



University Campus St Albans Ltd

Key Facts document

For entry in our 2018/19 academic year

(Academic Year – 1st August 2018 to 31st July 2019)

1 Introduction

This document is intended to provide you with some key facts about the relationship that you will have with us (University Campus St Albans) if you decide to accept our offer of a place for entry in our 2018/19 academic year. You should therefore read this document carefully before you accept our offer.

2 Joining our student community

As a student with UCSA you will also be enrolled as student with the University of Hertfordshire. As a result you will become a member of a community which enjoys many rights and privileges. You will also be expected to accept a number of responsibilities in the interests of the community as a whole. These rights and responsibilities form part of the contractual relationship that will exist between us.

The special ongoing nature of the relationship between you and us makes it impractical to set out the terms of the contract in their entirety in a single place. You can however find the main terms of your contract to study with us in the following places:

- Your **Offer** and its accompanying documents (including this **Key Facts** document and the **Fees & Finance Policy**)
- The **University of Hertfordshire Policies and Regulations** or “UPRs” (see Section 3 below)
- Our **website** relating to your Programme can be found at www.uc-sa.co.uk.
- Any other **local policies** that you may enter into with University Campus St Albans in relation to your course (for example, in relation to student and applicant complaints)
- The specific **declaration** you make when you complete our online registration process (see Section 9 below)

Please bear in mind though that our course marketing materials are published a long time in advance of offers being made, to provide information to potential students as early as possible, so please check the website before accepting your offer. Despite our best efforts, there may still be an occasional inconsistency between something in our prospectus and something in your **Offer**, this **Key Facts** document and/or the **Fees and Finance Policy**.

3 The UPRs

Students studying a University of Hertfordshire degree with UCSA are subject to the policies and regulations regardless of the location of study. The University of Hertfordshire publish its principal policies and regulations in a series of documents called UPRs. A number of our UPRs relate specifically to both students and to the wider academic community. The areas covered include, but are not limited to, academic quality and standards, assessment and examination, confidentiality, data protection, intellectual property, IT security, equality and diversity, freedom of speech, and student complaints and discipline.

UPRs are reviewed regularly, for example, in light of student or staff feedback, changes in the law or in practice within the Higher Education sector. When a new or revised UPR is issued it will include a statement about the date from which it will become effective, at which point it will apply in that form to all members of our community.

You can find the UPRs at www.herts.ac.uk/upr.

4 Your education

Our goal is to ensure that you are taught, supervised, assessed and supported by staff who are appropriately qualified and experienced, taking into account your needs, the needs of other students and the nature of your course. We will use every reasonable effort to provide your educational and other related services in the manner and to the standards set out in our prospectuses, on our web site, and in our other published materials. We recognise that you expect to receive the educational service you are paying for. However, we cannot make an absolute commitment to provide our services at all times in this manner and to these standards because, for instance, there may be circumstances outside our reasonable control which have a detrimental effect on how we provide our services to you. These could include, by way of example, industrial action (including by members of our own staff), civil commotion, severe weather conditions, changes in the law and/or actions taken by a government or public authority, damage or destruction to our buildings or facilities, failures by our suppliers or sub-contractors, or interruption or failure of utility services. If circumstances such as these arise, we will use every reasonable effort to minimise any disruption to you.

5 The Programme Specification

The Programme Specification contains important detailed information relating to the course you have chosen to study and can be found at www.uc-sa.co.uk Your offer letter will also contain a link to the **Programme Specification**.

Although **Programme Specifications** are reviewed annually, we expect that your first year of study will be similar to that for the current academic year.

6 Changes to your course or modules

Although it is never something we do lightly, we may in certain circumstances make changes to the advertised content or structure or methods of delivery of your course or individual modules after you have accepted your offer, which may in certain cases include discontinuing a module. We cannot cover here every possible example of when we might decide to do so, but in normal circumstances it would only be for one or more of the following reasons:

- to reflect changes to the theory in an area of research or practices around the subject or its delivery
- to improve a course or a module (for example, to take account of feedback from students)
- to safeguard academic standards
- to comply with the requirements of an external professional, commissioning or accrediting body (for example, a requirement that certain course content be added, changed or removed or that a particular module is discontinued or included)
- to comply with legal, regulatory or governmental requirements
- where insufficient students have chosen an optional module making it unviable or where a member of staff whose expertise was required to run it is no longer available
- where the change results from other circumstances outside our reasonable control (for example, an external provider no longer being available to contribute to the course or a module)

If we decide to make a change before you have registered on the course for the first time, we will inform you as soon as reasonably practicable so that you can decide whether or not you still wish to study with us. If, as a consequence, you decide not to study with us, we will refund any tuition fees and/or deposit that you have paid in advance in respect of the course in question. For further details regarding our refund policy please see our **Fees and Finance Policy**.

If we decide to make a change after you have registered, we will similarly inform you as soon as reasonably practicable, and we will use every reasonable effort to minimise any adverse effect it may have on you. If in spite of our efforts the change is likely to have a serious adverse effect on you (for example, by prejudicing your future choice of career), we will try to find you a suitable alternative course or module with us or (if you prefer) we will try to suggest a suitable alternative course with another education provider. If you change course or module in these circumstances (or simply

withdraw from your course), any entitlement you may have to a refund in tuition fees you have already paid will be determined in accordance with our **Fees and Finance Policy**.

In the case of a material change to a course or module, we will also in appropriate circumstances try to consult with student representatives with a view to identifying options for, and minimising any adverse effect on, affected students.

Some optional modules may have capacity issues and therefore we may not be able to guarantee you a place on your first choice.

7 Discontinuing your course

Sometimes we can only run an advertised course if certain conditions are fulfilled – for example, that sufficient students accept offers to make the course financially viable to run, or that the course is accredited or validated (i.e. officially approved) in time for the start of the academic year. Your '**About your course**' factsheet will set out any conditions that apply to your course. If the conditions are not fulfilled and we cancel your course before the start of your studies, we will inform you as soon as reasonably practicable and we will refund you any tuition fees or deposit you may have paid in advance. Where practical, we will also try to find you a suitable alternative course with us or offer you the opportunity to defer your entry to a subsequent intake.

In exceptional circumstances, we may have to merge or even discontinue your course once you have started your studies (and before you have completed them), for one or more of the following reasons:

- to comply with legal, regulatory or governmental requirements
- where accreditation or validation of the course is withdrawn
- where a commissioning or sponsoring body which we rely on for the financial or other viability of the course withdraws its support or its allocation of places and/or funding for the course (for example, an NHS authority in respect of certain nursing courses)
- in other circumstances outside our reasonable control which make it impossible or prohibitively impractical to continue the course

If we decide to merge or discontinue your course in these circumstances, we will inform you as soon as reasonably practicable and we will use every reasonable effort to minimise the impact it has on you. Where appropriate, we will try to find you a suitable alternative course with us or (if you prefer) we will try to suggest a suitable alternative course with another education provider. If you do transfer to another education provider in these circumstances, we will co-operate with your new provider in respect of any transfer of credit/ academic progress. If you do not transfer to an alternative course either with us or with another provider, we will keep a record of your credit/academic progress in case you return to higher education in the future. Any entitlement you may have to a refund in tuition fees you have already paid will be determined in accordance with our **Fees and Finance Policy**.

8 Place of Study

As a student with University Campus St Albans your location of study may include both sites at the University of Hertfordshire (De Havilland and College Lane campuses) and Oaklands College (Welwyn Garden City and St Albans campuses). Each course advertised will indicate at which campuses the programme will be delivered. However, we reserve the right to switch its delivery to one of the other campuses.

9 Registration

Before beginning your course, you will need to formally register with University Campus St Albans as a student. As part of this process you will be sent a link by the University of Hertfordshire to complete the first stage of registration online, which will include a Registration Declaration. This is the stage at which, amongst other things, you confirm your commitment to pay your tuition fees and any other course-related fees by the dates they are due. This is not however a new contract that you enter into with us; it is part of the same contract you entered into when you accepted our offer. You will also have to register at the start of each academic year of your course, but again this is not a new contract that you will be entering into with us each year; it forms part of the same overall contract with us.

10 Fees

You can find detailed information about your tuition fees, including how much they will be and when they are due, in the **Fees and Finance Policy**. This document is updated for each academic year and then applies in its updated form to all members of our community (although any increases in your fees will, provided you remain on the same course, be governed by the **Fees and Finance Policy** that applied to the year set out in Section 1).

If we have not yet set the fees for the first year of your course (for example, because you are applying for admission very early in the academic cycle), we will let you know exactly how much they will be as soon as we can. In the meantime we will try wherever possible to give you an indication of what the first year fees are likely to be, but we would still advise you not to make any firm commitment to join us until you know what they are and you are happy with them. Of course, if you no longer wish to study with us after we have informed you how much your first year fees will be, you are under no obligation to do so,

11 Data Protection

We hold and process personal information about individual students including some sensitive personal information. Further details about how we process the information can be found at www.herts.ac.uk/legal/freedom-of-information-data-protection/data-protection. Please take the time to read these pages, as it is important to us that you are comfortable about how we will use your personal information.

12 Intellectual Property (“IP”)

We value and respect the IP that our students create. Undergraduate students generally retain ownership of their own IP unless they agree otherwise (for example, in return for being given the opportunity to take part in a project sponsored by a commercial partner where the partner wishes to own the resulting IP).

13 Complaints

Our aim is to provide an excellent service to all our applicants and students. We recognise that occasionally things do go wrong and if, for whatever reason, you are unhappy with any aspect of our relationship with you, you can raise it with us either as a complaint or less formally.

If you are an applicant and wish to request a review of a decision on whether you satisfy the general principles of admission and the entry requirements of the course you have applied for, you should follow the **Student and Applicant Complaints Policy and Procedure** located on our website (www.uc-sa.co.uk). You should also raise the matter in the first instance with the Director of University Campus St Albans.

We have an established process for dealing with complaints from applicants in cases where other issues have arisen during the recruitment and admissions process. This is set out in the above policy

which also provides information on where you can obtain help and guidance. The policy describes the further steps that you might take if you remain dissatisfied with the outcome of the process.

Once you become a student with us, you may raise a complaint, either informally or formally, using the above procedure. A complaint may be about an academic or non-academic issue and the nature of the complaint will determine the person with whom you should raise the matter. You can obtain advice on where your complaint should be directed from the Student Procedures Coordinator by emailing studentprocedures@herts.ac.uk

The procedure also describes the further steps that you might take if you remain dissatisfied with the outcome of the process. If you remain dissatisfied at the conclusion of our internal process you can contact the Office of the Independent Adjudicator (OIA) whose details are available at www.oiahe.org.uk. The OIA offers a free independent scheme which reviews student complaints against Higher Education providers. However, the OIA will normally expect students to have completed the entire internal process operated by their Higher Education provider before applying to the OIA for a review.

15 [Hertfordshire Students' Union](#)

As a student with us, you will be entitled to be a member of the Hertfordshire Students' Union. The Students' Union is a registered charity in its own right, overseen by a Board of Trustees who are mostly elected by students. It can provide you with advice and support on a wide range of matters, including housing, debt and hardship, appeals and complaints. On a less serious note, it is a hub of university life on our College Lane campus, with bars, regular live music and events throughout the year. You can find out more about the Students' Union at <http://hertfordshire.su/>.

16 [Information you provide in your application](#)

It is very important that the information you provide as part of your application is totally accurate, to the best of your knowledge and belief. It is equally important that you do not withhold any information we have asked for which could be relevant to our decision on whether to offer you a place with us. If we become aware, either during your application or once you become a student, that you have provided information that is not accurate, or have not disclosed relevant information, we reserve the right (as applicable) to withdraw any offer we have made you, or not to allow you to register or to continue on your course. We also reserve the right both before and after you join us, to require you to produce originals of your qualifications/certificates for verification.

17 [Third party rights](#)

Our contractual relationship with you is just between you and us. No other person shall have the right to enforce any of the terms of this contract

18 [Changing this Key Facts document](#)

We reserve the right to make changes to this **Key Facts** document, even after you have accepted an offer, for one or more of the following reasons: to comply with a change in the law or in government requirements or policy; to take account of a decision or ruling of a court or similar body; or to comply with any requirements, policies or guidance of a regulatory or similar body (such as the Higher Education Funding Council for England, the Quality Assurance Agency for Higher Education, or the Information Commissioner's Office). We will inform you of any changes to this **Key Facts** document as soon as reasonably practicable and we will use every reasonable effort to minimise any adverse effect that a change may have on you. Please note that this **Key Facts** document (except as described in Section 19) applies only to students commencing study with us in the academic year set out in Section 1; a different **Key Facts** document may apply to students commencing study in subsequent years.

19 Governing law

Our relationship with you is governed by English law and is subject to the non-exclusive jurisdiction of the English courts.

20 Changing your mind and your cancellation rights

If you accept an offer of a place with us, we naturally hope that you will remain with us until the end of your course. We appreciate however that there may be circumstances when you change your mind about studying with us after accepting an offer, or when you want to withdraw early from your course after you have joined us.

If you withdraw early from your course, your liability for unpaid tuition fees and/or your entitlement to a refund of paid fees generally depends upon the date when you withdraw in the relevant academic year. Full details of this can be found in the **Fees and Finance Policy**.

In addition, you have a specific cancellation right which is given to you by law if you accept our offer of a place, as set out under sub-sections (a), (b) and (c) below:

(a) Right to cancel

If for any reason you change your mind about joining us after you have accepted our offer (which is the point when your contract to study with us is formed), you have a legal right to cancel your contract for a period of **14 days** starting on the day after you accepted our offer. To exercise this right to cancel, you must inform us of your decision to cancel by way of any clear statement (e.g. a letter sent by post or e-mail to ucsa@oaklands.ac.uk). You may use the model cancellation form on the final page of this document available to you, but it is not obligatory. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

(b) Effect of cancellation

If you cancel your contract in accordance with the previous sub-section, we will reimburse to you all payments received from you in respect of the cancelled contract. We will make the reimbursement without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel the contract. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed with us otherwise; in any event, you will not incur any fees as a result of the reimbursement.

**UNIVERSITY CAMPUS ST ALBANS LIMITED is located within Oaklands College at, Hatfield Rd
St Albans, Hertfordshire AL4 0JA. Telephone Number (main switchboard): +44(0)1727 737000.
E-mail: ucsa@oaklands.ac.uk.**

Cancellation Form

To **University Campus St Albans** – ucsa@oaklands.ac.uk

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods [*]/for the supply of the following service [*]:

Ordered on [*/received on [*]:

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only if this form is notified on paper),

Date:

[*] Delete as appropriate