



**AECC**  
University College

# Student Agreement

## Academic Year 2019/20

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## Introduction

This document contains the rules and regulations which will apply to you as a student enrolled on a course leading to an award of AECC University College. Please read through this agreement and keep it safe so that you can look at it later.

This student agreement forms the basis of the contractual relationship between you and us. It is important that you read this agreement before applying to the course, accepting an offer or enrolling with us. This agreement explains how we will manage changes to the information that we have given to you, including to this student agreement. This agreement is reviewed annually.

Students enrolled at the AECC University College opt in to become members of the AECC University College Students' Union (ASU). For more information, see the Students' Union web pages.

Section 1 includes the terms that are relevant to the application and admissions process. Section 6 (Liability, ending the agreement and general provisions) applies to applicants as well as offer holders and enrolled students. All the other sections of this student agreement will apply to you if we make you an offer, and you should read them if you are considering applying or accepting an offer. They also apply to existing students, and students agree at registration annually that they will abide by the terms of this Agreement. Key changes to the Student Agreement which you have previously entered into are highlighted overleaf.

The key information about the course on which you will enrol, such as how the course is structured, overarching information about learning teaching and assessment methods, can be found in the relevant Course Specification available from the from the [Quality Assurance web page](#).

The regulations which govern assessment, including progression and awards can be found from the [Latest Policies web page](#). (see the Assessment Regulations for all Higher Education Courses 2018-2019).

The Master of Chiropractic (Hons) (MChiro) course is recognised by the General Chiropractic Council (GCC) beginning in September 2015 for a period of five years without condition. This was approved by the Privy Council in September 2015. The course is accredited by the European Council on Chiropractic Education (ECCE) for a period of five years from 2016. The MSc Chiropractic was approved by the GCC Council in July 2018. The MSc Medical Ultrasound course is accredited by the Consortium for Accreditation of Sonographic Education (CASE) for 6 years from February 2018.

## For existing students: new policies/amendments to student-facing regulations, policies and procedures for 2019-20

### Amended regulations, policies, and procedures for the 2019-2020 academic year

#### **Tier 4 Student Attendance Monitoring Policy**

Significant changes have been made to this policy so it should be regarded as a new version. In particular the weekly sign-in register of weekly attendance contact points have been removed.

#### **Academic Appeals Policy (for AECC University College award students)**

- The Academic Registrar has been removed as an information source for advice and guidance as the Academic Registrar is part of the investigating panel.
- There is now an option for the Investigating Panel to recommend corrective action to the Appeals Board without the need for the student to present their case to the Board. This would only be for cases where there is no doubt the University College is at fault, for example, by an administrative error.

#### **Exceptional Personal Circumstances Policy (Previously Mitigating Circumstances Policy)**

The title has been changed to Exceptional Personal Circumstances Policy to better reflect the purpose of the policy.

- Clear Terms of Reference for the Exceptional Personal Circumstances Panel have been included. The Head of Programmes Administration has been removed from the Panel, as this role will focus on providing advice and guidance to students. The Academic Registrar has been removed from providing advice and guidance.
- It is specified more clearly that the Panel will only consider evidence provided with the application and will not ask for additional information; and that the evidence must be officially translated into English (provision made for where evidence is delayed).
- Examples are included of what is and isn't considered an exceptional personal circumstance.
- The classification of a long term circumstance has been removed - students must apply for consideration each semester/academic year.

#### **IT Acceptable Use Policy**

The above policy has been extended to highlight to staff and students the acceptable use of University College IT facilities and resources, including email.

#### **Prevent Policy**

The University College is committed to protecting freedom of speech and academic freedom together with protecting and safeguarding its students and staff from the risk of being drawn into terrorism. As such, the Prevent Policy has been updated to simplify the process of reporting a Prevent-related concern.

#### **Student Complaints Policy (for AECC University College award students)**

- An additional sentence has been included in 1.7 as to why the Principal or Vice-Principal must refer students to the policy and not handle the complaint.
- A time-limit has been included within which students are normally expected to submit complaints, which is one month.
- In 7.3 the word 'normally' has been removed which is in line with the rest of the policy. This helps to ensure the complaint is handled in a timely manner and to adhere to the OIA good practice, stating that the complaint should be dealt with within 90 calendar days.

## Section 1 Terms for Applicants

### 1. Admissions

- 1.1 You will usually need to apply via the [Universities and Colleges Admissions Service](#) (UCAS) for our undergraduate courses and through our online application system for our Access to Higher Education and postgraduate courses. You will need to meet certain requirements when preparing your application. We give more information on our website and in our Recruitment, Selection and Admission policies and procedures. ([Latest Policies webpage](#)). You may be required to attend for an interview (or to take part in an interview via Skype) before we can make you an offer and we may ask for references at this stage.
- 1.2 We consider all applications on equal merit and using transparent academic and non-academic entry requirements to support judgements made during the selection process. Our principal concern when considering your application is that you will be able to achieve the learning outcomes of the course. AECC University College is firmly committed to promoting equal opportunity, and our Dignity Diversity and Equality Policy available from the [Latest Policies webpage](#) underlies every aspect of our student selection.
- 1.3 We will apply the standard selection criteria when considering students who need additional learning support. You may need to contribute towards the cost of an assessment and there are limits on the support that the UK government will fund. We might need to ask you to contribute to funding your support. If you are not a UK based student, you may not be eligible for any UK public funding.
- 1.4 If you have not supplied us with up to date, accurate or complete information, we reserve the right not to proceed with your application. If the information would have affected our decision, or we believe your application is misleading or fraudulent, we may withdraw or change an offer. If we subsequently find that you have been admitted on the basis of fraudulent information you will normally have your registration terminated. If you are an international student who has been admitted on the basis of fraudulent information this will normally be reported to the relevant government agency. We will tell you if we do this and you can appeal. For the Admissions Complaints and Appeals Procedure see the [Latest Policies webpage](#).

### Aspects of the course which you may find surprising or unusual

- 1.5 There may be some aspects of our courses of study that are surprising or unusual. More Information about these aspects of the course is available in the document Important information to take into account when choosing your course (available from the [Latest Policies web page](#)); this document is also sent to you when we make an offer.

### 2. Offers

- 2.1 An offer may be conditional or unconditional. If the offer is conditional, we will set out the conditions in the offer email and the other information we give to you with the offer. You will only be able to take up your place if you meet the academic and other conditions and requirements for admission. If you do not meet all of your conditions, please contact us to discuss your options at [admissions@aecc.ac.uk](mailto:admissions@aecc.ac.uk).
- 2.2 When you accept your offer, you will agree to this student agreement.
- 2.3 If you are a non-EEA student, you will need the correct immigration permission to study in the UK. You will not be able to start your course if you do not have the correct visa. If your visa is removed or expires we will have to report to the Home Office and withdraw or suspend you from the University College until the matter is resolved.

### **labelling after you accept your offer**

- 2.4 You have the right to change your mind and cancel this agreement within 14 days of accepting your offer from us. If you want to cancel during this 14-day cancellation period, you must contact Admissions via email to [admissions@aecc.ac.uk](mailto:admissions@aecc.ac.uk) or send in the [cancellation form](#).

### **labelling and withdrawing at the start of your course**

- 2.5 As well as the cancellation right in paragraph 2.4, you have the right to withdraw from your course before you enrol and within 14 days of the official start date of the course.
- 2.6 If you want to withdraw, you must contact the Academic Registrar at [Registry@aecc.ac.uk](mailto:Registry@aecc.ac.uk) using the details at the top of your offer email. You do not have to give a reason. You can tell us that you want to withdraw by email, letter, telephone, or by sending a [cancellation form](#).
- 2.7 If you withdraw within 14 days of the official start date of the course, we will refund any fees that you paid on enrolment. If you wish to claim a refund, you will need to complete a withdrawal form available from Registry. If you are entitled to a refund, we must pay it to you within 14 days of you withdrawing.
- 2.8 If you want to defer your start to a later entry point, you must contact the Admissions team at the University College ([Admissions@aecc.ac.uk](mailto:Admissions@aecc.ac.uk)) as soon as possible using the details at the top of your offer email. You may be able to defer entry until the following academic year but this may not always be possible. You will normally not be able to defer entry for more than one year.
- 2.9 You may withdraw from your course or apply to take a study break after 14 days from the official start date of the course. We may not refund all the fees you have paid if you do this and there may be implications for arrangements with the Student Loan Company or other financial support. Please see the Tuition Fees Policy on the [Latest Policies webpage](#).

### **3. Changes before you enrol**

- 3.1 We may change our admissions requirements for future years of entry. Once we have published the requirements, we will only change them in exceptional circumstances. For example, we might have to change entry requirements for courses that lead to a professional qualification or registration if this is required by the professional body or regulator. It is important that we can update or amend courses and units. We do this to make sure that the curriculum, teaching and learning methods and forms of assessment are up to date, to maintain academic standards and enhance the quality of learning opportunities for students.
- 3.2 We formally review our courses periodically under our Programme Approval and Periodic Review Policy available from the [Latest Policies webpage](#). If we have planned a review for a course it will be published on our website.
- 3.3 We may also make changes to courses under our Programme Modifications Policy and Procedure. These changes will not affect the nature, focus or purpose of the course.
- 3.4 If you have applied for a course we will contact you if we make significant changes to the course information on our website or to other information we have given to you, including this student agreement.

### **4. Admissions appeals**

- 4.1 Normally there is no right of appeal against a decision not to offer a place on the course either on academic grounds or as a result of your interview. We will only consider such an appeal:

- Where there is substantial new information, which for valid reason was not made available either on the application form or during the selection procedure, and where that new information is significant and directly relevant to the original decision.
- Where there is evidence of improper conduct or irregular procedure during the selection process or the complaint investigation.

- 4.2 We will not consider appeals based on errors made by external agencies, organisations or individuals but will in such cases undertake to review our original decision in the light of new information if that information is significant and directly relevant to the original decision.
- 4.3 If you believe you have grounds for appeal against an admissions decision you should follow our Admissions Complaints and Appeals Procedure available from the [Latest Policies webpage](#). You should write to the Academic Registrar ([Registry@aecc.ac.uk](mailto:Registry@aecc.ac.uk)) within two weeks of the date of admissions decision feedback, including your evidence to support the grounds for appeal.

## 5. Admissions Complaints

- 5.1 If you wish to complain about our recruitment, selection or admissions process, you should follow our Admissions Complaints and Appeals Procedure available from the [Latest Policies webpage](#). In the first instance you should contact the Academic Registrar ([Registry@aecc.ac.uk](mailto:Registry@aecc.ac.uk)). You should make your complaint within two weeks of the matter you are complaining about. We will only consider a complaint that you make later than this in exceptional circumstances.

## Section 2 – General terms for students

### 6. AECC University College and student obligations

- 6.1 When you start your studies at the University College you will become part of a diverse community of students and staff from a wide range of backgrounds. We are committed to developing an inclusive environment, where all who study and work here are treated with dignity and respect and are given the opportunity to achieve their potential irrespective of their background. The AECC University College Student Charter is applicable to all students enrolled and the University College and can be found at the end of this Student Agreement. Please also refer to our Dignity Diversity and Equality Policy and our Religion and Belief Policy available from the [Latest Policies webpage](#).
- 6.2 If you are involved in confidential research or consultancy work, you must not disclose any confidential information unless you have written consent from the University College.
- 6.3 If you are involved in any activities in the prosection laboratory or activities that involve contact with patients you must sign a confidentiality agreement annually during online registration (see section 7.9).

### Permission to study in the UK

- 6.4 If you have been sponsored by the University College under the UK Visas and Immigration's Tier 4 points based system or have a permit to study in the UK it is your responsibility to ensure that you have the correct documentation to remain in the UK and that your visa is appropriate and current. If you do not have the correct documentation this is an offence in law and could lead to your deportation from the UK by UK Visas and Immigration. If you are sponsored under these arrangements we require you to report weekly to the Registry Office to confirm your attendance and to comply with the terms of the Tier 4 Student Attendance

Monitoring Policy available from the [Latest Policies webpage](#). If you do not attend for more than 10 days then we are legally required to report this to UK Visas and Immigration.

### Health and safety and security

- 6.5 You must tell Registry as soon as possible if you suffer any illness or other circumstance that means that you are unable to attend scheduled academic events, or that may affect your academic performance. Please see the Policy for the consideration of Mitigating Circumstances affecting assessments (including Extensions) for all students enrolled on courses leading to AECC University College awards available from the [Latest Policies webpage](#).
- 6.6 If you are enrolled on any course and have a serious infectious disease you should inform Registry as soon as possible and not attend the University College until you have been told that it is safe to return.
- 6.7 You must comply with any instructions given by the University College about health and safety and fire safety, given in the Health and Safety Policy available from the [Latest Policies webpage](#).
- 6.8 You must not smoke or use electronic cigarettes in any University College buildings or at entrances to our buildings; if you wish to smoke you should use the smoking shelter provided in the front Car Park only.
- 6.9 The University College does not permit abuse of alcohol or the use of drugs or other illegal substances. Abuse of alcohol or drugs may lead to your fitness to complete your course of study being questioned and the University College taking action under the Student Disciplinary Procedure or Fitness to Study and Practice Regulations (where applicable).
- 6.10 You are responsible for and must look after any equipment or property that we allocate to you or authorise you to use.

You may need to pay for repair or replacement if items are damaged, lost or stolen. We will give you further information when we provide equipment. We ask you not to remove University College equipment from the premises or from one room to another.

- 6.11 There is no facility for students to park their cars on site at the University College. There is parking for bicycles available behind the main University College building and in front of the car park.

## 7. Services

### Learning Services (including Library)

- 7.1 All students have access to University College learning services which includes library facilities. When using these resources or facilities you must comply with the Rules relating to Library Use available from the [Latest Policies webpage](#). If you do not comply with these rules and regulations when using these resources or facilities we may apply sanctions under those policies. We may take action under the Student Disciplinary Procedure.

### Copyright

- 7.2 The University College is licensed to allow some copying of copyright materials, which would otherwise constitute a breach of copyright. You must comply with the conditions of the licence by following the detailed instructions, posted near each photocopier. You must record all photocopying as described in these instructions. You should note the requirements of the Copyright Policy available from the [Latest Policies webpage](#).

## Information, computing and technology (ICT)

- 7.3 When using the University College's ICT facilities, you must comply with the Computer acceptable use policy and Email and Internet Use Policy available from the [Latest Policies webpage](#) and the associated regulations policies, and procedures. These rules apply to all computer and telecommunications networks including telephone, wireless and internet services used by or provided by us.
- 7.4 You must not give third parties access to our resources. Additional rules or restrictions may apply to some resources, facilities, software, hardware or services, for licensing or other reasons. For example:
- we have licensed resources on terms that only allow use for educational purposes, and not for personal or commercial use. Use of resources for other purposes is not permissible
  - you must not use the University College's network, resources or services for any illegal purpose, such as harassment, malicious activity or fraud.
- 7.5 If you do not comply with the ICT Rules, we may apply sanctions, and we may stop you accessing resources. Breaches of the ICT Rules may also result in action under the Student Disciplinary Procedure.

## Student services

- 7.6 All students have access to the services provided through Student Services. This includes additional learning support, assistance with Study Skills, English for Academic Purposes, access to a Wellbeing Officer and Counsellors. Students also have access to the Chaplain, who is available to talk to students of all faiths or none. We encourage all students to make use of the support available.

## Student identity cards

- 7.7 When you enrol we will take your photograph for your student identity card, and you will receive your card once you have completed the enrolment process. The identity card gives you entry to the University College buildings, enables you to borrow library books, and identifies you as a student of this institution with permission to be on our premises, so you should keep it safe and carry it with you at all times when you are at the University College. You will also need to present this card to take assessments. The card is for your use only. If you lose it you can ask the Reception for a replacement. This will cost £10.

## Accommodation

- 7.8 You are responsible for making your own accommodation arrangements while enrolled at the University College. We offer rooms in halls of residence in central Bournemouth, through our relationship with Lulworth Student Company, or there is plenty of accommodation available for rent in the local area. Our Student Services team can offer you advice and assistance in finding accommodation if you need it. See the [accommodation page](#) on our website.

## Learning in the Prosection Laboratory

- 7.9 There are very strict regulations surrounding the use of donated bodies within the United Kingdom. Everyone who uses the facilities has an obligation to ensure the facilities are used appropriately at all times and that the dignity of those who have generously left their bodies to medical science is preserved. The prosected specimens are fragile and must be handled with

great care. There are specific rules, regulations and working procedures for the Prosecution Laboratory. These are set out in the University College Handbook you receive when you enrol.

### **The AECC Chiropractic Clinic**

- 7.10 Chiropractic students working in the on-site AECC Chiropractic clinic will be bound by the requirements in operation within that clinic. There is a clinic manual which sets out all the detailed requirements for students working in the AECC Chiropractic clinic and you will receive this manual at the relevant time.

## **8. Student and Intellectual Property Rights**

- 8.1 Intellectual Property is the product of thought, creativity, and intellectual effort. In the course of their studies at the AECC University College, students may generate Intellectual Property which is of some commercial value. A variety of legal rights protect applications of ideas and information that may be of commercial value. Those most relevant to the University College activities include patents, registered designs, copyright and 'know how'. The law is clear that intellectual property created by staff in the course of their employment belongs to their employer. Any assignment of student Intellectual Property must be done by a specific contract.
- 8.2 Where a student generates Intellectual Property the student has a duty to promptly inform the University College of the Intellectual Property. When considering any Intellectual Property generated by one of its students, the University College will seek to strike a balance between fulfilling its duty of care to the student and exploiting intellectual property for the good of the University College. In each case the University College will be mindful of protecting any third party rights that may be relevant in the generation of the Intellectual Property.
- 8.3 Students own the Intellectual Property they generate in the course of their studies at the University College. As the generator of the Intellectual Property the student will always be deemed the inventor of the Intellectual Property in the case of any patent filing; and an owner in the case of copyright.
- 8.4 For postgraduate students, any Intellectual Property generated is seen as the result of interaction between the student and the University College's academic staff, and, therefore, jointly developed. In cases where the work is commercially viable, the University College will seek to obtain Intellectual Property protection (such as a patent or registered design). In such circumstances, the University College staff Intellectual Property contribution will be owned by the University under the University staff's contract of employment, and the student will be deemed as University College staff in respect of the Intellectual Property ownership and will be entitled to the same benefits of remuneration as University College staff.

## **9. Changes after you enrol**

- 9.1 It is important that we can update or amend courses and regulations. We do this to make sure that the curriculum, teaching and learning methods and forms of assessment are up to date, to maintain academic standards and enhance the quality of learning opportunities for students. Sometimes changes may be needed to meet the requirements of our Professional, Statutory and Regulatory Bodies.
- 9.2 We formally review our courses periodically under our Course Approval and Periodic Review Policy available from the [Latest Policies webpage](#). If we have planned a review for a course it will be published on our website.
- 9.3 We may also make changes to courses under our Course Modifications Policy and Procedure. These changes will not affect the nature, focus or purpose of the course.

- 9.4 Updates to a course following a formal review or under the modifications procedure will usually apply only to new intakes of students. However, in some circumstances, changes may affect current students. If a proposed change does affect current students, and is a significant change to information in the Course Handbook that we give you when you enrol then we will consult the affected students under the procedure below. Examples of significant changes are:
- A change of award or course title
  - The removal or addition of a unit
  - A change in the aims or outcomes of a course or unit
  - A change in the place of delivery
  - A major change to information about assessment or learning and teaching methods (we will not normally consult students about changes to information that was marked as indicative in the relevant Course or unit specification).
- 9.5 If a proposed significant change will affect current students as described above, we will not implement it for current students unless we obtain the written agreement of at least 75% of the affected students. We will make reasonable efforts to obtain student support for the changes and we will inform the affected students if we implement the changes.
- 9.6 If we make a significant change to your course with the support of other students for reasons other than an Event Outside Our Control (see section 5), or we make a significant change to information given to you, and in either case you did not agree to the change and it causes you exceptional hardship, we will consider whether it is appropriate to take further steps to reduce the adverse effects for you. There may be limits or conditions on any offer that we make to you.
- 9.7 In some cases, we will review a course because we are considering closing it for future intakes. If we decide to close a course, we will make sure that appropriate arrangements are in place until current students have completed the course. We will manage and maintain academic quality and standards and provide appropriate learning opportunities. We will manage this process under our [Course Closure Policy and Procedures](#).
- 9.8 The University College's Student Protection Plan is a document that is approved by the Office for Students (OfS) that every University is required to have. It sets out what measures we have in place to protect you, as a student at the University College, should a risk to the continuation of your studies arise and details how we would communicate with you about this. Once approved, the Student Protection Plan will be available on the [Latest Policies webpage](#).
- 9.9 We may also need to make changes to other information that we have given to you, including to this student agreement. For example we may need to amend our policies and procedures. Where this occurs we will ensure that you are kept fully informed about these changes

## 10. Complaints

- 10.1 The Student Complaints Policy for all students enrolled on courses leading to AECC University College awards applies if you wish to make a complaint about courses, services or facilities provided by the University College. A complaint is defined as 'an expression of dissatisfaction by a student or students about the University College's action or lack of action, or about the standard of service provided by or on behalf of the University College'. The policy is available from the [Latest Policies webpage](#).
- 10.2 If you are not satisfied after completing all the stages of our Student Complaints Policy, you can complain to the [Office of the Independent Adjudicator for Higher Education](#) (the OIA). Further information is given in our policy.

### **Section 3 – Fitness to practise and study and disciplinary matters**

#### **11. Fitness to Practise (Chiropractic only)**

11.1 As the chiropractic course is intended to provide access to a regulated profession your fitness to practise is assessed under our Student Fitness to Practise Regulations for BSc (Human Sciences)/MSc Chiropractic and MChiro (Hons) students enrolled on courses leading to AECC University College awards. The policy is available from the [Latest Policies webpage](#).

#### **12. Fitness to Study**

12.1 We are committed to an ethos of equality and inclusivity and aim to promote positive mental health and well-being.

We encourage all students to ask us for support as soon as possible when it is needed so that we can help you realise your full potential and complete your studies.

12.2 Occasionally a student's physical or mental health condition may impact upon their own, or others', ability to fulfil their potential; alternatively a student's behaviour may give cause for concern but the Student Disciplinary Procedures may not be the most appropriate route of resolution. The Fitness to Study Policy for all students enrolled on courses leading to AECC University College awards outlines the action that we will take in such instances to ensure that issues can be dealt with in a clear and transparent fashion. The policy is available in full from the [Latest Policies webpage](#).

#### **13. Student Disciplinary Procedure**

13.1 As a member of the University College community, you must conduct yourself with regard for the good name and reputation of the University College. We will normally consider giving advice and guidance to improve conduct and behaviour before taking action under the Student Disciplinary Procedure. For more information, see the Student Disciplinary Policy and Procedures for all students enrolled on courses leading to AECC University College Awards. The policy is available from the [Latest Policies webpage](#).

#### **14. Sexual Violence and Misconduct Policy**

14.1 AECC University College and AECC University College Students' Union are committed to ensuring that all interpersonal interactions will demonstrate dignity and respect, and personal relationships will be grounded upon mutual respect, open communication, and clear consent. As part of our collective responsibilities, we encourage the reporting of incidents. We will consider the academic, welfare and support needs of those affected by an alleged incident, and will fulfil our duty of care to all involved parties.

14.2 Conduct, by any member of AECC University College community, which is found to fall short of this expectation will not be tolerated and will be subject action under the Sexual Violence and Misconduct Policy. The policy is available from the [Latest Policies webpage](#).

#### **15. Harassment Policy**

15.1 We are committed to providing a positive and satisfying learning and working environment that is free from physical, verbal and non-verbal harassment and bullying of individuals on any grounds AECC University College promotes a working and learning environment in which harassment and bullying are known to be unacceptable and where any instances which arise are dealt with appropriately and fairly. Allegations of harassment will be treated seriously and could result in disciplinary action being taken against the alleged harasser.

15.2 Students have the right to complain about behaviour they find personally offensive even when they are not the target of that conduct.

- 15.3 For more information .see the Harassment Policy and Procedure for Students available from the Latest Policies webpage.

## **Section 4 – Academic matters**

### **16. Assessment**

- 16.1 The assessment regulations which apply to your course are set out in the Assessment Regulations for all Higher Education courses available from the [Latest Policies webpage](#). These include the maximum periods for completion of courses, pass marks and adjustments, requirements for progression, submission of work (including the consequences of late submission), attendance at examinations and requirements for particular awards and classifications. These regulations also set out requirements and restrictions on re-assessment and re-sits, repetition of units, and caps on marks in some circumstances. Assessment regulations are reviewed regularly and you will be notified of any changes
- 16.2 Unless you have agreed an extension with us in advance under the relevant procedure, there are important consequences if you submit work late. For example, work may not be marked or the mark may be capped. This is explained in the assessment regulations available from the [Latest Policies webpage](#).
- 16.3 Detailed rules apply to examinations – for example, governing student behaviour while in examination rooms. These rules are given in the University College Handbook which you receive when you enrol.

### **17. Academic offences**

- 17.1 All academic offences are serious and will be dealt with using the Academic Offences Policy and Procedure for all students enrolled on courses leading to AECC University College awards, available in full from the [Latest Policies webpage](#). Academic offences include behaviours such as, cheating, collusion, acquiring or buying material or paying another person to complete an assignment, and Plagiarism. It is also an offence to assist another student to do any of these things

### **18. Academic appeals**

- 18.1 An academic appeal is a request for a review of a decision of an academic body charged with making decisions on student progression, assessment and awards. For more information see the Academic Appeals Policy for all students enrolled on Higher Education courses leading to AECC University College awards available from the [Latest Policies webpage](#).
- 18.2 You must tell us about mitigating circumstances under the relevant procedure before the Assessment Board meeting. If you did not do this, you cannot appeal based on these factors. For more information, see the Policy for the consideration of Mitigating Circumstances affecting assessments (including Extensions) for all students enrolled on courses leading to AECC University College awards available from the [Latest Policies webpage](#).
- 18.3 Even if your appeal is successful, you need to complete and pass all elements of your work before progressing to the next stage of your course. You will not receive your degree or other academic qualification until all outstanding examination or assessment appeals have been resolved.

18.4 If you are not satisfied after completing all the stages of our Academic Appeals Procedure, you can complain to the [Office of the Independent Adjudicator for Higher Education](#) (the OIA). Further information is given in our policy.

## 19. Study break or withdrawing from your course

19.1 If you wish to withdraw from your course or take a break from study, you should discuss this with Registry. There may be financial implications if you withdraw or take a break from your studies (see section 5). If you are being sponsored by the University College on a Tier 4 student visa there will also be implications for your leave to remain in the United Kingdom. You should discuss this with the Academic Registrar before making a decision.

## 20. Transfer to another course

20.1 The University College will always try to support you to enrol and study on a course which best suits your needs, aspirations and circumstances and we have provision for you to request a transfer to a different course of study. However transfer cannot be guaranteed, and there may be academic or resource constraints which mean this is not possible. This may particularly be the case should you wish to transfer to another institution. Transferring to another course may also have implications for any funding you may receive, or for your visa status if you are studying on a Tier 4 visa.

20.2 Further information is available in the Student Transfer of Course policy available from the Latest Policies webpage

## Section 5 – Fees and charges

### 21. Tuition fees

21.1 We are committed to a fair and transparent policy for charges made to our students and details are found in the [Tuition Fees Policy](#). Details of the specific fee levels for each course can be found on our website within the 'Course Fees' sub-section of each course page.

21.2 We sent you information about your tuition fees with your offer email. Where there are additional payments required for things you need for your course, these are set out in the Important information to take into account when choosing your course document (available from the [Latest Policies web page](#)). This document is also sent with your offer.

21.3 UK and EU students taking a course may be eligible for a tuition fee loan from the Student Loan Company. For undergraduates if your loan application is accepted, the Student Loan Company will pay your tuition fees directly to us. For postgraduate students the contribution towards costs is paid direct to the student. The Student Loan Company has its own rules and procedures and you must follow these. Undergraduate students will need to apply to the Student Loan Company for each year of the course.

21.4 If a sponsor or third party has agreed to pay your tuition fees, they must pay those fees for each academic year by the date on the invoice. Students retain ultimate liability for payment of their fees, even if they are sponsored by a third party.

21.5 If you are obtaining a tuition fee loan from the Student Loan Company or Student Awards Agency for Scotland, you must supply your Student Support Number during online registration. This can be found on your confirmation letter.

21.6 If you are paying your own tuition fees then they are payable to the AECC University College. The tuition fees are payable at the beginning of the academic year. The University College will allow you to pay your fees in three instalments and details as to when and how to pay can be found in the Tuition Fees Policy (available from the [Latest Policies web page](#)).

21.7 You must make sure that your tuition fees are paid on time. Failure to pay is a serious matter and the consequences of failing to pay your tuition fees on time can be found in the Tuition Fees policy (available from the [Latest Policies web page](#)). Students retain ultimate liability for payment of their fees, even if they are sponsored by a third party or getting a loan from the Student Loan Company.

21.8 In exceptional circumstances, we may agree an extended payment plan with you. However, we cannot do this if it would breach your visa requirements.

## 22. Bursaries and Scholarships

22.1 Details of bursaries and scholarships, set out in our Bursaries and Scholarships Policy, is available from the [Latest Policies web page](#).

## 23. Additional costs

23.1 In addition to your Tuition Fees and living costs there are a number of items which you will be required or recommended to purchase in order to get the maximum benefit from the course. There are also items which are optional which may enhance your time at the University College but which attract additional costs. This Important information – Additional costs is sent with your offer and is also available from the [Latest Policies web page](#). This document is reviewed and updated annually.

## 24. Financial difficulties

24.1 If you are experiencing financial difficulties, you should tell us as soon as possible by emailing [studentfinance@aecc.ac.uk](mailto:studentfinance@aecc.ac.uk) or coming to the Student Finance office, open from 9am-1pm, Monday-Friday. We will always seek to be sympathetic and understanding of individual student financial circumstances.

24.2 If you are having difficulty paying library fines and/or charges you should contact the library or email [LearningServices@aecc.ac.uk](mailto:LearningServices@aecc.ac.uk).

24.3 Wherever possible, our Student Finance Team will work with you to agree an acceptable repayment plan. We will consider your individual circumstances and any supporting documentation you provide. If you do not keep up with payments under a repayment plan the debt will immediately become payable in full.

24.4 If you do not agree with the debt, you should email [studentfinance@aecc.ac.uk](mailto:studentfinance@aecc.ac.uk) as soon as possible. If the dispute is not resolved, you can complain under the Student Complaints Policy and Procedure available from the [Latest Policies web page](#). We will not apply sanctions or take action to recover the debt while we deal with your complaint.

## 25. Sanctions for non-payment

### Tuition fees

25.1 If you fail to pay tuition fees when they are due, or to make payments under an agreed repayment plan, we may apply all or any of these sanctions:

- Withdrawal of library borrowing rights
- Withdrawal of student IT rights
- Withdrawal of a student from their course
- not issue a final award certificate

- not be permitted to re-register

22.2 If you do not pay any fees or charges to time, we may also take steps to recover the debt using external agencies. Further details of which can be found in the Tuition Fees policy available from the [Latest Policies web page](#).

### **Library sanctions**

25.2 Please return all library books on time to avoid running up library fines. Please make sure that when you leave the University College whether you have finished your course or you withdraw, you return all library books as soon as possible. We will take steps to recover overdue library fines and charges owed by current students alongside provisions of our Rules relating to Library Use available from the [Latest Policies webpage](#).

25.3 As well as taking steps to recover payment of the debt, the Library will prevent you from borrowing further items or renewing existing loans if you have:

- unpaid library fines
- an item which is overdue
- damaged an item, even if you have paid for it.

25.4 If you do not pay outstanding library fines or charges, we may refer them to our external solicitors and/or debt collection agents who will take steps to recover the debt.

### **26. Financial arrangements on withdrawal or study break**

26.1 If you take a study break or withdrawn from your course you will need to pay tuition fees up to the date of withdrawal or start of the study break. If you have paid more fees than are due to us, we will refund them. Details of the liability periods can be found in the Tuition Fees policy available from the [Latest Policies webpage](#).

26.2 If you have taken a tuition fee loan from the Student Loans Company we will tell the Student Loans Company of the adjusted amount of tuition fees that are payable. For undergraduate students, if a refund is payable, we will pay it to the Student Loan Company.

26.3 If you withdraw or put your studies on hold, or if we withdraw or suspend you, it may affect the number of years for which you can get a student loan. You may have to repay maintenance grants, loans or bursaries and you may not have access to other funding. It is important to consider this if you are considering withdrawing or putting your studies on hold.

### **27. Events outside our control**

27.1 We will not be liable to you if we fail to perform, or delay, any of our obligations under this student agreement because of an Event Outside Our Control. An Event Outside Our Control is any act or event beyond our reasonable control including, but not limited to, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks.

27.2 If an Event Outside Our Control affects our performance under this student agreement, we will contact you as soon as reasonably possible. The affected obligations are suspended and our time for performance is extended while the Event outside our control continues.

27.3 We will start to perform our obligations again as soon as reasonably possible when the Event Outside Our Control ends.

## Section 6 – Liability, ending the agreement and general provisions

### 28. Liability

28.1 We take reasonable care to keep our students safe and secure on our campus. We are responsible for:

- Loss or damage you suffer that is a foreseeable result of our breach of this student agreement or our negligence. Loss or damage is foreseeable if it was an obvious consequence of our breach or negligence or if it was contemplated by you and us at the time we entered into this agreement.
- Death or personal injury caused by our negligence or the negligence of our staff.
- Loss or damage caused by our fraud or fraudulent misrepresentation.
- Loss or damage that you suffer if we have not provided services under this agreement with reasonable care and skill and within a reasonable time.

28.2 We are not responsible for:

- Loss or damage that you suffer, including theft or damage to property, because of the actions or omissions of other people who are not our staff, sub- contractors or agents, for example other students or members of the public; or
- Loss or damage that you suffer because you have not followed instructions, have been negligent or careless yourself or if you have not taken steps that we asked you to take. For example, we may ask you to take action under a risk assessment related to any activity, or we may ask you to comply with requirements under an insurance policy.

28.3 We recommend that you insure personal property against loss or damage. Please check whether you have appropriate insurance cover.

28.4 You may be liable to us if you cause damage or loss to our staff, property or buildings that is a foreseeable result of your breach of this student agreement or your negligence.

### 29. Ending or suspending the student agreement

29.1 Your student agreement will end if you cancel or withdraw from your course.

29.2 We may withdraw your offer and end your student agreement if:

- you provided inaccurate or incorrect information
- you do not meet the conditions of your offer
- the course is withdrawn or deferred before you have enrolled.

29.3 We may withdraw you from your course and end this student agreement, or we may suspend you from your course if:

- you have not met the requirements of your course, including:
  - The academic requirements
  - The professional requirements
- you have provided inaccurate or incorrect information
- we require you to withdraw or we suspend you under:
  - The Fitness to Practise Procedure
  - The Fitness to Study Procedure
  - The Student Disciplinary Procedure
  - The Academic Offences Policy and Procedure

- The Sexual Violence and Misconduct Policy
- you fail to pay tuition fees.

29.4 We may withdraw you from your course and end this student agreement if:

- You do not respond or re-engage with your learning after we have raised concerns with you about your level of engagement with your course; or
- You do not have or maintain the correct visa or other immigration status to allow you to study here, or fail to comply with any conditions attached to your visa; or
- You do not re-register at the start of the academic year and fail to respond to our correspondence in this regard. This will only be done after the University College has undertaken due process.

29.5 If you are an international student on a Tier 4 visa we are required to report to the Home Office if you choose to suspend or withdraw from your course, or if we suspend or withdraw you from your course.

### 30. **General**

30.1 You must tell us about any changes to your personal information. You must email [Registry@aecc.ac.uk](mailto:Registry@aecc.ac.uk) about any updates or changes immediately so that we can update your details on our student record system. We will use the contact details you give us and you should not expect us to find alternative ways of contacting you.

30.2 When you are an enrolled student, it is your responsibility to check and maintain your student email inbox as this is the formal communication mechanism of the University College.

30.3 No third party has any right to enforce any of the terms of your student agreement.

30.4 This student agreement and any dispute or claim arising out of it or in connection with it are governed by and construed under the English law and subject to the jurisdiction of the English courts.

## AECC University College Student Charter

Our Mission Statement is to achieve **“A healthier society through education, research and clinical care”**

To achieve this we undertake a partnership with our students, and in this Charter set out what the University College will do to help you succeed in your course and what we expect of you as a student, so that you can achieve your own goals. This Student Charter has been devised by and is maintained by the Institution and Student Union for all of our students. We hope you will work with us to enhance all aspects of University College life.

<b>We will:</b>	<b>We expect you to:</b>
<ul style="list-style-type: none"> <li>• provide a safe educational, training and learning environment and facilities in which all students have the opportunity to fulfil their potential, develop the skills and personal qualities necessary for professional life and employment, and develop and nurture the foundations for life-long learning;</li> <li>• continue our commitment to ensuring all interpersonal interactions demonstrate dignity and respect.</li> </ul>	<ul style="list-style-type: none"> <li>• ensure all interpersonal interactions demonstrate dignity and respect, working within our student conduct and welfare policies and behaving with academic/ professional and personal integrity;</li> <li>• ensure all personal relationships are grounded upon mutual respect, open communication and clear consent;</li> <li>• be pro-active and responsible in your relationships and commitments to others, within the context of your learning, and ensure the health, safety and wellbeing of yourself and others.</li> </ul>
<ul style="list-style-type: none"> <li>• work with you as partners to help improve the learning experience, including by               <ul style="list-style-type: none"> <li>○ providing regular opportunities for you to share your views, and listening to, valuing and responding to your feedback about your experience at the University College.</li> <li>○ providing opportunities for you to take part in quality assurance activities such as input to course review and development</li> <li>○ ensuring there is student representation on all formal committees concerned with academic affairs and on the Board of Governors.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• make a commitment to your own learning and an investment in your future;</li> <li>• participate in events that allow you to communicate your views, and respond to requests for feedback;</li> <li>• work with your Student Union, take part in Student Union elections and similar processes.</li> </ul>
<ul style="list-style-type: none"> <li>• provide a variety of teaching and learning activities of high quality that promote critical thought and develop self-directed learning;</li> <li>• provide course documentation and guidance that enables you to make informed choices about your learning;</li> <li>• provide explicit and clear assessment criteria for judging your work and mark your work fairly and objectively</li> <li>• give timely and useful feedback on your work to help you learn and improve.</li> </ul>	<ul style="list-style-type: none"> <li>• take the initiative to develop your learning skills and engage fully in the opportunities available to you for learning;</li> <li>• develop your knowledge, experience and skills.</li> <li>• take responsibility for your learning and work conscientiously to get the most out of your course;</li> <li>• submit assessed work to specified deadlines;</li> <li>• make good use of the feedback you receive;</li> <li>• become familiar with the information relating to your course and its assessments.</li> </ul>
<ul style="list-style-type: none"> <li>• provide personal tutors and/or unit leaders, who will give you advice on your course and its requirements;</li> <li>• encourage you in your personal development and in the development of study skills, transferable skills and employability skills;</li> <li>• review your academic progress and recommend any actions you need to take.</li> </ul>	<ul style="list-style-type: none"> <li>• make contact with and respond to messages from staff; attend meetings as arranged; keep us informed about any problems which might affect your studies;</li> <li>• seek additional advice on your progress as necessary.</li> </ul>
<ul style="list-style-type: none"> <li>• provide clear and timely information about regulations, policies and procedures and any changes to them (including the grounds for appealing academic decisions, and student complaint or disciplinary issues</li> <li>• follow our published procedures as set out in these documents.</li> </ul>	<ul style="list-style-type: none"> <li>• inform yourself about and follow the regulations, policies and procedures;</li> <li>• talk to us about any issues concerning assessments, the clarity of our regulations and policies, your expectations of us and how well we meet them.</li> </ul>
<ul style="list-style-type: none"> <li>• provide student services to assist with any academic and support requirements you may have, such as counselling, additional learning support, study skills or language support.</li> </ul>	<ul style="list-style-type: none"> <li>• seek this support if and when you need it, and encourage your peers to do the same.</li> </ul>

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