



## TERMS AND CONDITIONS OF REGISTRATION 2023/24

### Contents

|   |   |
|---|---|
| <b>How to View Our Documents</b> .....  | 2 |
| <b>How to Get Help and Advice on the Documents</b> .....                            | 2 |
| <b>Policy on Changes</b> .....  | 2 |
| <b>Provision of Services in the Event of Emergencies or Industrial Action</b> ..... | 2 |
| <b>Conditions of Student Registration</b> .....                                     | 3 |
| <b>Complaints and Appeals</b> .....   | 4 |
| <b>Student Procedures</b> .....   | 4 |
| Student Discipline .....  | 4 |
| Professional Conduct.....   | 4 |
| Student Engagement.....   | 4 |
| <b>Student Financial Arrangements</b> .....   | 4 |
| Tuition Fees .....  | 5 |
| Annual Fee Increases .....  | 5 |
| Other Costs.....  | 5 |
| <b>Assessment</b> .....   | 6 |
| Award Regulations.....  | 6 |
| Assessment Procedures.....  | 6 |
| <b>Academic Integrity</b> .....   | 6 |
| <b>Information Services</b> .....   | 6 |
| <b>Personal Information</b> .....   | 7 |
| <b>Students' Union</b> .....  | 7 |
| <b>Freedom of Speech</b> .....  | 7 |
| <b>Notification of Disabilities</b> .....   | 7 |
| <b>Our Registered Address</b> .....   | 7 |
| <b>Regulated by the Office for Students</b> .....                                   | 8 |
| <b>Changing Your Mind just after You Accept a Place</b> .....                       | 8 |
| <b>Withdrawing from your course later</b> .....                                     | 8 |

## 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 Web Page](#).

## How to Get Help and Advice on the Documents

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

If you are unsure about what we write and need to discuss it before registering, you can contact us by emailing the i-zone ([i-zone@canterbury.ac.uk](mailto:i-zone@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 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 [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.

## Provision of Services in the Event of Emergencies or Industrial Action

Should industrial action, a pandemic, an endemic or other 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.

We give below examples of circumstances beyond the control of the University. These are only examples because other emergencies might arise. The examples include the following.

- The consequences of a major outbreak of disease, a natural disaster, extreme weather conditions, fire and flood, civil commotion, and acts or threats of terrorism;
- The actions and laws of any government, local authority or government body, including

those outside the UK. These may relate to the imposing of travel restrictions, quarantines, immigration and border restrictions, and may also need the total or partial closure of University buildings;

- Industrial action taken by University staff or third parties;
- Where a Professional, Statutory or Regulatory Body, or other external governing body, alters or removes permission to teach and/or assess a particular course of study.

In these circumstances, we will do all we reasonably can to minimise the disruption to our educational services. The steps depend on the emergency. Examples include:

- Making changes to the timetable, location of study, method of delivery of courses, assessments and assessment regulations.
- Making changes to 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.

Where changes are necessary, we will:

- tell applicants and students about the changes and explain why they are necessary 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
- take account of those with particular vulnerabilities
- ensure we do not compromise academic standards and quality
- explain what it means for a student's study. It includes identifying reasonable alternatives. We will do this in line with 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

We include our approach in Section 9 of the [Conditions of Student Registration](#).

## 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](#). It is for all applicants to a new course, even 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. 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

We have a [Student Prevention of Harassment and Sexual Misconduct Policy](#) and [Student Conduct Procedure](#). You agree to follow our expectations concerning 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](#).

Students following a professional course in the Faculty of Medicine, Health and Social Care are subject to the [Low-Level Concerns and Fitness to Practise Policy and Procedures](#).

Students studying a professional course in the Faculty of Arts, Humanities and Education are subject to the [Faculty Professional Suitability Policy and Procedures](#).

### 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 Engagement in Learning Policy](#) 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.

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

## Student Financial Arrangements

You agree to pay us your tuition fees and other study charges when registering as a student.

## 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 fees you must 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 that tuition fees come on your behalf through a loan from the Student Loans Company or a Sponsor.

The following applies to students from the United Kingdom:

[Your Fees Your Responsibilities: Home \(UK\) Students: Student Tuition Fees: Payment and Debt Arrangements](#)

You should read this alongside the [Tuition Fee Liability Periods - Home \(UK\) Students](#).

The following applies to students from outside the United Kingdom:

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

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

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.

## Annual Fee Increases

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

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 RPI for September.

## 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 we include in the tuition fee and what is an additional cost. It applies to all students.

## Assessment

### Award Regulations

The Award Regulations are sent out in the [Regulations for Taught Awards](#), the [Regulations for Research Awards](#) and the [General Regulations for the Conferment of Awards](#).

When you receive credit for your modules, you will count that credit towards a qualification.

A few courses have [Special Regulations](#). These vary the rules that apply to a particular course. We explain these in your Course Handbook.

### 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 [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 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 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, we use the personal information you gave us. We explain how we do this in the [Data Protection Information for Students](#). We set out 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 essential 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, resident country, or 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.

## 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 [i-zone \(i-zone@canterbury.ac.uk\)](mailto:i-zone@canterbury.ac.uk).

## Freedom of Speech

We commit to promoting 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 would start to make the arrangements. However, you may need to provide us with 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 are available from Student Wellbeing.

## 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 have this right to 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 send an email to [admissions@canterbury.ac.uk](mailto: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

[Your Fees Your Responsibilities: Home \(UK\) Students: Student Tuition Fees: Payment and Debt Arrangements](#)

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

## 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](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 Canterbury Christ Church University

Student Recruitment  
North Holmes Road  
Canterbury  
Kent  
CT1 1QU

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: \_\_\_\_\_