



## TERMS AND CONDITIONS OF REGISTRATION 2019/20

### HOW TO VIEW OUR DOCUMENTS

If you read these Terms and Conditions of Registration online, you can access the documents through the hyperlinks.

The documents are available through the [Policy Zone Web Pages](#). These web pages let you look at other useful policies and information.

A copy of these Terms and Conditions of Registration is available as a pdf document.

The arrangements set out in these documents apply to students registered with Canterbury Christ Church University. The documents define the basis of the contractual agreement between you as the student and us as the University.

We recommend you download and save a copy of the linked documents for future reference. However, the documents will be available throughout your studies on the [Student Terms and Conditions Web Pages](#).

We first issued this document in September 2018. We updated the web links in August 2019.

### HOW TO GET HELP AND ADVICE ON THE DOCUMENTS

If you cannot access these documents, please email [i-zone](mailto:i-zone@canterbury.ac.uk) ([i-zone@canterbury.ac.uk](mailto:i-zone@canterbury.ac.uk)).

You can contact us if you are unsure about what we write and want to discuss it before you register.

### POLICY ON CHANGES

We will try not to make material changes to the arrangements we set out in the documents. However, we may need to make changes in our arrangements and regulations. We may need to respond to changes in legal requirements or government policy. We may need to address any ambiguity.

We will give you reasonable notice of material changes, and the date they take effect.

We may have to make changes to a course after it has begun. We do this using the [Procedures Relating to Changes in the Running of Programmes](#).

We have a [Student Protection Plan](#), approved by the Office for Students. This sets out our approach to student protection arising from risks to the continuation of study. We also explain what we have put place to mitigate those risks.

## REGISTRATION AS A STUDENT

You will register for a programme at the University.

### Requirements Relating to Student Registration

You will become a registered student of the University. The [Requirements Relating to Student Registration](#) set out the conditions applying to your registration.

## COMPLAINTS AND APPEALS

We have an [Admissions Appeals and Complaints Procedure for Applicants](#). This is for all applicants to a new course, even for a student on a previous course with us.

We have a [Student Complaints Procedure for Registered Students](#). Students studying at partner institutions follow the partner's complaints procedure. We have a [Student Refunds and Compensation Policy](#).

We have an [Appeals Procedure](#) relating to our academic and professional decision-making. All students make an appeal using this procedure.

We are a member of the [Independent Adjudication for Higher Education](#) (OIA) Scheme. Following completion of our procedures, you can ask the OIA to review your complaint or appeal. The Scheme does not apply to admissions appeals and complaints.

## STUDENT PROCEDURES

### Student Discipline

We have a [Student Disciplinary Procedure](#). You agree to follow our expectations in relation to student behaviour when you register with us.

### Professional Conduct

If you study a professional course, you are subject to the [Code of Student Professional Conduct](#).

If you study a professional course in the Faculty of Health and Wellbeing, you are subject to the [Student Fitness to Practise Policy](#).

If you study a professional course in the Faculty of Education, you are subject to the [Faculty Professional Suitability Policy](#).

### Student Engagement

We expect students to take responsibility for organising their studies and ensuring they are aware of their timetable and expectations for attendance at all activities relating to their courses.

The [Student Engagement in Learning Policy](#) sets out the expectation that all students participate fully in the learning activities associated with each module. There is also an expectation that students undertake all components of associated assessments.

The University has a [Fitness to Study](#) procedure to support and protect students when their health, wellbeing and/or behaviour has a detrimental impact on their ability to progress academically.

## STUDENT FINANCIAL ARRANGEMENTS

In registering as a student, you agree to pay to us your tuition fees and other charges for your studies.

### Tuition Fees

The following documents set out the arrangements for paying tuition fees to us. We explain what happens if you do not pay your tuition fees. We also explain the proportion of fees you will need to pay if you change your study plans.

The documents are relevant regardless of who pays the tuition fees. You may pay your tuition fees yourself. It may be payment of tuition fees comes on your behalf from a loan from the Student Loans Company or a Sponsor.

The following applies to students from the United Kingdom and other countries in the European Union:

[Your Fees Your Responsibilities: Home and EU Students: Student Tuition Fees: Payment and Debt Arrangements 2018/19](#)

You need to read this alongside the [2018/19 Tuition Fee Liability Periods - Home / EU Students](#).

The following applies to students from outside the United Kingdom and the European Union:

[Your Fees Your Responsibilities: Overseas Students: Student Tuition Fees: Payment and Debt Arrangements 2018/19](#)

Tuition fees for all courses are payable on an annual basis. The exception is if we told you differently in our offer letter.

If the course lasts longer than one year, tuition fees may be subject to an annual inflationary increase for every year. We explain how we increase the fees in the [Tuition Fee Statements and Continuing Fee Information](#).

We have a [Student Refunds and Compensation Policy](#) that sets out the terms under which the University will make refunds and provide compensation to, and on behalf of, students

### Other Costs

You may have to meet other costs in addition to your tuition fees. This depends on your course.

We provide details of the additional costs on a course basis under the course information in the [on-line prospectus](#).

The [Additional Course Cost Information](#) sets out what we include in the tuition fee and what is an additional cost. This applies to all students.

## ASSESSMENT

### Award Regulations

When you receive credit for your modules, you will be able to count that credit towards a qualification. We set out how this works in the [General Regulations for the Conferment of Awards](#).

A few courses have [Special Regulations](#). These vary the rules that apply to the particular course.

### Assessment Procedures

You need to meet the assessment requirements for your course before going on to the next year of study or receiving your qualification. You may have to withdraw from the course if you do not meet these requirements.

We use academic judgment to decide whether you meet the learning outcomes of your studies.

Details of the assessment arrangements are in your course and module handbooks.

We have a [Guide to Assessment and Award Processes for Undergraduate Students](#). This sets out how we assess you.

### Plagiarism and Academic Misconduct

If a student submits an assessment containing work that is not the student's own work, or submitted for another assessment, without acknowledging the sources, the student commits 'plagiarism'. This is a University offence. We define plagiarism as the act of presenting the material, ideas, and arguments of another person as one's own. The [Plagiarism Policy and Procedures](#) explain how we deal with plagiarism. The policy includes a description of how we use text comparison software.

It is intellectually dishonest to cheat. A student who cheats might gain an unfair advantage. This prevents fair assessment. Cheating includes paying for work from someone else and submitting it as one's own. We give further examples in the [Academic Misconduct Procedure](#), which explains how we deal with academic misconduct.

## INFORMATION SERVICES

All students must abide by the [Core Regulations for the use of IT](#). This explains what we expect of student to keep University computing services secure. Students breaking these Regulations may face disciplinary action. Students must follow the [Email Use Policy](#) and the [Social Media Guidelines for Students](#).

If you use our library services, you have to follow the [Library Code of Conduct](#) and [Library Regulations](#).

Intellectual Property relates to the outputs of creative endeavour in literary, artistic, industrial and scientific fields that are new, innovative and capable of protection. We explain our arrangements relating to students in the [Intellectual Property Policy](#).

## PERSONAL INFORMATION

When you apply to us and register with us, we use the personal information you gave us. We explain how we do this in the [Data Protection Information for Students](#). We explain where we may pass personal information to third parties.

We use the information we hold to process your registration, keep in touch with you and provide services and facilities. It is important it is correct. You need to keep your personal information up to date. You can do this by telling us of any changes or errors. You must notify us promptly if you change your name, the country you are resident, or your contact details.

On the student portal, we explain how you may change your personal information. Before updating our records, we may ask you to provide evidence of the change.

We will pass certain personal information to the [Christ Church Students' Union](#). We do this under a [data transfer agreement](#). The reason is to enable you to use the Students' Union's facilities and services. You can ask us not to pass the information to the Students' Union by emailing [i-zone \(i-zone@canterbury.ac.uk\)](mailto:i-zone@canterbury.ac.uk).

## STUDENTS' UNION

[Christ Church Students' Union](#) is a Charity. It is independent of the University. Students run it for the benefit of all student members. It provides support and representation across all our campuses.

The University agrees the Students' Union constitution (called the [Articles of Association](#)) and the [Students' Union Code of Practice](#).

We have a commitment to promoting the freedom of speech. We have a [Code of Practice on the Freedom of Speech](#). This Code applies to the Students' Union as well.

## NOTIFICATION OF DISABILITIES

If you told us you have a disability that might affect your studies, examination or assessment, we will start to make the arrangements. However, you may need to provide us with any further information we request to make reasonable adjustments under the Equality Act 2010.

If you would like to tell us about a disability, you can use the email address [disability@canterbury.ac.uk](mailto:disability@canterbury.ac.uk) to contact us.

Disability advice and guidance is available from Student Support Health and Wellbeing.

## OUR REGISTERED ADDRESS

Our registered address is Canterbury Christ Church University, Rochester House, St. Georges Place, Canterbury, Kent, CT1 1UT.

We are a Registered Company limited by guarantee (No: 4793659) and a Registered Charity (No: 1098136).

## CHANGING YOUR MIND JUST AFTER YOU ACCEPT A PLACE

If, after you accepted an offer on a course, you change your mind about joining us, you can cancel the place within 14 days. This cancellation period ends 14 days after the day on which you accepted our offer.

You have this right to cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

You need to inform us of your decision to cancel the offer of a place. To meet the cancellation deadline, all you need to do is to let us know before the cancellation period ends. You can do this in several ways:

1. You can use the cancellation form we provide below. However, you do not have to use this form.
2. You can fill in and submit our online version of this form, which is available at <https://www.canterbury.ac.uk/acceptance-cancellation>
3. You can send an email to [admissions@canterbury.ac.uk](mailto:admissions@canterbury.ac.uk)
4. You can write to us at:

Student Recruitment  
North Holmes Road  
Canterbury  
Kent  
CT1 1QU

If you cancel, we will repay any course fees we received. We will repay without undue delay, and not later than 14 days after the day on which you inform us about your decision. We use the same means of payment as you used for the payment. You will not pay any course fees if you decide to cancel within 14 days.

### **Withdrawing from your course later**

You can withdraw from your course at any other time.

You may be responsible for payment of some, or all, of the course fees if you start your course. This depends on the date that you withdraw.

If you withdraw more than 14 days following the start of the course, you will have to pay some course fees. We explain this in [Your Fees Your Responsibilities: Home and EU Students: Student Tuition Fees: Payment and Debt Arrangements 2019/20](#) and [Your Fees Your Responsibilities: Overseas Students: Student Tuition Fees: Payment and Debt Arrangements 2019/20](#)

## Cancellation Form

Canterbury Christ Church University

### Cancellation Form

#### Your Right to Cancel

You have the right to cancel this offer of a place on the course within 14 days. You do not have to give a reason.

The period ends 14 days from the date of you accepting the place. To cancel you must tell us of your decision before the cancellation period ends.

You can use the attached form, but you do not need to use this form.

You can use our online form: <https://www.canterbury.ac.uk/acceptance-cancellation>

You can email to cancel the offer by writing to [admissions@canterbury.ac.uk](mailto:admissions@canterbury.ac.uk)

If you cancel this offer of a place on the course, we will reimburse to you within 14 day all payments received from in relation to this Contract using the same means of payment that you used to pay us.

To name and address (email: [admissions@canterbury.ac.uk](mailto:admissions@canterbury.ac.uk))

I hereby cancel my acceptance of an offer on the following course:

Print Name of Course: \_\_\_\_\_

Print Your Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_