

TERMS AND CONDITIONS OF REGISTRATION 2025/26

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How to View Our Documents

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

The documents are available through the [Student Policy Zone](#). 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 in these documents apply to students registered with Canterbury Christ Church University, except Kent and Medway Medical School. The documents define the basis of the contractual agreement between you as the student and us as the University.

We recommend downloading and saving a copy of the linked documents for future reference. However, the documents will be available throughout your studies on the [Student Terms and Conditions Webpage](#).

How to Get Help and Advice on the Documents

If you cannot access these documents, please email the [Student Zone - Canterbury Christ Church University](#) - studentzone@canterbury.ac.uk.

If you are unsure about what we write and need to discuss it before registering, you can contact the [Student Zone - Canterbury Christ Church University](#) - studentzone@canterbury.ac.uk.

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 change 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 change a course after it has begun. We do this using the [Policy on Changes to Published Material Course Information](#).

We have a [Student Protection Plan](#). It sets out our approach to student protection arising from risks to the continuation of your study. We also explain what we have put in place to mitigate those risks.

Changes to our Terms and Conditions July 2025

We updated our Terms and Conditions in July 2025 to ensure they remain clear, accessible, and aligned with current regulatory guidance, institutional policy developments, and best practices.

The key changes are summarised and justified as follows:

1. Updated Links

Outdated hyperlinks were replaced to ensure that applicants and students are directed to the most current and authoritative sources of information, including University policies, guidance, and relevant external documents. It helps ensure transparency and reduces the risk of confusion or misinformation.

2. Clarified Text

We reviewed the language used throughout the Terms and Conditions to improve clarity, consistency, and readability. It reflects our ongoing commitment to ensuring that applicants and students can understand their rights and responsibilities without needing specialist legal knowledge, in line with consumer law obligations to provide information that is clear, intelligible, and accessible.

3. Industrial Action and Disruption

We introduced a new section outlining **What Happens if Industrial Action between the University and its Staff Disrupts Your Studies**. This change follows updated guidance from the Office for Students (OfS), which emphasises the importance of clearly setting out how providers will respond to a material disruption of studies. Our aim is to reassure applicants and students by being upfront about how we manage disruptions, including the steps we take to mitigate their impact and support academic progress.

4. Student Course Fees

We have consolidated and clarified our approach to student course fees by incorporating a summary of key points already outlined in our other policies. It ensures consistency across documentation and meets regulatory expectations that pre-contract information affecting an applicant's decision to enter a contract (including fees, refunds, and additional costs) should be clearly communicated in one place.

5. Fitness to Practise

We have introduced a single [Fitness to Practise Procedure](#), which replaces previous faculty-level policies. It ensures a consistent, fair, and transparent approach to managing concerns about the professional conduct or suitability of students on regulated courses, in line with sector standards.

6. Intellectual Property

We refreshed our statements on Intellectual Property to reflect the adoption of our new [Student Intellectual Property Policy](#). This update clarifies the circumstances in which students may retain or assign rights in Intellectual Property they create during their studies, ensuring that students are fully informed of their rights and obligations in this area. The update brings our Terms and Conditions into alignment with broader institutional policies and sector norms.

These updates form part of our routine policy review cycle and reflect our continuing commitment to fairness, transparency, and regulatory compliance in our relationship with students. We aim to provide all applicants and students with the important information in one convenient place.

Provision of Services in the Event of Circumstances Beyond the Control of the University

What We Consider Circumstances Beyond the Control of the University

Circumstances beyond the control of the University that might prevent it from providing the promised service include the following.

- The consequences of a major natural disaster, fire and flood, civil commotion, and acts of terrorism (including cyber-terrorism).
- The actions or laws of any government, local authority or government body, including those outside the UK. These may relate to imposing travel restrictions, quarantines, immigration, and border restrictions, and the total or partial closure of university buildings may be needed.
- Industrial action taken by third parties outside the control of and not contracted to provide goods and services by the University.
- Where a Professional, Statutory or Regulatory Body, or other external governing body, alters or removes permission to teach and/or assess a particular course for a reason unconnected with the University's compliance with quality and standards.
- The immediate, but not long-term, effects of a severe public health incident, such as a pandemic.

Our Commitment to Minimise Disruption

Where circumstances beyond the control of the University interfere with our ability to provide education services, we will take all reasonable steps to minimise the disruption and prevent or minimise problems.

Examples of the Steps We Might Take

The steps depend on the circumstances, but could include the following.

- Changing the timetable, location of study, method of delivery of courses, assessments and assessment regulations.
- Changing course content, module offerings, placements, study abroad opportunities, years in industry and field trips.
- Removing the offer of a particular course, combinations within a course, and specific modules.

What Happens if Industrial Action between the University and its Staff Disrupts Your Studies

We understand that strikes or other types of industrial action can cause concern and uncertainty. If this happens, we will do everything we can to ensure that your studies are not negatively affected. Our priority is to provide a holistic experience of intellectual, professional and personal development that students should expect from their university education.

Here is what you can expect from the University:

- **Assessment of Disruption:** We will evaluate the extent of the disruption and identify which students and courses are affected.

- **Contingency Plans:** We will implement alternative arrangements, which may include:
 - Rescheduling or adapting missed teaching sessions and assessment activities;
 - Making learning materials available through digital platforms;
 - Replacing or supplementing affected content with alternative provision;
 - Adjusting submission deadlines;
 - Adjusting assessment strategies and marking arrangements to ensure timely progression and award decisions;
 - Using alternative marking arrangements where feasible.
- **Communication:** You will receive regular and clear updates about any changes or support available, which we explain below.
- **Support Services:** Academic and wellbeing support will be available to assist you during periods of uncertainty or delay.
- **Student Engagement:** We will work with the Students' Union and course representatives to shape our response and ensure student voices are heard.
- **Compensation:**
If the disruption results in missed teaching, delayed assessments, or other forms of academic disadvantage that we cannot remedy, we will take steps to identify affected students and apply our [Student Refunds and Compensation Policy](#) proactively. We will not expect students to raise individual claims for us to consider redress. Where appropriate, we will offer compensation for undelivered services, delayed progression or graduation, and other academic or financial losses.
- **Regulatory Reporting:** We will report any significant industrial action to the Office for Students, which is our regulator.

How We Will Keep Those Affected Involved and Informed

Where changes are necessary, we will:

- Tell applicants and students about the changes, explaining why we need to make them in a clear and timely way.
- Keep changes to the minimum necessary and ensure as far as reasonably possible to match our contract with students.
- Consult with the Students' Union at an early stage.
- Treat students, individually and collectively, fairly and consistently.
- Consider the implications for those with particular vulnerabilities, including undertaking an equality impact assessment.
- Ensure we do not compromise academic standards and quality.
- Explain what it means for a student's study, including identifying reasonable alternatives.

We will follow our [Policy on Changes to Published Material Course Information](#), [Student Protection Plan](#) and (where relevant) [Student Refunds and Compensation Policy](#).

- Provide regular and effective communication on our plans. We will do this with staff, applicants, students, and the Students' Union.
- Deal promptly and effectively with any complaints that might arise.

Conditions of Student Registration

You will become a registered student at the University.

The [Conditions of Student Registration](#) set out the conditions of your registration.

It is an important document which you need to read carefully.

We review and update the document annually to keep it up to date.

Complaints and Appeals

We have an [Admissions Appeals and Complaints Procedure for Applicants](#). This procedure applies to all applicants for a new course, including students currently enrolled in a previous course with us.

We have a Student Complaints Procedure for Registered Students. Students studying at a partner institution should read the [Procedure for Dealing with Complaints at Partner Institutions](#). Partner Students will be required to submit a complaint to the Collaborative Institution in the first instance, using the Partner's Complaints Procedure.

We have a [Student Refunds and Compensation Policy](#).

We have an [Academic 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. After completing our procedures, you can ask the OIA to review your complaint or appeal. The Scheme does not apply to admissions appeals and complaints. The OIA will usually only review issues dealt with through the University's internal procedures.

Student Procedures

Student Discipline

As members of the University community, students are expected to commit to and act in accordance with the expectations and principles set out in the [Expected Behaviours of Students](#) and [the Student Prevention of Harassment and Sexual Misconduct Policy](#). It involves taking positive action when members of the University community act inappropriately by challenging or reporting behaviour that falls short of our commitment to each other. You agree to follow our expectations concerning student behaviour when you register with us.

[The Student Conduct Procedure](#) explains how the University will consider allegations of misconduct. Incidents can also be reported anonymously or by speaking to an adviser through the University's [Report+Support](#) online tool.

Professional Conduct

The University has a [Fitness to Practise Procedure](#), which ensures a consistent, fair, and transparent approach to managing concerns about the professional conduct or suitability of students on regulated courses, in line with professional standards.

Student Engagement

We expect students to organise their studies and ensure they know their timetable and expectations for attendance at all activities relating to their courses.

The [Student Attendance and Engagement Framework](#) sets out the expectation that all students participate fully in each module's learning activities. There is also an expectation that students undertake all components of associated assessments. We explain how you [register your attendance electronically](#).

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

Student Financial Arrangements

Student Responsibility to Pay Fees

Payment of tuition fees is the student's responsibility. It means a student must make sure the tuition fees are paid, even if they are not paying the tuition fees themselves (for example, if a Sponsor or the Student Loans Company is paying the tuition fees on behalf of the student).

Tuition fees for all courses are payable on an annual basis.

Payment of Fees or Arrangements to Pay

Registration requires a binding undertaking from the student to pay the required tuition fees for the course on which they are registered. A student must pay in full or have an agreed arrangement to pay the tuition fees before commencing study at the University.

The University will provide students with the opportunity to pay their tuition fees or set up an arrangement to pay their tuition fees as part of the registration process. All tuition fees must be paid in accordance with the requirements explained in the *Your Fees Your Responsibilities Home Students* or *Overseas (including EU) Students Your Fees Your Responsibilities Overseas (including EU) Students* guidance, which can be found here: [Finance](#).

Application to the Student Finance England (SFE)

It is the student's responsibility to apply promptly to [Student Finance England](#) (SFE) if they are applying for a Tuition Fee Loan for the payment of tuition fees. It is to ensure that timely payment is made to the University. A student remains responsible for paying course fees at

all times. If the SFE refuses to pay the tuition fees as the student is not eligible for a Tuition Fee Loan, the student remains responsible for their payment.

Payment of Fees by a Sponsor

Arrangements may be made for a student's tuition fees to be paid by a sponsor; however, in the event of a default by the sponsor, the student remains liable for the tuition fees. Family members are not regarded as sponsors.

Deposit Refund Policy - Student Route Visa Applicants and Students

The [Deposit Refund Policy](#) applies to international applicants and students who require a Student Route Visa to study at Canterbury Christ Church University and are required to pay a deposit as part of the admissions process. It outlines the circumstances under which the University will refund or not refund this deposit.

Refunds are issued in specific situations, such as the withdrawal of the offer by the University, failed visa applications (with exceptions), or if the refund is requested within 14 days of payment. Sometimes, such as exceptional personal circumstances, refunds may be granted at the University's discretion. The refund process may take up to 30 working days. Refunds are only issued to the original payer using the original payment method.

A deposit will not be refunded in the following circumstances:

- If UKVI refuses the Student Route Visa because of fraud (e.g. use of fraudulent documents).
- If the applicant receives a visa, enters the UK, but does not join the course by the required start date and remains in the UK (including cases where asylum is claimed). The University will notify UKVI accordingly.

Annual Fee Increases

If your course lasts longer than one year, tuition fees may be subject to an annual inflationary increase.

The year-on-year tuition fees for courses set in line with the maximum Government tuition fee cap will rise with any subsequent inflationary increase in the fee cap approved by Parliament. The University will publish information about the level of any inflationary increase on its website following a government announcement.

The year-on-year tuition fees for all other undergraduate and postgraduate courses, where the UK Government does not set the tuition fees, will rise each year during the course in line with the initial release of the Retail Price Index (RPI) for September, two years prior to the academic year for which the fees are being agreed. The University will publish information about the level of any inflationary increase on its website following the publication of the Office of National Statistics.

Other Costs

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

We provide details of the additional costs on a course basis under the course information in the [online Undergraduate Prospectus](#) and the [online Postgraduate Prospectus](#).

The [Additional Course Cost Information](#) sets out what is included in the tuition fee and what we consider as additional costs. It applies to all students.

Tuition Fee Sanctions

1. Purpose and Principles

If you do not pay your tuition fees on time, or if there is no arrangement in place to pay, or if you have failed to make an agreed-upon payment arrangement, we will apply sanctions.

Our approach to the non-payment of tuition fees ensures that:

- Debt recovery is handled fairly, proportionately, and transparently;
- Students are supported with additional time where possible whilst they resolve financial difficulties;
- Access to learning is protected.

2. Staged Response to Non-Payment

Stage	Trigger	University Response	Student Rights and Support
Stage 1	Missed tuition fee payment or instalment	Reminder and invitation to contact the Finance Team. We may contact you by email or telephone to offer the opportunity to discuss late or missed payments.	Where students default, we try to get them back on track with their existing payment arrangement or through offering a payment plan if one is not already in place. Offer an opportunity to discuss payment options.
Stage 2	Missed payment(s) with no engagement or agreed resolution	Formal written reminder and renewed offer to discuss late or missed payments We will include a warning that the University may apply sanctions if the debt remains unpaid.	Offer the opportunity to discuss payment arrangements Student signposted to the Student Wellbeing and Support Team for support
Stage 3	Missed payment(s) with no agreed resolution	Notice of potential sanctions and notification that the debt will be referred to the University credit control team if a resolution cannot be reached.	Student signposted to the Student Wellbeing and Support Team for support.
Stage 4	Persistent non-payment despite support and review	Notification of sanctions and recovery actions.	Minimum 14-day advance written notice; a last opportunity to engage or settle the account to avoid sanctions being applied.
Stage 5	Continued outstanding tuition debt at the end of the academic year, lack of engagement with the Finance Team or making an agreement to pay	Academic sanctions may be applied (see Section 3) It may include referral to an external debt collection agency or the commencement of legal proceedings (see Section 4)	Right to appeal and to resolve debt at any time to lift sanctions.

3. Academic Sanctions: Conditions and Limitations

We apply academic sanctions only as a last resort, after all reasonable steps have been taken to support the student and resolve the debt.

Academic sanctions are applied only:

- In relation to outstanding tuition fee debt;
- After sending reminders, and signposting the availability of advice from the Student Financial Support Team;

The sanctions we may apply are as follows:

- Termination of registration or prevention of progression from one year or stage to the next, subject to:
 - Written decision and appeal rights.
 - Reversal upon resolution or agreement of a realistic payment plan which resolves the debt on a timely basis.
- Withholding of the final award, transcript of their studies and/or confirming the award or providing a transcript to any third party
- Preventing attendance at a graduation ceremony.
- Not permitting admission to any other course offered by the University.

Before any sanction is imposed, students will be notified of the sanctions and when they will be applied and the opportunity to present mitigating circumstances. Sanctions will be lifted upon resolution of the debt or may be lifted on agreement of a realistic payment plan which resolves the debt on a timely basis.

Learning access protections:

Sanctions will not restrict access within the academic year of study to:

- Teaching or supervision;
- Learning resources, including Blackboard (the Virtual Learning Environment)
- Assessments;
- Core digital or library resources.

4. Use of External Debt Collection Agencies or Legal Proceedings

We may refer the outstanding debt to an external debt collection agency and/or begin legal proceedings.

We will do these where internal efforts to resolve unpaid tuition fee debt have been exhausted, and:

- The student has not responded to several reminders; or

It has not been possible to agree a realistic and timely payment plan despite offers of support; and

- The student has been signposted to the Student Wellbeing and Support Team for support;

Before we use External Debt Collection Agencies or Legal Proceedings:

- Students will receive a final written notice at least 14 days in advance;
- The notice will set out:
 - The amount owed
 - A final opportunity to pay or agree to a payment plan
 - Contact details for the Finance Team
 - Information about the complaints procedure
 - A warning that referral may affect the student's credit status

5. Support

Students may request support from the [Student Wellbeing and Support Team at Canterbury Christ Church University](#). The Team can discuss with the student any financial difficulties, mental health, caring responsibilities, and other vulnerabilities.

Where appropriate and reasonable, the University may consider alternative repayment terms or suspend action if appropriate.

The University is committed to upholding its duties under the Equality Act 2010. Any hardship review will consider a student's individual circumstances, including disability, age, caring responsibilities, mental health issues, bereavement, or other situational vulnerabilities. Reasonable adjustments will be made to processes and repayment expectations to ensure students are not placed at a disadvantage.

6. Appeals and Complaints

Wherever possible, the University will seek to resolve any difficulties informally at the stage at which the matter arose. Students have the right to request a review of any:

- Academic sanction
- Debt decisions

You should start by discussing any issues with the Finance Department Credit Control Team.

If you cannot resolve the issue informally with the Finance Department, you may make a formal complaint using the University's [Student Complaints Procedures](#). You can refer any unresolved appeals and complaints to the [Office of the Independent Adjudicator \(OIA\)](#) after the completion of internal procedures.

Withdrawing ('Leaving') or Interrupting ('Taking a break') from a Course

The University recognises the investment that students are making in their higher education. Some students may choose to leave their course early or take a break from their studies. You must decide in a timely manner to avoid incurring any unnecessary fee debt. Deciding to leave your course early or take a break from your studies is a major decision with potentially far-reaching consequences for your future personal development, as well as career and employment aspirations.

If you are a new student and you take a break (interrupt) / leave early (withdraw) within the first two weeks of your Course start date, then the University waives the tuition fees, and you are not liable for any tuition fees.

In other circumstances, if you withdraw from, or are permitted to interrupt, a course, any remission or refund of tuition fees or any tuition fee liability due will be calculated in accordance with the *Your Fees Your Responsibilities Home Students* or *Your Fees Your Responsibilities Overseas (including EU) Students* guidance, which can be found here: [Finance](#).

Informing a Funding or Bursary Body of Changes in Circumstances

It is your responsibility to inform the relevant funding and bursary body promptly of any changes in your circumstances regarding your studies, including withdrawal from the course, interruption, or ceasing to attend. Where required, the University will confirm a change in circumstances.

Refunds and Compensation

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

Assessment

Award Regulations

The Award Regulations are set out in the [Regulations for Taught Awards](#) and the Regulations and Framework for Research Awards.

You will count credit towards a qualification when you receive credit for your modules.

A few courses have [Additional Course Regulations](#) (previously known as Special Regulations). These vary the rules that apply to a particular course. We explain these additional regulations in your Course Handbook if they apply to your course.

Assessment Procedures

You must meet your course's assessment requirements before completing 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.

Academic Integrity

The [Student Academic Integrity Policy](#) sets out the University's commitment to academic integrity. It defines academic integrity and misconduct and explains the support available to students to develop good academic practices.

It is intellectually dishonest to cheat. It is a University offence. A student who cheats might gain an unfair advantage. It prevents fair assessment. Cheating includes paying for work from someone else and submitting it as one's own. 'Plagiarism' occurs when a student submits an assessment containing work that is not the student's work or submitted in another evaluation without acknowledging the sources. We use text comparison software to check a student's work.

In the Student [Academic Misconduct Procedure](#), we explain how we deal with academic misconduct.

Information Services

All students must abide by the [Core Regulations for the use of IT](#). It explains what we expect of a student to keep the 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 must follow the [Library Regulations](#).

Intellectual Property

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 Student [Intellectual Property Policy](#).

As a student, you will keep sole ownership of any intellectual property you create as part of your academic course or programme, subject to any conditions in the [Intellectual Property Policy](#).

However, you agree to grant the University a perpetual, non-exclusive, royalty-free licence to use your intellectual Property solely for purposes of teaching, research, assessment, and the promotion of University activities including a right to sub licence the intellectual Property for any of the purposes already stated.

This licence will not restrict your right to commercialise or develop your Intellectual Property independently.

The University may assert a proprietary interest in such intellectual property rights, for example where:

- Development of the Intellectual Property involves substantial use of University resources or services beyond what is required to meet standard course requirements.
- The student builds upon or uses existing Intellectual Property generated by University staff.
- The intellectual Property is part of the work generated by a team in which the student is involved directly or indirectly outside their studies.

- The student is involved in a project funded by the University.
- The intellectual Property forms part of the Intellectual Property generated by a team of which the student is directly or indirectly a member;
- The student takes part in a project or competition sponsored by a third party that requires all resulting Intellectual Property to be owned by the sponsor, causing the assignment of Intellectual Property to the University for onward assignment to the third party.
- The student holds an externally funded studentship where the sponsor has ownership rights or requires either the sponsor or the University to own the IP. The employer of students employed by an organisation sponsoring their studies will be the first owner of any Intellectual Property arising, according to the nature of the work being undertaken.
- The student is a member of staff, including Research Assistants and Knowledge Transfer Partnership Associates, and receives significant financial support from the University, such as a fee waiver.
- Where the University invests in or supports the commercial development of student materials.

If a student creates intellectual Property outside the scope of University studies, with significant use of University resources, an agreement will be drawn up beforehand regarding ownership of Intellectual Property.

Investment in or support of commercial development of a student's materials will be granted by the University only where an Intellectual Property Assignment agreement is in place, which transfers ownership to the University. The student will be rewarded as if the person were a University Employee.

Personal Information

When you apply to us and register, we use the personal information you gave us. We explain how we do this in the [Student Privacy Notice](#). We set out where we may pass personal information to third parties.

We use your information to process your registration, keep in touch, and provide services and facilities. It is essential that 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, country of residence, or contact details.

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

Students' Union

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

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

We will pass certain personal information to the [Christ Church Students' Union](#). We do this under a [data protection 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 studentzone@canterbury.ac.uk.

Freedom of Speech

Our Commitment to Free Speech

Canterbury Christ Church University strongly endorses and promotes freedom of speech and academic freedom as part of [our Mission and Values](#). It is enshrined in the [University's Articles of Association](#) (Article 92). Free speech supports an environment for innovation, critical thinking, and scholarly engagement. You can read more about our approach on [our free speech webpage](#).

Freedom of speech empowers all individuals to express their opinions and ideas openly without interference, provided these expressions are within the law.

Academic freedom safeguards academics' intellectual autonomy, enabling them to explore, question, and introduce new or contentious ideas within the law without fear of negative repercussions affecting their employment or careers.

Our Code of Practice on Free Speech

We set out our commitment to these principles in our [Code of Practice on Free Speech](#), which emphasises the very high level of importance we attach to lawful free speech in expressing a viewpoint as foundational to a university.

Supporting a Diversity of Perspectives

We support individuals' right to express their views freely within the law to encourage a diversity of perspectives within the University, even when controversial or contested. We recognise that free speech within the law may include speech that some find offensive. We expect those attending University events to be respectful of others' differing opinions in the interest of open debate.

We integrate the free speech principles into our operational and policy-related activities to create an environment where we can promote different viewpoints while respecting the person.

We recognise the role of protest as a form of valid expression, provided it does not obstruct the free exchange of ideas, incite hatred or unlawful harassment or put individuals' health and safety at risk.

Addressing Concerns and Complaints

We have an internal process to address eligible [complaints about free speech](#) and a separate guide for [raising concerns about free speech](#).

Notification of Disabilities

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

If you need to tell us about a disability, you can contact us at the email address disability@canterbury.ac.uk.

[Disability advice and guidance](#) are available from Student Wellbeing and Support Team.

Our Registered Address

Our registered address is:

Canterbury Christ Church University
North Holmes Road
Canterbury
Kent
CT1 1QU.

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

Regulated by the Office for Students

The Office for Students (OfS) regulates Canterbury Christ Church University. Our OfS Register Number (UKPRN) is: 10001143.

The OfS is the independent regulator of higher education in England. It aims to ensure that every student, whatever their background, has a fulfilling higher education experience that enriches their lives and careers.

Further details about its work are available on the [OfS website](#).

Changing Your Mind Just After You Accept a Place

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

You can cancel under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

You need to tell us of your decision to cancel the offer of a place. All you need to do is tell us 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 email admissions@canterbury.ac.uk
3. You can write to us at:
Student Recruitment
Canterbury Christ Church University
North Holmes Road
Canterbury
Kent
CT1 1QU

If you cancel, we will repay any course fees we receive. We will refund the fees without undue delay, not later than 14 days after the day 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 paying some or all course fees if you start your course and withdraw later. It 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 in the *Your Fees Your Responsibilities Home Students* or *Overseas (including EU) Students Your Fees Your Responsibilities Overseas (including EU) Students* guidance, which can be found here: [Finance](#).

Cancellation Form

Your Right to Cancel

You have the right to cancel this offer of a place on the course at Canterbury Christ Church University 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 email to cancel the offer by writing to admissions@canterbury.ac.uk

To Canterbury Christ Church University

Student Recruitment
North Holmes Road
Canterbury
Kent
CT1 1QU

email: 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: _____