

GENERAL REGULATIONS FOR STUDENTS

Name of regulation :	General Regulations for Students
Purpose of regulation :	To provide a general framework of regulations for students during their period of study. The General Regulations also highlight and signpost students to more specific regulations
Approval for this regulation given by :	Academic Board
Responsibility for its update :	Director of Student and Academic Services
Regulation applies to :	To all students registered on Staffordshire University awards.
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General Regulations for Students

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The General Regulations for Students are made by the Academic Board of Staffordshire University and shall take effect from 1st September 2016. The Regulations are governed by and will be interpreted in accordance with English Law. They should be read in conjunction with the University's Regulations for Academic Awards,

<http://www.staffs.ac.uk/legal/policies/index.jsp#academicawdregs>

Students registered on some professionally regulated courses such as Education, Law, Health, Social Care or Therapy, will also be subject to supplementary codes of professional conduct which are specific to these students. These codes are available at <http://www.staffs.ac.uk/legal/policies/professionalconduct.jsp>

When you first register with the University, you will be given a portal account. The University will use the portal to communicate decisions which may affect all students. All invoices, reminder letters and statements will be sent to this email account. It is your responsibility to check your e-mail at least weekly and to delete old email messages on a regular basis. Failure to do so may result in you being unable to access important messages. If you are on placement you should arrange to check your e-mail at least once per month. Failure on your part to do so will not constitute grounds for appeal or complaint.

1. Interpretation

In these Regulations:

- (a) the expression 'the University' means Staffordshire University and includes all property owned, leased or rented for the purposes of the University.
- (b) unless contrary intention appears, words in the singular shall include the plural and words in the plural shall include the singular.
- (c) the expression 'Course of Study' means a University course which may or may not lead to a University named award.

1.1 Reference in these Regulations to any post at the University shall include the person for the time being exercising the functions of that post.

1.2 Reference to University working days means all weekdays other than statutory Bank Holidays and extra statutory days when the University is closed.

2. Admission to the University

If you are found to have made a false declaration during the application and/or enrolment process or on any other information supplied by you to the University or at interview including any falsified documents, your enrolment will be immediately cancelled and you will no longer be regarded as a student of the University. You will not be allowed to enrol on any other course in the University.

3. Attendance and Authorised Absence (Home, European Students)

3.1 The University firmly believes that you have the best possible chance of succeeding in your studies if you attend all components of your course on a regular basis. Experience over many years has shown that if you attend regularly you will not only benefit from the experience academically but also gain greater confidence and develop skills which you will need in later life.

3.2 Your attendance is required at all teaching sessions for the modules for which you have enrolled. These sessions include all tutor-led activities such as lectures and seminars, tutorials

and presentations. 'Sessions' should not be interpreted as weeks. For small group sessions (sessions which involve a subset of the whole module cohort) you must attend sessions for which you have assigned. Staffordshire University operates an attendance monitoring system which will be used to review your engagement with your studies.

- 3.3** If you are studying modules by distance learning which do not require your physical attendance at the University 'attendance' will be interpreted as participation in any scheduled activities for students on those modules.

Absence due to illness

- 3.4** If you are a full-time or sandwich student and are absent for up to five days (excluding weekends) due to illness you must self-certify by completing a Self-Certification form available from your Information Point or available at http://www.staffs.ac.uk/assets/SELF-CERTIFICATION%20FORM%20FOR%20STUDENTS_tcm44-26676.pdf

- 3.5** If you are a full-time or sandwich student and are absent due to illness for a period longer than five days, a Fitness to Work note (Fit Note) from your medical practitioner or from the hospital at which you received treatment, (both of which must be regulated by the UK General Medical Council) must be submitted to the Information Point at the earliest opportunity. Medical practitioners may make a charge for the issue of such Notes.

It is very important that you are registered with an NHS practice which is based in the UK. Medical evidence will only be accepted for illness occurring during the current academic year.

If you are studying by Distance Learning and are not normally permanently resident in the UK, you will be required to submit a medical note from a medical practitioner or hospital in your home country regulated under the laws of that country, with a certified translation if not written in English.

- 3.6** If you have been declared "unfit to attend" the University by your GP, you must not attend classes until you have been declared fit to do so by your GP.

Absence for reason other than personal illness

- 3.7** Some courses may have their own specific regulations on attendance which will be published in your Course Handbook. It is your responsibility to make yourself aware of such regulations.
- 3.8** The University reserves the right to intermit (interrupt) or withdraw your registration if your continued absence (unless authorised by the University) in the view of your [School/ Faculty](#), compromises your ability to progress/complete your course satisfactorily and/or meet the learning outcomes of the module(s) you are registered on.
- 3.9** If your registration on a module(s) or course of study is cancelled you will be informed, in writing, by letter or email, by the [Faculty/School](#) Dean (or nominee) in which your course is based together with, where appropriate, the employer or other third party which has accepted full or part responsibility for the payment of your fees. The Student Loans Company will also be informed as appropriate. If you withdraw or are withdrawn more than 2 weeks, including any induction week, after the start date of your course of study, you will be responsible for any tuition fees incurred since your enrolment in that academic year.
- 3.10** If you are absent due to illness and are registered on a course within the [Faculty/School](#) of Health Sciences or on a course in another [School/ Faculty](#) where Fitness to Practice is a requirement, you may be referred to the relevant Fitness to Practice Committee for consideration of your continued suitability to study on the course for which you are registered.
- 3.11** Should you be withdrawn from your award as a result of your non-attendance you will have the opportunity to appeal to your [Faculty/School](#) Associate Dean for Learning and Teaching. In these circumstances you may wish to seek advice and support from your Student Guidance Advisor. You will be required to provide a supporting statement from your Tutor and you will be required to submit medical evidence, if this is appropriate. The Associate Dean for Learning & Teaching will review your appeal and consider whether you may be reinstated on to your award.
- 3.12** In the event that your appeal is not successful the University's procedure will be deemed to have completed and you will be able to request a Completion of Procedures letter from the Director of Student and Academic Services.

Performance affected by illness or extenuating circumstances

- 3.13** If you believe that your performance on a module/course has been affected by illness or other extenuating circumstance you must submit a claim for extenuating circumstance and attach appropriate medical evidence as required from a medical practitioner or from the hospital at which you received treatment, (both of which must be regulated by the UK General Medical). In such cases, self-certification forms will not be accepted as evidence.

If you are studying by Distance Learning and are not normally permanently resident in the UK, you will be required to submit a medical note from a medical practitioner or hospital in your home country regulated under the laws of that country with a certified translation if not written in English.

- 3.14** Guidelines on how to make an extenuating circumstances claim can be obtained from Information Points, Student Guidance Advisers, the University Health Centres and the Students' Union Student Advice Centres and on the University website
http://www.staffs.ac.uk/assets/extenuating_circumstances_procedure_tcm44-25749.pdf

Attendance and Authorised Absence (International Students)

- 3.15** International (Tier 4 visa) students are subject to Immigration control and in interpreting the UK Visas and Immigration (UKVI) Tier 4 Sponsor Guidance, the University has developed its own policy
http://www.staffs.ac.uk/assets/Tier%204%20Policy%20holding%20page_tcm44-84954.pdf
- 3.16** You **must** attend every lecture, seminar, tutorial, practical session or any other timetabled contact (but see paragraphs 3.16 and 3.17). For this reason you must arrange your accommodation within a reasonable travelling distance from the University (normally no more than one hour by public transport or a car) for the duration of the programme of study, including during the dissertation period, if any.
- 3.17** Failure to attend seminars, lectures, tutorials, laboratory sessions, clinical sessions, professional placements, or any other activity defined as compulsory without providing a valid reason for absence will be recognised as an 'Unauthorised Absence' by the University.

- 3.18** If you require a period of absence from the University, this must be requested from the [School Faculty](#) and, if approved, will be classed as International Authorised Leave. The University reserves the right to approve or refuse International Authorised Leave subject to immigration regulations. The maximum period of Authorised Leave for Tier 4 international students is normally 2 weeks, with the exception of research degree students where the maximum period is 28 days.
- 3.19** If you are absent for up to 5 consecutive days due to illness you must self-certify by completing a Self – Certification Form available from the Information Point. If you are absent for more than 5 consecutive days you will be required to produce medical evidence in order for your absence to be considered for Authorisation. The University will normally only accept medical evidence from UK registered medical practitioners.
- 3.20** As your Tier 4 Sponsor, the University has an obligation to monitor the attendance and engagement of international students and take relevant action against those students whose attendance and/or engagement is deemed to be unsatisfactory. You will be required to regularly demonstrate your continued attendance and further details will be provided at the point of enrolment.
- 3.21** To be excused from completing an attendance check-point you must have Authorised leave for the duration of the period of time covered by the attendance check-point.
- 3.22** The University reserves the right to determine whether as a result of absences, non-attendance and/or non-engagement with their studies, or other reasonable grounds, students will be able to complete their studies within the original timeframe of their visa.
- 3.23** If you are not able to complete your studies within the original timeframe of your Tier 4 visa, you may be advised to defer your studies, return to your home country and reapply for another visa to continue your studies at a later date, as prescribed by the UKVI. The University will withdraw the Tier 4 Sponsorship for the duration of your deferral and this will be reported to the UKVI and your visa will be curtailed.
- 3.24** The University cannot be held responsible for withdrawing or excluding an international student for non-attendance where the student has extenuating circumstances, if these circumstances have not been made known to, and could not have reasonably been known by, the University.

Awards, Examination and Assessment

- 4.1 Students who complete satisfactorily the prescribed course of study and satisfy the appropriate Assessment / Award Board will receive the appropriate award of the University and/or be recommended for admission to the relevant external body.
- 4.2 Awards shall be deferred by the University until you have completed any legitimate outstanding requirement of the University or its partner institution, which includes payment of tuition fee debts.
- 4.3 If your academic progress or attendance is unsatisfactory you will not be allowed to progress on your course of study and may be withdrawn from the University in accordance with the procedures, approved from time to time by the Academic Board, and outlined in the University's Academic Awards Regulations.
- 4.4 You shall observe the University's Examinations Regulations – Instructions to Candidates, approved from time to time by the Academic Board, and set out at http://www.staffs.ac.uk/assets/gen_regs_app2_tcm44-26812.pdf
- 4.5 You shall observe the University's Regulations on Academic Misconduct, approved from time to time by the Academic Board, and set out at http://www.staffs.ac.uk/assets/academic_misconduct_tcm44-26770.pdf
- 4.6 If you wish to apply for a review of a decision of an Assessment / Award Board you must do so in accordance with the University procedures for such reviews, as set out at http://www.staffs.ac.uk/assets/rev_of_exam_board_tcm44-26765.pdf
- 4.7 You are responsible for the submission of your entries to the examinations of external bodies and special examinations, and must comply with any specific examination or other regulations of such bodies.
- 4.8 Examination Scripts will remain the property of the University and will not be made available or returned to students and, if seen by students after an examination for the purpose of feedback, will be collected immediately afterwards and accordingly, students have an obligation to return those examination scripts.

You will receive feedback on any examinations you undertake in accordance with the University's Feedback Policy which can be found on the University's web pages:

http://www.staffs.ac.uk/assets/Assessment%20Principles%20Policy%20and%20Procedures_tcm44-78559.pdf

You will also receive feedback on your coursework and class test summative assessments, normally within 20 working days, following the coursework submission date or date of the class test. However, for a small number of modules, it may be the case that feedback within 20 days cannot be met for justified reasons (for example, modules on which very large numbers of students are enrolled). In those cases, the feedback return period will not exceed 25 working days. The anticipated feedback return times for all assessments will be published in your Module handbooks.

In order to ensure that feedback is provided within 20 days, in some cases, the marks for your work will be provisional and will be subject to final ratification by the appropriate Assessment Board in due course.

It is your responsibility to collect feedback from your module tutor as soon as it is available.

- 4.9** Tier 4 international students will not be provided with a certificate, transcript or reference until such time as evidence is provided of the student having left the UK or secured further permission to remain in the UK.

5. Code Of Practice On The Operation Of The Students' Union And Its Relationship With The University

A copy of this Code of Practice can be found at http://www.staffs.ac.uk/assets/codeofprac_su_tcm44-26984.pdf

6 Complaints Procedure

The University has a Complaints Procedure for anyone wishing to complain about any service which she/he has received. Copies of the procedure can be obtained from your Information Point, , Directors of Service and Students' Union Student Advice Centre or at http://www.staffs.ac.uk/assets/complaints_procedure_tcm44-26818.pdf

7. Conduct

- 7.1** At all times you are expected to behave in a courteous manner to staff and fellow students in accordance with the University's Student Behaviour and Fitness to Study Policy (www.staffs.ac.uk/images/student_behaviour_policy.tcm44-26968.pdf).

- 7.2** You are expected to attend your programme of study regularly and punctually when required to do so, co-operate with staff in the keeping of class registers and submit prepared work as and when required.
- 7.3** The possession and/or use of illegal drugs and abuse of intoxicating substances, including legal highs, on University premises is strictly forbidden.
- 7.4** The possession and/or use of, firearms or other offensive weapons (including replicas) on University premises is strictly forbidden.
- 7.5** For reasons of health, safety and hygiene, smoking is not permitted within the University other than in certain areas under the control of the Students' Union in accordance with current UK legislation.
- 7.6** Food and drink may be consumed only in authorised areas and not in teaching rooms, IT areas or specialist laboratories unless permission has been given to do so for documented medical reasons. Hot food may not be consumed in the libraries.
- 7.7** You may not sell goods or services on University premises other than areas under the control of the Students' Union without the prior approval of the Executive Director of Corporate Services and Clerk to the Board of Governors.
- 7.8** Any form of gambling on University premises is strictly forbidden other than in areas under the control of the Students' Union.
- 7.9** At all times you are expected to conduct yourself in a reasonable and orderly manner with due regard to other people and their property.
- 7.10** You must not wilfully engage in conduct which prevents, obstructs or disrupts the holding or orderly conduct of any meeting or other lawful assembly in the University or which amounts to an unreasonable interference with the University's ability to conduct its business, such as the provision of academic and related services and/or commercial activities.
- 7.11** Students must abide by the University's Code of Practice on Freedom of Speech and Lawful Assembly. A copy of the Code is available at http://www.staffs.ac.uk/assets/freedom_of_speech_tcm44-26791.pdf.
- 7.12** The requirements for student conduct are set out in greater detail in the Student Disciplinary Procedures which have been drawn up in accordance with the University's Articles of Government and are set out at http://www.staffs.ac.uk/assets/student_disciplinary_tcm44-26980.pdf Students' particular attention is drawn to the **Schedule to**

the Disciplinary Procedures which gives examples of serious breaches of discipline which will be dealt with in accordance with the procedures.

7.13 The University takes all cases of breaches of disciplinary procedures seriously and has the right to take appropriate action against those students who breach them. If you are accused of breaching these regulations, you are strongly recommended to seek advice and support from the Students' Union Student Advice Centre who can help you to prepare your case.

8. Contractual Liability

8.1 The University's prospectus and its updated version on the University's website describes the courses of study offered by the University. Students also receive, as appropriate, further documents describing the teaching, examination, assessment and other educational services offered by the University.

8.2 The University undertakes to take all reasonable steps to provide educational services to appropriately enrolled students in the manner set out in the prospectus, on its website and in those further documents. Sometimes circumstances beyond the reasonable control of the University mean that it cannot provide those educational services. Examples of such circumstances include:

- (a) industrial action by University staff or third parties
- (b) the unanticipated departure of key members of University staff
- (c) power failure
- (d) acts of terrorism
- (e) damage to buildings or equipment
- (f) the acts of any governmental or local authority; or
- (g) where the numbers recruited to a course are so low that it is not possible to deliver an appropriate quality of education for students enrolled on it.

In these circumstances, the University will take all reasonable steps to minimise the resultant disruption to those services and to affected students, by, for example, offering affected students the chance to move to another course or institution or by delivering a modified version of the same course, but to the full extent that is possible under the general law, the University excludes liability for any loss and/or damage suffered by any applicant or student as a result of those circumstances.

The University will use all reasonable endeavours to deliver the course in accordance with the description applied to it in the University's prospectus for the academic year in which you begin the course.

However, the University will be entitled to make reasonable changes to the course (including to the content and syllabus of the course where developments in the subject area make that necessary, or to the location of the course or the method of delivery or assessment of the course) where that will enable the University to deliver a better quality of educational experience to students enrolled on the course. In making any such changes, the University will aim to keep the changes to the minimum necessary to achieve the required quality of experience and will notify and consult with affected students in advance about any changes that are required. If the University changes your course and you are not satisfied with the changes, you will be offered the opportunity to withdraw from the course and, if required, reasonable support to transfer to another provider.

- 8.3** This paragraph of the General Regulations for Students shall constitute a term of any contract between you and the University. Any offer of a place made by the University is made on the basis that in accepting such an offer you signify your consent to the incorporation of this notice as a term of any such contract.

9. Council Tax

- 9.1** At the time of publication of these regulations, residential properties occupied solely by students will normally be exempt from the Council Tax. However, if you are living in a property occupied by a mixture of students and non-students, please contact the Students' Union Advice Centre for information on your potential liability for Council Tax.

- 9.2** New students will be issued with a certificate by the Information Point, upon request, when they first join the course. The Treasurer's Department of the relevant Council may ask to see the certificate when deciding whether a property occupied by students is responsible for payment of Council Tax. It is your responsibility to deal directly with the appropriate Treasurers' Department to resolve any queries regarding your liability to pay Council Tax. The University is also obliged to provide Local Councils with lists of students in full-time attendance upon request.

10. Data Protection and Computing

- 10.1** The University holds personal and other confidential data in computer-based systems. All personal data is kept in accordance with the Data Protection Act 1998 and only disclosed to third parties under the terms of the University's registration with the Information Commissioner's Office. Breaches of security of personal data are treated very seriously by the University and if you come into possession of computer-based personal information about another individual which you are entitled to

see, you must report the fact, immediately, to the [Faculty-School Dean](#). Students using University computers, systems and data within the University are subject to Information Technology Regulations which are set out at http://www.staffs.ac.uk/assets/it_regs_tcm44-26983.pdf

10.2 The University also has an Internet Policy Statement and associated guide to legislation relevant to computer use
http://www.staffs.ac.uk/assets/internet_policy_tcm44-26800.pdf and
http://www.staffs.ac.uk/assets/legislation_guide_tcm44-26981.pdf

10.3 The University's Codes of Practice in respect of Examination Results Processed as Automated Data subject to the provisions of the Data Protection Act 1998 are shown set out at
http://www.staffs.ac.uk/assets/assessment_data_protection_tcm44-26982.pdf

11. Fees

11.1 Tuition Fees (Home and EU students)

Tuition fees are payable in full, at enrolment each year, unless acceptable instalment or payment arrangements have been agreed with

Financial Services. Acceptable instalment arrangements are detailed in the Credit Control Policy

http://www.staffs.ac.uk/assets/Credit%20Control%20Policy%202014-15_tcm44-78124.pdf

If a third party, acceptable to the University, agrees to accept responsibility for full payment or part payment, an official letter or purchase order confirming responsibility for payment must be uploaded to the student portal prior to enrolment each year. The third party will be invoiced and must pay within 28 days from the invoice date. Instalment arrangements are not available to sponsors. The ultimate responsibility for payment of the fees does, however, remain with the student.

Home and EU students attending an undergraduate course may be able to apply for a tuition fee loan or grant from one of the national bodies. If requested, you will need to provide documentary evidence that you have applied for such support and you will remain responsible for paying any proportion of your fees not covered by a tuition fee loan or grant.

If you have not received confirmation of funding when you enrol online then you will be allowed to proceed with your enrolment. However,

you will be required to secure funding within 28 days of completing your online enrolment. Failure to submit confirmation of your entitlement to funding within 28 days will result in you being personally responsible for the payment of your tuition fees.

Students from the Channel Islands and Isle of Man must provide the University with documentary evidence of the support that has been offered.

If you do not apply for the above support or are not eligible for such support, you will have to pay the fees in full.

Please also refer to the University Credit Control Policy http://www.staffs.ac.uk/assets/Credit%20Control%20Policy%202014-15_tcm44-78124.pdf

11.2 Tuition Fees (International students)

11.2.1 All new international students on credit bearing courses, who are assessed as responsible for paying the International fee rate, are required to pay a deposit of £3,500 to confirm their acceptance of an unconditional place on a full-time course. Upon receipt of a deposit, new students are expected to have the necessary funds in place for tuition fees, living expenses and the UK Health Charge in amounts prescribed by UK Visas and Immigration (UKVI). Students will be issued with a Confirmation of Acceptance of Studies (CAS) number which they will use to apply for a Tier 4 visa.

Students enrolling on the Legal Practice Course (LPC) from Trinidad and Tobago are required to pay an initial deposit of £500.

Subject to the statutory right of cancellation, any student who pays over the required deposit amount is not able to receive a refund of that overpayment, which will be used to contribute towards tuition fee payments or other amounts owing to the University.

11.2.2 Deposit refunds will only be made where a prospective student can provide valid documentary evidence that their visa application has been declined (a letter of refusal from the UKVI) or where the course offer has been withdrawn or significantly changed.

11.2.3 The University reserves the right not to refund deposits in cases where:

- a) fraudulent documentation has been provided to the UKVI or the University by the student;

- b) fraudulent activity or deception has taken place in applying for a course or student visa;
- c) information has failed to be disclosed which might affect the outcome of a Tier 4 visa application;
- d) an applicant obtained a Tier 4 visa, but failed to subsequently enrol with the University;
- e) an applicant defers entry to study for more than one calendar year.

11.2.4 50% of the Tuition fees, including a deposit, **are due for payment on or before the enrolment date. Please also refer to the University Credit Control Policy**
http://www.staffs.ac.uk/assets/Credit%20Control%20Policy%202014-15_tcm44-78124.pdf

11.2.5 Students who fail to pay their tuition and other academic related fees by the agreed dates may have access to University facilities suspended until full payment of the outstanding debt is received by the University,

11.2.6 Continued failure to pay University fees will result in exclusion from the University. This will mean that you will not be able to attend any further lectures or tutorials; submit work for assessment; use the University's learning resource facilities; sit examinations or reside in University controlled accommodation. Where applicable expulsion will also result in withdrawal of the University Tier 4 Sponsorship and reporting to UKVI. Students will be advised to return back to their home country as prescribed by the UKVI.

11.3 Registration/Examination Fees

In addition to the payment of tuition fees, some courses also require the payment of a registration and/or examination fee at the same time. Payment should be made as soon as requested by the University.

Such fees are sent directly to external awarding bodies by the University on your behalf and are non-returnable.

11.4 Residential and Educational Visit Fees

Certain awards involve residential weekends or other visits for which separate fees are payable. You may be held responsible for costs incurred if you book and subsequently cancel your place, for which the University has already paid. You will not be allowed to attend such activities unless the full fees have been received by the University.

11.5. Part-time Undergraduate Courses (excluding those which are determined by the University to be full cost or Postgraduate):

A package of financial support can be accessed by part-time undergraduate students. Details of the support available and how to apply are available on <http://www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/index.htm>.

11.6 Tuition Fees (All students)

Details about how to pay your tuition and accommodation fees and other invoices are published in the University's Credit Control Policy http://www.staffs.ac.uk/assets/Credit%20Control%20Policy%202014-15_tcm44-78124.pdf

11.6.1 Additional modules

Students wishing to take further additional modules will be required to enrol separately as a part-time student on an Individual Modules programme and will be charged the normal part-time tuition fee for the modules studied.

11.6.2 Accredited Prior Certification Learning (APCL)/Accreditation of Prior Experiential Learning (APEL)

APCL is charged at 10% of the module fee, while APEL is charged at 40% of the module fee. However, full time undergraduate students whose fees are paid in full by Student Finance England, will neither be charged an additional APCL or APEL fee or be entitled to a reduction in tuition fees.

11.6.3 MPhil/PhD students

MPhil/PhD students are charged an annual tuition fee. There is normally no special writing up fee and students at this stage will be charged at a minimum of the normal part-time rate. Students joining

the University after the start of the academic year will be charged for a full year and will re-enrol on the anniversary month of their commencement, rather than in September each year. Students are responsible for paying tuition fees up to the point at which they submit a bound copy of their thesis for examination. Students who submit their thesis during an academic year, will be charged at their annual fee pro-rata over 52 weeks up to the date of submission.

11.6.4 Calculation of tuition fees – part-time modular students

The fee charged to part-time modular students will be based on the number of credits being studied during the academic year. Modules spanning two academic years will be charged in year one.

11.6.5 Annual increase in fees

For each course of study, the University will set, publish and charge tuition fees for the full duration of the course, including sandwich or placement years. In relation to the second and subsequent years of a course, any increase in fees from the published amount will be expressed not as a specific amount but by reference to the RPIX, which is a measure of inflation. The RPIX is published by the Office for National Statistics (ONS). Tuition fees in second and subsequent years will therefore increase in line with inflation as measured by the RPIX and the tuition fee will be increased by reference to the percentage change in the RPIX over the recent 12 months. The University will notify students of the increase as early as possible before progression to the second or subsequent years.

11.6.6 Tuition Fees (Repeat Modules)

Full-time and part-time students repeating a module(s) with attendance (or the distance learning equivalent), studying a replacement module or returning from intermission, will be charged an additional tuition fee based on the number of credits being undertaken unless they have had extenuating circumstances accepted by the University for the failed credits. The fee will be pro-rata that of the full-time/part-time rate fees charged in the year and will be payable on enrolment.

Overseas students required to resubmit a failed Masters dissertation (based on the same topic) will be charged a fee of £500.

11.7 Refund of Tuition Fees – withdrawal and intermission (all students)

It is your responsibility to formally notify the University of your withdrawal or intermission at the time at which you leave your course of study. Failure to formally notify the University of your withdrawal or intermission will result in you continuing to be responsible for paying tuition fees until such time as you do formally withdraw or intermit. Retrospective withdrawals will not usually be permitted.

11.7.1 Refund of Tuition fees (Home and EU students)

If you do not commence a programme of study or withdraw or intermit within the first **two** weeks, including induction week, of the published start date of your award, you will normally be entitled to receive a refund of the whole of the tuition fees paid by you less any deposit paid by you.

If you withdraw from your programme of study or intermit after the first **two** weeks, even if you have not taken the opportunity to attend, you will normally receive a refund based on the table below.

Undergraduate Courses

Date of withdrawal	Fee Liability
On or before 9 January 2017	25% of tuition fee
On or after 10 January 2017 and before 25 April 2017	50% of tuition fee
On or after 25 April 2016	100% of tuition fee

Full Time Taught Postgraduate (Masters) Courses

Date of withdrawal	Fee Liability
During Postgraduate Certificate Stage	45% of tuition fee
During Postgraduate Diploma Stage	90% of tuition fee
During Dissertation Stage	100% of tuition fee

Students studying on other (non-masters) full time taught postgraduate courses – such as Postgraduate Certificates or Diplomas – will be charged the full fee for all modules or the proportion of the course that they have commenced.

Students studying on postgraduate research degrees (such as MPhil and PhD) will be charged at their annual fee, pro-rata over 52 weeks up to the date of withdrawal.

Students studying on part time taught postgraduate courses will be charged the full fee for all modules that they have commenced.

11.7.2 Withdrawal (International students)

Students who have been withdrawn/excluded from the University as a result of failure to comply with the University's Tier 4 regulations, including unsatisfactory attendance/engagement with studies, non-payment of fees etc, will not be entitled to a refund of fees.

Students who withdraw for verified medical reasons will be considered for a pro-rata refund of fees, subject to receipt of satisfactory medical evidence from a UK registered medical practitioner.

Students who withdraw for personal reasons will be considered for a refund of fees on a case by case basis.

All Tier 4 students who withdraw from their studies, for any reason, will be reported to the UKVI and asked to leave the UK.

In all cases, before a refund of fees can be considered, students must provide full evidence of their plans to leave the UK or apply for new permission to stay in the UK. For those students who are leaving the UK, no refund will be made until the student has exited the UK.

No international students are allowed to intermit.

International students who withdraw for genuine medical or personal reasons will be advised to return home and reapply for a new visa to continue their studies at a later date, the University will terminate its Tier 4 Sponsorship and inform the UKVI

When a student requests to withdraw or is withdrawn/excluded by the University, s/he will be required to surrender her/his student registration card. If the student refuses to surrender their registration card the University will not supply that student with transcripts (this will not interfere with any rights of access students may exercise in relation to their personal data under the Data Protection Act 1998 as amended or substituted) or references.

International students will not be allowed to defer entry if they have been issued with Confirmation of Acceptance (CAS) for visa purposes and/or are already in the country. This will be classed as failure to enrol, and the student will be reported to the UKVI and their deposit retained by the University. No refunds will be issued in such cases.

International students who have not used the CAS are eligible to defer only once per application and must begin their studies within one calendar year of the original start date, otherwise they will forfeit their deposit. Such students would be eligible to reapply to the University, but would require a further deposit.

The University will not consider further applications from international students who have previously been withdrawn/excluded by the University for breach of its Tier 4 regulations, such as non-attendance or non-engagement with studies, non-payment of fees etc.

All students leaving the University before the course end date will be reported to the UKVI within 10 working days and will be requested to provide the University with satisfactory evidence of their plans to leave the UK. Failure to provide such evidence could affect students' immigration status and any further applications to enter or remain in the UK.

11.7.3 Procedure for Obtaining Refunds

If you wish to apply for a refund of tuition fees you should submit the following documents:

- (a) A letter giving full details of the reasons for your withdrawal from the course, including appropriate documentary evidence. (For example, in the case of a change of employment, a letter from your new employer to confirm the change to your Information Point.)
- (b) Completion of a withdrawal form authorised by the appropriate tutor confirming that you have left the programme of study.
- (c) Tier 4 students only - Evidence of return to your home country, such as copies of flight tickets.

Once steps a) and b) have been completed, the amount of any refund will be calculated and Financial Services will make the necessary adjustments to your tuition fee account. Refunds will be made to the original source of payment. In the case of multiple payments the latest payment will be refunded first.

Note: It is your responsibility to formally notify the University of your withdrawal at the point at which you leave your course of study. Failure to notify the University of your withdrawal will result in you continuing to be responsible for paying tuition fees until such time as you do formally withdraw. Retrospective withdrawals will not be permitted.

11.8 Sabbatical Officers

Students who wish to take a sabbatical year to hold full-time office of the Students' Union must have no outstanding debts to the University at the point at which they formally take up office i.e. 1 July of their sabbatical year.

12. Debtors

12.1 Upon your enrolment on an award at the University you enter into a contract with the University which includes the payment of all monies due. The following regulation explains what action the University will take in the event that you fail to make the necessary payment. All communication with regards to debts owed to the University will be made via your student email account.

Students in debt to the University will also be subject to the University Credit Control Policy which details the action the University may take to secure payment of invoices.

http://www.staffs.ac.uk/assets/Credit%20Control%20Policy%202014-15_tcm44-78124.pdf Failure to pay all monies due to the University may ultimately lead to your exclusion from the University.

12.2 Tuition Fees

If you have debt outstanding to the University beyond any arrangements agreed by Financial Services for payment of part or the whole of your tuition fees, you will be allowed to sit or take any assessments connected to your course of study. Your coursework, examination papers or other assessments will be marked but marks will NOT be forwarded to an Award Board until those tuition fee debts are cleared. This means that if you have resits you will not be informed of these until your debts are cleared and your results have been sent to the next Award Board.

The same sanctions will apply to students with outstanding tuition fee debts at the University's partner institutions.

For students on a standard undergraduate award or postgraduate award with a June/July Award Board, if you still have outstanding debts on **5 May 2017**, your marks will not be forwarded to June/July Award Board. If you clear your outstanding debts after 5 May 2017 and before 9 June 2017, your results will go to the resit Award Board. This **will** affect your ability to progress to the next level of your Award in 2017/18 if you subsequently fail any modules and have to resit assessments. If you clear your outstanding debts after 16 June 2017,

your results will not go to the resit Award Board but to the next available Award Board which may not be until the following year.

All other students must ensure their debts are cleared at least twenty working days before the appropriate Board meets.

No student will be allowed to attend the Awards Ceremonies, receive a transcript of results on University headed paper, award certificate or reference until their tuition fee debt is cleared.

If you are a continuing student you will be unable to proceed to the next year/stage of your award until any outstanding tuition fee debts to the University have been cleared.

12.3 Accommodation fees

Details of how to pay your accommodation fees can be found in the University's Credit Control Policy http://www.staffs.ac.uk/assets/Credit%20Control%20Policy%202014-15_tcm44-78124.pdf If you fail to pay the relevant instalment(s) of the Licence Fee by the date specified on the University's invoice, or as

agreed with the University in a payment plan, the University may terminate the Licence by serving on you a notice to vacate your room.

If you fail to vacate your room within the time required by the notice, the University may apply to the court for an order to evict you from the room. In addition, the University reserves the right to pursue any outstanding accommodation fees, together with any associated costs, through the civil courts. Any court judgement will be recorded on your credit rating files.

12.4 Library fines

If you have library fines outstanding, your borrowing rights in the library will be withdrawn until those fines are paid.

12.5 Difficulty with payment

If you are experiencing financial difficulty in paying any fees or charges due to the University you should seek help at the earliest opportunity. The University will be sympathetic and assist where it can. However, in order to maintain the quality of teaching for all students, the University must act to recover debts.

Initially you should contact Financial Services to discuss arrangements for payment on 01785 353383 or by email to income@staffs.ac.uk and/or seek advice from the Students' Union Advice Centre located in the Students' Union in Stoke (Tel: 01782 294469). Alternatively you can speak to your Student Guidance Officer. Either the Students' Union or the Student Guidance Officers will be able to advise you on possible eligibility to apply to the Hardship Fund.

International students on Tier 4 visas should contact International Student Support in the first instance.

13. Equality

13.1 Staffordshire University has a long-standing commitment to equality, diversity, social inclusion and mobility. We see these as central to our success in building an inclusive and welcoming environment for all.

13.2 We expect our students to be considerate of others during their time at the University. Fellow students, staff and visitors should be valued and treated with respect as outlined in the Student Charter and the Student Behaviour Policy and Fitness to Study Policy.

13.3 A key part of the student experience is to engage with a diverse range of people. This will provide invaluable understanding of others' culture, background, outlook and experiences in readiness for the world of work.

13.4 Under the Equality Act 2010 we have a duty not to engage in unlawful discrimination, harassment and victimisation on the basis of the following protected characteristics:

- Age
- Disability
- Gender Reassignment
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex (Gender)
- Sexual Orientation

The University also has a duty under the Equality Act in the exercise of its functions, to have due regard to the need to:

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under the Equality Act;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share .

13.5 Our Student Behaviour Policy and Fitness to Study Policy describes in more detail the types of bullying and harassment that are considered unacceptable.

13.6 Our Equality, Diversity and Inclusion Policy can be found on the University web site at www.staffs.ac.uk/diversity and provides a summary of our commitment and approach to equality issues.

14. University Bursaries/Fee Waivers

14.1 To receive a University Bursary payment, eligible students must be confirmed as being registered on their course of study. Only students in 'good standing' - that is, have been in regular attendance and submitted all assessments as appropriate - will be eligible to receive a bursary.

14.2 Bursaries will only be paid to UK 'Home' students who apply and are assessed for a student loan for tuition fees and/or maintenance, regardless of whether the student subsequently decides to accept that loan(s).

14.3 Students who withdraw from their programme of study will have their bursary or any fee waiver cancelled.

14.4 Eligible students will receive notification of their bursary from the Student Loans Company.

15. Health and Safety – Policy Statement

The University's Health and Safety Regulations are set out at http://www.staffs.ac.uk/assets/health_and_safety_regs_tcm44-26979.pdf You must make yourself fully aware of these regulations, and any supplementary local guidance statements issued on a [Faculty School](#) basis.

16. Identification

You must produce your University registration card as a means of confirming your identity when required to do so by any member of the University or Students' Union staff. Failure to provide it when reasonably requested to do so, would amount to a disciplinary offence.

17. Intellectual Property, Patents, Registered Designs and Copyright (Non-Research Awards)

The University creates and uses intellectual assets in many different ways, which enhance our reputation, affect the world around us and leverage other sources of income. Intellectual assets are governed in law by intellectual property rights, which identify the source of creation and are also tradable assets. The University needs to be able to manage and use IP in a way that shows how we make a difference to the world and in some cases to finance some of our activities. Therefore, being able to protect and manage IP is important to the University, in particular relating to research activities.

The ownership of intellectual property rights relating to any work created by a student during the course of his/her study may vary due to circumstances. It is vital that any work performed by students on research led by staff and/or in conjunction with commercially funded work, a sponsored research programme or studentship or scholarship or formal placement programme form part of the intellectual assets belonging to the University and that they should be used and disseminated in accordance with the strategy of the academic supervisors.

If any intellectual property sale or license results in net income (specifically from sale or royalty bearing license) for Staffordshire University, then Staffordshire University will share such income with the creator of the intellectual property and the relevant ~~faculty~~ school or service.

In circumstances other than those described in paragraph 22.3(b) of the IP Policy the student owns the IP. However, where the IP is generated in the course of studies or using the University facilities (other than the computer network) the University can use such IP for further research. In addition even in circumstances where the University owns IP generated by students, such students will benefit from the rights of staff and students to copyright in scholarly output (such as academic publications) as described at paragraph 22.3(e) of the IP Policy.

- 17.1** Where the student work is part of any prior agreement relating to research led by academic staff, such as a partnership, a scholarship, sponsored work, a studentship, or a formal placement, then all intellectual property rights in and to any work created by a student during the course of his/her study will belong to and be the absolute property of Staffordshire University and the student will do all such acts and sign all necessary deeds and documents to vest legal title in and to the intellectual property in the University. The student will, if required to do so and at the University's reasonable expense, assist the University in the defence/commencement of any infringement proceedings in connection with the intellectual property.
- 17.2** Students will assign the intellectual property rights to the University where the work capable of being patented under the Patents Act 1977 was made, discovered or developed during the course of their study. The University will ensure that the student is acknowledged and has the chance to a share in any profits derived from the exploitation of any patent that is granted.
- 17.3** If the intellectual property rights that are assigned relate to a registered design, the University will ensure that the student is suitably acknowledged and receives a reasonable share of any rewards gained as a result of the exploitation of the registered design.
- 17.4** If any copyright is assigned to the University, the University will ensure that the student is suitably acknowledged and receives a reasonable share of any rewards gained as a result of the exploitation of such copyright.
- 17.5** In the event that the University, in its sole opinion, decides not to apply for patent or any other registered protection where, such registered protection is appropriate, the student shall be notified of that decision as soon as is reasonably practicable.
- 17.6** Following such a decision by the University if the student wishes to apply for patent or other registered protection in relation to the intellectual property rights either by himself/herself or with another he/she must first inform the University in writing to the Head of Enterprise and Innovation of their intention. Within a reasonable period of time following such notification the University must tell the student whether it would object to the proposed application(s). The sole ground for such objection would be that the patenting of the invention or the registration of the intellectual property rights would involve or result in the disclosure to third parties of trade secrets or other confidential information belonging to the University and that such disclosure may damage the interests of the University.

17.7 In circumstances other than those described in 17.1 all intellectual property rights in and to any work created by a student during the course of his/her study will belong to and be the absolute property of the student. However Staffordshire University reserves the rights to use the intellectual property rights for further research.

18. Library Regulations

Students using University Libraries are subject to the Library Regulations http://www.staffs.ac.uk/assets/library_is_regs_tcm44-26804.pdf

19. Medical Registration

If you are on a full-time or sandwich course of study you are required to be registered with a local General Practitioner of your choice throughout your time at the University.

20. Personal Property

You are responsible for ensuring that your property is kept safe and secure at all times and for taking out adequate insurance to cover its loss.

We all face the risk (albeit very slight) of having our work, assignments, projects etc. stolen or damaged as a result of burglaries or by virus attack on personal computers.

Damage to your work prior to its submission is, normally, not regarded as an acceptable explanation for the submission of late or partial work for the purpose of formal assessment in this University.

You are responsible for protecting your work by taking appropriate precautionary counter-measures such as creating multiple, back-up, hard and soft copies as you work on assessment tasks, and storing them in more than one physical location.

Except in cases of damage and/or or direct loss suffered by the students as a result of the University's negligence, the University will not be liable for the loss of, or damage to, their personal property.

21. Registration

21.1 You must satisfy entrance and other specified requirements for the award to which you wish to be admitted.

21.2 A student is a person registered by the University (see 24.4 below) to follow a course of study approved by the Academic Board. A student, once registered, remains a student until the completion of the course, or until he/she withdraws or is due to re-register, whichever is the sooner, provided that the registration has not been cancelled or the student expelled from the University.

All students are required to register each academic year prior to the commencement of their course of study for that year. The times and procedures for registration are determined by the University.

21.3

- (i) To be registered by the University as a full-time student you must normally be studying more than 90 undergraduate level credits or more than 105 postgraduate credits over two of the three semesters during the academic year or be studying at least 135 undergraduate or postgraduate level credits over all three semesters during the academic year.
- (ii) To be registered as a part-time student you must normally be studying a maximum of 90 undergraduate level credits or 105 postgraduate level credits over two semesters during the academic year or be studying a maximum of 120 undergraduate or postgraduate level credits over three semesters during the academic year.
- (iii) Undergraduate students in attendance for one semester only will be registered as full-time if they are studying 60 credits.
- (iv) Continuing full-time postgraduate students on their dissertation module (normally 60 credits) will be registered as full-time.

21.4 Registration is not complete until you:

- (a) have satisfied the conditions of entry to the course, including the verification of your qualifications in the form of authenticated documentary evidence.
- (b) have completed satisfactorily the University enrolment process and have confirmed your agreement to be bound by all the University's rules and regulations.
- (c) have made full payment of all fees as prescribed in Regulation 11 or written evidence has been provided to confirm that a third party acceptable to the University (e.g. Student Loan Company, employer) accepts responsibility for the full payment of the fees.

(d) have satisfied any other administrative procedures, which may be determined from time to time by the University.

(e) if you are a new full-time student, you must show two documents, including one with a photograph, as proof of identity.

21.5 If you wish to break your course of study for personal reasons, you must seek the prior approval of the relevant [Faculty-School](#) Dean (or appointed nominee). Students intermitting their course in such circumstances would only be registered for the period when they actually attended the programme of study and the period of intermission is normally limited to one year only.

21.6 Students who have outstanding tuition fee debts to the University will not normally be allowed to register or re-register in the next academic year until those debts have been paid in full.

21.7 If you fail to pay in full any monies due by the date specified by the University, you may at any time thereafter be excluded from the University until such monies are paid.

21.8 It is your responsibility to keep your [Faculty-School](#) Dean and the Director of Student and Academic Services informed of your term time address and of any change of name or address or other facts given when you enrol.

You can update your personal information on-line via the student portal.

The University accepts no responsibility for letters and/or certificates not reaching you due to change of name or address not being notified to the [Faculty-School](#) Dean and the Academic Registrar and the Director of Student Experience.

21.9 The name which appears on any certificate or transcript issued to you by the University will be that which appears on your enrolment form unless the Director of Student and Academic Services has been notified otherwise by you.

22. Student Charter

The University's Student Charter can be viewed on the University's Web Site http://www.staffs.ac.uk/assets/Student%20charter%202014-15_tcm44-78564.pdf

23. Students' Residential Accommodation

- 23.1** In addition to being subject to these General Regulation for Students and in particular Regulations and General Information for Students Residing in University Managed Accommodation http://www.staffs.ac.uk/assets/Appendix%205%20Regs%20and%20General%20Info%20for%20Students%20Residing%20in%20Uni%20Acc_tcm44-78557.pdf, students living in accommodation which is owned, leased or rented by the University must also sign the University's Licence Agreement – Halls of Residence and abide by its conditions. The Agreement is set out at http://www.staffs.ac.uk/assets/Appendix%206%202014-15%20ALA%20Licence%20Agreement_tcm44-78558.pdf

24. University Property

- 24.1** University property must be treated with care and respect at all times. No University property shall be removed from the premises without prior approval, in writing, of the [Faculty-School](#) Dean or Director of Service on whose inventory the property is entered.
- 24.2** If you cause the loss of or damage to University property you may be held personally responsible and therefore responsible for paying the reasonable cost of replacement or repair as necessary. In certain cases a deposit may be charged for the use of University property.
- 24.3** Work made from materials supplied by the University may not be removed from the premises without the approval, in writing, of the [Faculty-School](#) Dean. If you wish to obtain such work you may be required to pay for the cost of materials.

25. Vacation of Premises

- 25.1** You are normally permitted to be present in such parts of the University premises as are made available to you for the purpose of academic study or other recognised activity, (permitted activities), but may be required to vacate the University premises at any time.
- 25.2** Students present on University premises for activities which are not permitted by the University or are present at times which are outside the normal hours allowed for permitted activities must vacate the premises of the University as required.

26. Vehicles

University car parks are private property and all vehicles are parked at owners' risk. The University cannot accept any responsibility for any loss or damage to vehicles and/or their contents whilst parked on University property unless caused by the University's own negligence. Access to designated car parks is restricted to those students with a valid Parking Permit which eligible students purchase when enrolment is completed.

You must not park within the grounds of the University, other than in authorised parking areas.

The University reserves the right to introduce measures to regulate the use of vehicles whilst on University premises. Unauthorised parking will result in a charge being imposed and the student may be subject to disciplinary action.

Parking is strictly forbidden in the following areas:

- where a notice clearly prohibiting parking is displayed, for example, outside emergency exits, mail room or emergency access routes
- on yellow lines or areas hatched with yellow lines
- in an area marked as temporarily allocated for use by visitors
- on grassed areas or on foot and cycle pathways

in designated disabled parking areas (unless you have a valid blue badge or temporary permit).

Your valid parking permit must be displayed at all times.

Equality issues have been taken into account during the development of this policy and all protected characteristics have been considered as part of the Equality Analysis undertaken.