

Writtle University College

HE Terms and Conditions

Key terms and FAQs

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1. I've been offered a place at Writtle University College, when does it become binding?

At the point where you accept your offer of a place to study, you form a pre-enrolment contract with the University College. This guarantees you a place at WUC as long as you go on to meet all the conditions set out in your offer letter. Once you have met those conditions, you will be required to enrol at the University College by a given deadline. When you have enrolled, a new contract is formed and you then become liable for payment of tuition fees.

2. What is my contract with the University College?

Once enrolled, your contract with the University College consists of the HE Terms and Conditions and the HE Fees and Refund Policy. These two documents set out the obligations of the University College and of you, and the terms for payment (and refund) of your tuition fees. You can access both documents here: <http://writtle.ac.uk/HE-Regulations-&-Policies>

By signing up to this contract, you also agree to abide by the University College's academic regulations and student policies.

3. Can the University College change my contract?

Yes, but only in certain circumstances. If the University College needs to vary your contract, we will write to you to inform you of this and to explain the changes being made.

4. Can I change my mind?

Yes. Before you enrol, you can cancel your pre-enrolment contract at any point. Once you have enrolled, there is a further cooling-off period during the first 14 days of your course. If you decide to leave the University College during this period, you will not be liable for any tuition fees.

If you are thinking of withdrawing from your course at any point, you are strongly advised to discuss this with WUC staff.

5. What about my accommodation?

If you decide to stay in WUC campus accommodation, this will be the subject of a separate contract provided to you by the WUC Accommodation Office.

6. Will WUC increase my tuition fees each year?

If you are a UK/EU student studying on an undergraduate degree course, your tuition fees are regulated by the UK government. The current fee level is £9,250 per year of study (pro-rata for part-time study). If the UK government permits an increase to this fee amount, the University College reserves the right to increase your annual tuition fee accordingly.

For international undergraduate students and for all other courses, tuition fees are not regulated by the government. The University College reserves the right to increase your tuition fees each year in line with the Retail Prices Index (RPI).

7. When do I have to pay my tuition fees?

If you are self-funding your course, you must make payment in line with the dates set out in the HE Fees and Refund Policy. If you are in receipt of a tuition fee loan from Student Finance England, your tuition fees will be paid directly to the University College by the Student Loans Company.

If you withdraw from your course part way through the year, your tuition fees will be calculated according to the fee liability schedule set out in the HE Fees and Refund Policy.

8. What happens if I don't pay my tuition fees?

If you are facing financial difficulties, you should talk to the Student Finance team as soon as possible so that we can try to support you.

If you don't pay your tuition fees and/or you fail to make an arrangement with the University College to settle any debts you owe, we may restrict your access to WUC premises and facilities, suspend or exclude you from your course, or withhold your results and not permit you to graduate. If you leave the University College with outstanding debts, we will continue to pursue the debt.

The University College will usually charge an administration fee of £25 for late payments and may charge interest on unpaid fees.

9. Is WUC allowed to change my course after I've enrolled?

The University College will not normally make major changes to your course, such as substitution of core modules, changes in degree title, fundamental changes to the structure and timing of course delivery, or significant changes in how the course is assessed. In the rare event that we think major changes to your course are necessary or unavoidable, we will discuss them with your first.

Minor changes to course content and delivery, such as updated module content, new optional modules and minor changes to assessment methods, are normal in any university and are often made in response to student feedback.

10. What happens if I fail my assessments?

The minimum pass requirements and the number of repeat attempts at assessment for WUC courses are set out in the academic regulations and rules of assessment. Undergraduate students are normally required to pass all modules (120 credits) per year and will be given the opportunity to re-take any failed assessments during the summer.

If you do not meet the academic requirements of your course, you may not be allowed to progress to the next year of study. Ultimately, failure may lead to withdrawal from your course without being awarded the degree or other qualification for which you are studying.

11. What should I do if I encounter problems during my studies?

We know that you may face different pressures during your studies and we are here to support you. If you encounter academic, financial, health or other problems, we strongly encourage you to speak to your personal tutor or staff in our professional teams:

General enquiries: studentsupport@writtle.ac.uk

Welfare Officer: Sue.Gardner@writtle.ac.uk

Counselling Service: Rachel.Taylor@writtle.ac.uk

University College Chaplain (Reverend Andrew Merchant): chaplain@writtle.ac.uk

Student Finance: studentfinance@writtle.ac.uk

12. In what circumstances can I be excluded from the University College?

You can be suspended or excluded from the University College in line with WC regulations and policies. Possible grounds for suspension and/or exclusion include academic failure, misconduct, non-payment of tuition fees and unfitness to study.

The University College can also withdraw an offer of a place to study if we discover that you have provided false or misleading information in your application or if you are unable to prove that you have the right to study in the UK.

13. How will the University College protect my personal data?

The University College will only use your personal data in accordance with the Data Protection Act 1998 and, from 25 May 2018, the General Data Protection Regulations (GDPR). We set out how we will collect, store and process your personal data in our Data Protection Policy and Fair Processing Notice.

14. What should I do if I want to complain?

If you have a concern about any aspect of your studies at WUC, you should first raise it informally with your tutor, Programme Area Quality Manager, or another member of professional services. We will work with you to resolve the issue as swiftly as possible. If you remain dissatisfied, you can raise a formal complaint by following the WUC complaints procedure: http://writtle.ac.uk/PDFS/complaints_procedure.pdf

If you remain dissatisfied with the outcome from the WUC complaints procedure, you may be entitled to seek an external review from the Office of the Independent Adjudicator (OIA) (see <http://www.oiahe.org.uk/>).