students	£45
Administration charge for withdrawal and refund request	Full or part time home students on ESFA, HEFCE or commercial courses	£50

\* **Average £1.95 per day assuming 3 days per week.**

## Students with Disabilities / Learning Difficulties

The College welcomes students with disabilities and/or learning difficulties.

Students may be able to get support with their studies if they have a:

- Long-term health condition
- Mental health condition
- Specific learning difficulty, e.g. dyslexia, dyspraxia.

You must meet the [definition of disability](#) under the Equality Act 2010.

To get this support you must apply for, and be granted, Disabled Students Allowance (DSA). DSA is a grant that covers the additional study-related costs that you will incur because of your disability or specific learning difficulty. DSA is not means tested and doesn't have to be repaid.

Applications for DSA can take several weeks so you should apply as soon as you are offered a place at Uxbridge College. However you can apply for DSA even after you start your course.

You can get information about DSA and an [application form](#) from the [DSA website](#). If you are granted DSA you will receive a Notification of Entitlement, stating the support that will be paid for. DSA may help with the costs of:

- Specialist equipment, e.g. a computer if you need one because of your disability
- Non-medical helpers, e.g. Note Taker, Communication Support Worker, Proof Reader
- Extra travel because of your disability
- 1:1 specialist study skills support
- Other disability-related costs of studying.



For further information please contact the Learning Support Team helpline on 01895 853308/853415.

## **Student Responsibilities**

In this section you can see the rules that you will have to follow when you are on one of our HE programmes. If you do not comply with College rules and regulations, disciplinary action will take place according to the College policy. This may result in you being unable to continue on your programme.

### **College Code of Conduct**

Uxbridge College expects all students to:

- Help to maintain a pleasant environment for everyone
- Show respect for others and uphold the Equality and Diversity Policy
- Be polite and behave in a manner which will not cause offence to others
- Show respect for property and possessions
- Uphold the good reputation of the College, either on site or offsite
- Follow health & safety and evacuation procedures
- Wear and display a college ID card at all times, and never lend an ID to anyone else
- Observe the College no smoking rule which applies indoors and outdoors in all areas of the College (except designated outdoor places)
- Conform to the College's policy on the use of Information Technology Facilities
- Dress appropriately for undertaking College activities, and observe the no hats and hoods rule.

The College will not tolerate:

- Acts of vandalism, spitting and dropping litter
- Bullying, threatening or abusive behaviour, whether verbal or physical or via electronic means such as text messaging, e-mails or online forums
- Harassment in any shape or form
- Swearing or language that is offensive to others
- Fighting or any form of loud or aggressive behaviour
- Any form of criminal activity
- Attempts to convert individuals to religious faiths or political causes
- Use of the premises to promote a political or religious cause
- Use, possession or being under the influence of illegal substances
- Possession and/or misuse of alcohol during the College day
- Use of mobile telephones, personal music systems or other electronic equipment in class, unless approved by the teacher



- Eating or drinking in non-designated areas of the College
- Unauthorised use of hardware, software, student email or data belonging to or used by the College
- Action which is likely to promote or increase the potential for disruption to the College, its students, staff or property
- Any activity which is likely to bring the College's name into disrepute.

### **Attendance and Punctuality**

You are expected to attend all of the sessions on your timetable and be punctual. Poor attendance and punctuality may lead to disciplinary action.

### **Health and Safety**

Uxbridge College complies with the Health & Safety at Work Act 1974 and it is the duty of everyone to comply with this Act. Health and Safety procedures will feature very strongly throughout your course. We make no apology for this, as safety is one area that we cannot allow you to learn by experience!

At no stage should you be asked to operate a machine or piece of equipment or use potentially hazardous chemicals and other substances without risk assessment and adequate training. You must wear appropriate protective clothing in certain workshops, kitchens, laboratories, craft rooms or leisure facilities. If, during your course you fail to wear the required clothing you will not be allowed into these areas.

### **Fire alarms / evacuations**

Both staff and students are required to evacuate the building when the fire alarm sounds. Each classroom details the nearest fire exit and displays the college fire procedure. Security barriers automatically deactivate throughout the college so an immediate escape can be made.

The fire department will send two fire engines to the College so staff will ensure that the road remains clear of standing people.

No-one may re-enter the building until the alarms have been turned off and the fire department have declared the premises to be safe. The Duty Manager will indicate when people can begin to re-enter the building.

### **Equality & Diversity**

We encourage and expect respect between all students, staff and visitors to the College. We refuse to allow discrimination (unfair treatment) against anyone because of their age, gender, ethnic origin, disability, sexuality, gender reassignment, or faith. We welcome and celebrate the diversity of students and staff in the College.



All staff, students, visitors and neighbours should be treated with due respect. Do not allow yourself to get involved in any form of bullying or harassment, including name calling and insults. If you feel that you are not being treated fairly and with respect, or if you think that discrimination is taking place, please let a tutor, someone in Student Support or any other member of staff know.

### **Use of IT facilities**

As an enrolled student you will have access to College IT facilities including:

- Moodle (the College's virtual learning environment)
- Microsoft Apps Account
- College Email account.

These systems must be used according to College policies on E-Safety, Use of Software and Use of IT.

### **Assessment Rules**

In this section you can see the rules about assessment that you will have to follow when you are on one of our HE programmes. Failure to do so may mean you are unable to achieve your qualification or progress on to your next year.

#### **Submission of Assignments**

Assignment briefs will have a deadline for submission of the work and you must submit all of your assignments by the submission dates given. Failure to do so will affect your grades and possibly your completion of the qualification.

#### **Late submission**

If you are unable to meet a deadline due to accident, illness or severe emotional or mental stress, you should complete an extenuating circumstances application form. This should be submitted with supporting evidence as detailed in the Uxbridge College Student Submission of Internally Assessed Work Policy.

If you submit an assignment after the deadline without an agreed extension or an accepted extenuating circumstances claim, it will still be marked but:

- Late work does not have to be marked and returned within three weeks and may not be marked until the next planned assessment window
- Feedback on late work may also be reduced
- No re-submission is permitted i.e. there is no opportunity to improve the work – so if you don't achieve a Pass or better you have failed the unit and possibly the whole course
- You may not be able to achieve Merit and Distinction grades (for example where they are awarded for completing work in a professional manner).





## **Resubmission**

If you fail an assignment you get one chance to do it again – but only if the original was submitted on time.

## **Assessment board**

The unit grades you achieve on your course are provisional and are only confirmed at the Assessment Board in July. If at this time you have any incomplete units or units where you have not achieved at least a Pass grade, then the Board may not permit you to complete your qualification or to progress on to your next year.

Some programmes may also have interim assessment boards to confirm achievement during the academic year - for example at the end of a semester. If you have not completed all of the work or passed all of the units due by the interim assessment board, then you may not be permitted to continue on the programme.

## **Academic Malpractice**

Academic Malpractice covers all forms of cheating in assessment, including:

- Directly copying or paraphrasing the work of others and presenting it as your own (plagiarism)
- Getting someone else or using essay writing software to produce all or part of your work
- Working with other students to produce work and submitting it as your own individual work
- Copying another student's work with or without permission
- Knowingly allowing a student to copy your work
- Resubmitting previously graded work
- Using forbidden notes or books in producing work or tests
- Presenting work downloaded from the internet/online sources as your own
- Fabrication of results (including experiments, research, interviews, observations)
- Deliberate destruction of another student's work
- Giving your work to another student so that they can copy from it.

You will sign to confirm that all work you have submitted is your own, so it is important that you ask your tutor if you are unclear about what is meant by Academic Malpractice.

Anyone caught cheating will face penalties as described in the College's [Academic Malpractice Policy](#). Possible penalties include disqualification from units or even the entire qualification. Academic Malpractice is reported to the Awarding Body (eg Pearson) who may take further action against you as it can be considered a criminal act.

To help prevent Academic Malpractice you must submit all written work through Turnitin – a piece of software that has been developed to check student submissions.



## Complaints and Academic Appeals

At Uxbridge College, we try to get things right every time but on occasion things may go wrong. If this happens, we want to hear from you so that we can improve things.

If you have a complaint or concern you should first contact us at [feedback@uxbridgecollege.ac.uk](mailto:feedback@uxbridgecollege.ac.uk) or by visiting the Information Centres on our Uxbridge and Hayes campuses.

You can view the College's Complaints Policy [here](#) and the Procedure for Appeals Against Assessment Decisions [here](#).

If you complete our complaints or academic appeal process and are not satisfied with the response, you can take it to the Office of the Independent Adjudicator (OIA) and we will give you the details of how to do this.

The OIA is an independent body set up to review student complaints about Higher Education providers in England and Wales. It is free to use and you can find out more about the OIA from their website: <http://www.oiahe.org.uk/>.