Lancaster University Student Contract for 2025-26 year of entry

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these Contract Terms for the full duration of your Programme, subject to periodic updates to the University's Regulations, guidelines, rules, codes of practice, policies and procedures, and other documents found or referred to at:

18. Offers of a place on a course may contain condition(s) of entry. Any condition(s) of entry to the University included in an offer shall be valid for the academic year of entry you have applied for. Should an offer be deferred beyond that academic year, such condition(s) may be subject to reasonable changes as determined by the University. Any such changes will be communicated to you prior to the commencement of your deferred studies.

19. As part of your programme you may study as part of your degree away from Lancaster University at approved exchange partners of the University or one of the University's overseas campuses. The University's rules and regulations relating to the academic standards, monitoring, progression and assessment of your award, which also includes interruption, withdrawal, complaints and appeals, will apply even when you are studying in another location. You will therefore have to continue to engage with the University in accordance with the University's required processes and procedures whilst you are studying away from the University. You may also have to agree to terms and conditions of the other party which will also be applicable to you whilst you are at that location, for example, the terms and conditions of a visiting student. Further information regarding overseas study placements, including the application process and fees, can be found on the 'Study Abroad' section of the University's Advice, Support and Knowledge (ASK) portal

Right to withdraw

20. You have a 14-day statutory cancellation period during which you can change your mind about accepting an offer to study at the University. Even after this period you can withdraw your acceptance of an offer at any time without incurring any fees to the University, although the University may retain any deposit you have paid.

21. If you are a new student and you registered online or remotely, there is a 14-day statutory cancellation period. In the two weeks from the date you register online you can change your mind about coming to study at the University. If you cancel your place within the 14 (i)14 (nit a)14 (ddi)10 (t)-2 (i)-2 (on)-2 (a)-4 (l)10 (1)-2 (0)-2 (-)-2 (d)-2 (a)-4 (y)-2 (s)-2 (,)-2 (y)-2 (o)-2 (u)-2 (r)-2 (c)-2 (a)-4 (n)-2 (c)-2 (e)-2 (l)-2 (l)-2 (a)-4 (t)-2 (a)-4 (n)-2 (y)-2 (t)-2 (i)-2 (m)-2 (e)-2 (w)-2 (i)-2 (t)-2 (h)-2 (o)-2 (u)-2 (t)-2 (i)-2 (n)-2 (c)-2 (u)-2 (r)-2 (r)-2 (i)-2 (n)-2 (g)-2 (a)-4 (n)-2 (y)-2 (f)-2 (e)-2 (e)-2 (s)-2 (t)-2 (o)-2 (t)-2 (h)-2 (e)-2 (U)-2 (n)-2 (i)-2 (v)-2 (e)-2 (r)-2 (s)-2 (i)-2 (t)-2 (y)-2 (,)-2 (a)-4 (l)-2 (t)-2 (h)-2 (o)-2 (u)-2 (g)-2 (h)-2 (t)-2 (h)-2 (e)-2 (U)-2 (n)-2 (i)-2 (v)-2 (e)-2 (r)-2 (s)-2 (i)-2 (t)-2 (y)-2 (m)-2 (a)-4 (y)-2 (r)-2 (e)-2 (t)-2 (a)-4 (i)-2 (n)-2 (a)-4 (n)-2 (y)-2 (d)-2 (e)-2 (p)-2 (o)-2 (s)-2 (i)-2 (t)-2 (y)-2 (o)-2 (u)-2 (h)-2 (a)-4 (v)-2 (e)-2 (p)-2 (a)-4 (i)-2 (d)-2 (.)-2

requirements which may be related to your programme of study (e.g. the cost of field

trips). Charges related to your programme of study are detailed on the course programme pages and your Programme Handbook.

30. Information on tuition fees and other relevant charges, including how they may increase and how they should be paid, is set out in the 'Tuition Fees Guide' on the University's Advice, Support and Knowledge (ASK) portal.

- More detailed information on undergraduate and postgraduate tuition fees is set out in the 'Tuition Fees Guide' on the University's Advice, Support and Knowledge (ASK) portal.
- The Undergraduate Withdrawal and Tuition Fee Policy is available on the 'Money Policies' section of the University's Advice, Support and Knowledge (ASK) portal
- The Postgraduate Withdrawal and Tuition Fee Policy is available on the 'Money Policies' section of the University's Advice, Support and Knowledge (ASK) portal.
- The Refund and Reimbursement Policy (non-continuation of course by the University) is available on the 'Money Policies' section of the University's Advice, Support and Knowledge (ASK) portal

Academic Regulations and Procedures

31. Your rights and obligations with respect to academic matters can be found in the Manual of Academic Regulations and Procedures (MARP) on the 'Policies and Regulations' section of the University's Advice, Support and Knowledge (ASK) portal Academic regulations ensure that all students are treated in a fair way. They describe the academic conduct expected of the University's students and staff, and include the University's policies, regulations, and procedures which govern its academic provision, and includes information on attendance, assessment, academic malpractice (such as cheating, collusion and plagiarism) and academic appeals. The academic quality management framework described in the MARP and the regulations and procedures contained or referenced in it apply to all categories of students, all academic programmes, and all types of award except where special regulations have been approved through the appropriate channels for specific types of provision, programmes, awards or for specific groups of students.

32. If you do not meet the requirements of the regulations set out in the MARP, you may not be allowed to progress to the next stage of your programme or you may be required to repeat assessments for elements of your programme. In the most serious of cases you may be excluded from the University and you may not receive the qualification for which you are studying.

33. If you breach the regulations set out in the MARP, you may be subject to academic discipline processes (e.g. in relation to plagiarism, cheating in examinations) In such cases the sanctions can range from reductions in your marks, to a requirement to repeat assessments and, depending on the seriousness of the misconduct, this may

Academic Appeals Procedure

34. The University's regulations and procedures in relation to academic appeals are available in the Manual of Academic Regulations and Procedures (MARP). Detailed guidance for students on how to complete the academic appeal procedure can be found on the 'Student Complaints and Appeals' section of the University's Advice, Support and Knowledge (ASK) portal

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diversity of thought, belief and backgrounds is fundamental to the collective intellectual development of our academic community.

42. In addition, you should note that you will be asked to complete a number of short compulsory training modules relevant to the University's Values, in particular the University's expectations around the respect for and treatment of others. You must confirm at registration that you understand that if you do not complete these training modules, you may be subject to sanctions as outlined in the Student Discipline Regulations (see clause 7.5.15) and in the event that you are subject to a disciplinary sanction for a relevant offence, the determination of any sanction imposed may take into account completion/non-completion of these modules.

Code of Conduct on Protests

43. The Code of Conduct on Protests sets out the University's approach to accommodating protest and/or demonstrations and identifies matters which must be considered when a protest is being arranged. The code, which may be subject to periodic updates, can be viewed on the 'codes of practice and conduct' section of the University's Advice, Support and Knowledge (ASK) portal.

Duty of Care

44. It is important that you note the extent, and also the limits, of the University's duty of care in relation to students' health and well-being. The University has a duty of care to its students, which is enshrined in Health and Safety and Equality legislation. However, universities are not expected to develop or deliver bespoke physical health or mental health treatment services as they are not statutory health bodies and do not have the competence to deal with the most serious cases. Nevertheless, Lancaster University provides a range of mental health and wellbeing support services to its students from a number of different sources. These can be viewed on the 'wellbeing' section of the University's Advice, Support and Knowledge (ASK) portal. However, it is important you note that, in the most serious cases, these services will refer students to the statutory health bodies with the competence and expertise to deal with such matters.

Lancaster University Students' Union

45. All students become members of Lancaster University Students' Union by default at registration. Students may choose to opt out of membership by writing to the Director of Strategic Planning and Governance. Information on students' rights to opt out can be found at https://www.lancaster.ac.uk/welcome/support-for-students/your-right-to-opt-out/.

46. The University has developed a code of practice with Lancaster University's Students' Union, which can be viewed on the 'codes of practice and conduct' section of the

University's Advice, Support and Knowledge (ASK) portal. The Code of Practice sits alongside the Students' Union Articles of Association and complements the Students' Charter. The Students' Union Articles of Association can be viewed on the Students' Union's website.

Other contracts

47. Your rights and obligations with regard to University services can be found on the relevant services' webpages. These will be subject to separate agreements. In particular please note the user arrangements for the following key services:

    a. Accommodation: https://www.lancaster.ac.uk/accommodation/terms-and-conditions/;
    b. Catering contracts: https://por (t)6 o284 0.757 rg 1n

'visas and immigration' section of the University's Advice, Support and Knowledge (ASK) portal.

Delivery, changes and disclaimer

50. The University undertakes forward planning and, ordinarily, where a decision is taken to cease providing a course or module, or to withdraw from provision at a particular location, registered students currently on course will be taught to the conclusion of their studies and/or consulted on the change. Other circumstances outside the control of the University that may impact on your programme of study may include but not be limited to a key member of staff leaving the University or being unable to supervise or teach, where the module content relies on their area of expertise; or where a module does not meet the minimum number of students needed to ensure a good quality educational experience. The Office for Students requires the University to publish an

required personal data with these third parties to enable their provision of service to students.

Consumer rights

55. Further guidance on your consumer rights as a student are on the Students' Consumer Rights page at https://www.lancaster.ac.uk/study/undergraduate/admissions/terms-and-conditions-for-students/students-consumer-rights/.

Our right to make changes to our regulations and policies

56. The University may need or wish to make changes to the regulations, guidelines, rules, codes of practice, policies and procedures, and other documents found or referred to at https://www.lancaster.ac.uk/study/important-information/terms-and-conditions-for-students/ for a number of reasons. We will ensure that any important changes to such documents are notified to students. You agree that we can make changes:
    - if those changes are reasonable and will help the University to maintain or improve good governance, good order or efficient operations (for example, if we have to make changes for health and safety or security reasons or with respect to new or unforeseen challenges);
    - to comply with the requirements of law or a governmental authority, regulator or accrediting body; or
    - if the change is agreed to be in the interests of the student body generally following consultation with student representatives.

How the agreement under the Contract Terms may end

57. The University may terminate your agreement under the Contract Terms if:

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University has complied with its procedure around unsatisfactory performance (see: https://portal.lancaster.ac.uk/ask/marp);

f. You are excluded from the University for breach of the academic or non academic disciplinary regulations, or in relation to Fitness to Practise, Fitness to Study, attendance after the University has complied with the relevant exclusion procedure as set out in the policies referenced in section 1c;

g. You do not pay your tuition fees in accordance with the invoice sent to you and such fees remain overdue at least 30 days after first written notice of the fees being overdue;

h. You materially breach the Contract Terms concerning any matter not covered above in section 49 and do not remedy such breach (where remediable) within 30 days of first written request from the University; or

i. Any combination of the above applies.

A decision requiring you to leave the University will only be taken in accordance with the relevant procedure and subject to a right of appeal.

Notices and communication

58. Any notice or other information that is required to be given by either the University or you relating to the contract between the University and yourself must be in writing and may be given by hand or sent by post or email. You will be responsible for informing the University of any change in your contact details.

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