



UNIVERSITY OF GREENWICH

**PART OF THE LONDON AND SOUTH EAST
UNIVERSITY GROUP (LASE)**

PRINCIPAL CONDITIONS OF REGISTRATION

For study beginning 2026/27

CONTENTS

Page

1.	INTRODUCTION.....	1
2.	DEFINITIONS.....	1
3.	THE CONTRACT	3
4.	APPLICATION AND ADMISSION	3
5.	STUDENT OBLIGATIONS	7
6.	OUR OBLIGATIONS TO STUDENTS.....	10
7.	TUITION FEES.....	11
8.	OUR CANCELLATION RIGHTS	15
9.	YOUR CANCELLATION RIGHTS AND WITHDRAWAL.....	16
10.	LIABILITY FOR ACTS OUTSIDE OUR CONTROL	17
11.	LIMITATION OF OUR LIABILITY TO YOU.....	17
12.	INTERRUPTION, WITHDRAWAL AND TRANSFER	18
13.	INTELLECTUAL PROPERTY	18
14.	DATA PROTECTION	19
15.	COMPLAINTS	20
16.	APPRENTICESHIPS.....	20
17.	GENERAL	20

1. INTRODUCTION

- 1.1 This document contains important information about your agreement with London and South East University Group (“LASE”) and links to important information. You should read these carefully (the “Principal Conditions of Registration” or “Terms and Conditions”).
- 1.2 LASE currently has two separate academic divisions, under the names of the University of Greenwich and the University of Kent. You will be a student of the University of Greenwich academic division, and your degree will be awarded in the name of the University of Greenwich (with an indication it is part of LASE). However, your contract will be with LASE.
- 1.3 We explain below the basis upon which LASE will provide your Course, and the obligations which you have both as an applicant and as a student. These Terms and Conditions create obligations that are legally binding both on you and on LASE. If you accept an offer to study at LASE, these Terms and Conditions will form your agreement with us. You should keep a copy of these Terms and Conditions for your own records.
- 1.4 Please contact the University Secretary by emailing universitysecretary@greenwich.ac.uk for clarification if there is anything in these Terms and Conditions that you do not understand.
- 1.5 Please note that these Terms and Conditions apply to LASE undergraduate programmes and postgraduate taught programmes, apprenticeships, postgraduate research programmes, and blended programmes except students who are studying with the University of Greenwich International College where separate terms and conditions apply and can be found on this [webpage](#).

2. DEFINITIONS

- 2.1 In these Terms and Conditions, the following terms have the following meanings:-

"Additional Costs"	has the meaning set out in clause 7.3
"Cancellation Period"	has the meaning set out in clause 9.1
"Contract"	has the meaning set out in clause 3.1
"Course"	means the course of study described in your Offer
"Course Information"	means subject to these Terms and Conditions, the description of the Course set out on our website, in the prospectus or other documents issued by LASE to you as at the date you accept your Offer
"Data Protection Legislation"	means any law, statute, declaration, decree, directive, legislative enactment, order, ordinance, regulation, rule or other binding restriction as updated and amended from time to time which relates to the protection of individuals with regards to the processing of Personal Data and privacy rights to which a party is subject, including the Data Protection Act 2018, the Privacy and Electronic Communications Regulations 2003 (amended by SI 2011 no. 6) and the GDPR (as incorporated into UK law under the UK European Union (Withdrawal) Act 2018) as the same are amended in accordance with the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019 (as amended by SI 2020 no. 1586), and the Data (Use and Access) Act 2025 as amended
"DBS"	means Disclosure and Barring Service
"Faculty"	a school or group of schools in LASE specialising in one or several fields of study

"Force Majeure Event"	has the meaning set out in clause 10.2
"GDPR"	means Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and repealing Directive 95/46/EC (General Data Protection Regulation) OJ L 119/1, 4.5.2016
"Intellectual Property Rights"	means any patent, rights to inventions, copyright and related rights, performers' property rights, trademarks, trade names, domain names, rights in get-up, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to preserve the confidentiality of information, trade secrets, and other intellectual property rights, in each case whether registered or unregistered and including all applications (or rights to apply) for and be granted, renewals or extensions of and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which may now or in the future subsist in any part of the world
"Greenwich Gateway Card"	means the identification card issued to students as part of the registration process, which shall remain operative until the end of their academic studies at LASE (unless a replacement card is required), and which shall be used for identification purposes, access to LASE buildings, monitoring of in-person attendance, printing and copying on campus and book borrowing
"Leave of Absence"	means a period of time away from your studies, which includes an approved interruption of study, annual leave (where permitted), dormant student status or disengagement with study
"LASE", "we", "us" and "our"	refers to the London and South East University Group, with company number 00986729 and its registered office address at Old Royal Naval College, Park Row, Greenwich, London, SE10 9LS operating through its academic divisions the University of Greenwich and the University of Kent
"Offer"	means our written offer to you of a place on the Course, sent to you either directly by LASE or via UCAS
"Module"	means a self-contained unit of study forming part of your Course, with its own learning outcomes, teaching programme, assessment criteria, intended level of difficulty and credit value
"Personal Data"	has the meaning set out in the Data Protection Legislation and for the purposes of this Agreement includes Sensitive Personal Data
"Policies, Procedures and Codes"	means our rules, policies, procedures, codes and other regulations in force from time to time that are relevant to the Course and that are made available to you on our website or otherwise provided to you, links of key Policies, Procedures and Codes are included at Annex A of these Terms and Conditions with copies in other formats also available upon request from the Student Wellbeing Team
"Process"	has the meaning given to it in the Data Protection Legislation
"Sensitive Personal Data"	means data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation

"Student Centre"	means the student centre located on each Greenwich campus offering students access to guidance, information and advice on all aspects of student administration, welfare and support and the "Digital Student Centre" is its online counterpart
"UKVI"	means UK Visas and Immigration
"University of Greenwich" or "Greenwich"	means the University of Greenwich academic division of LASE
"Visa"	means any grant of entry clearance, any grant of permission to enter the UK, any grant of leave to enter the UK, any grant of permission to stay in the UK (including indefinite permission to stay), or any grant of leave to remain in the UK (including indefinite leave to remain)
"you" and "your"	refers to you the student or applicant

3. THE CONTRACT

3.1 By accepting our Offer of a place on a Course, you accept these Terms and Conditions in full, which along with:-

3.1.1 your Offer;

3.1.2 the Course Information;

3.1.3 [Tuition Fees Policy and Procedures](#) (including the [Regulations on Student Financial Matters](#) or the [Postgraduate Research Degrees Tuition Fees Charging and Refund Policy](#));

3.1.4 our [Changes Policy](#); and

3.1.5 our other Policies, Procedures and Codes set out in Annex A of these Terms and Conditions,

form the contract between you and LASE in relation to your Course (the "**Contract**").

3.2 In the event of any conflict between a provision in these Terms and Conditions and the other documents forming part of the Contract, these Terms and Conditions shall take precedence.

3.3 The Contract is subject to these Terms and Conditions and is created once you accept the Offer.

4. APPLICATION AND ADMISSION

4.1 Application

4.1.1 You must meet the terms of your Offer and satisfy all necessary legal and other requirements, as set out in clauses 4.1 and 4.2, to secure your place on your Course.

4.1.2 Your Offer will be conditional or unconditional. If your Offer is conditional, we will set out the conditions in your Offer which you will need to fulfil in order to be admitted onto your Course. If you have not fulfilled the conditions of your Offer before the date notified to you in your Offer or any other date notified to you, we reserve the right to withdraw your Offer.

4.1.3 It is important that you provide accurate information in your application to study at LASE. If it is later found that your application includes false, fraudulent (including fraudulent payment), or misleading information or material omissions, then we may withdraw your application or your Offer.

- 4.1.4 LASE may withdraw or amend your Offer for any reason at any time before you accept your Offer. Examples of why LASE may withdraw your Offer are (without limitation):-
- (a) you fail to pay your deposit (if applicable) by the date set out in your Offer;
 - (b) you fail to provide a satisfactory criminal record/ DBS check;
 - (c) you fail to provide evidence that you have been awarded the Academic Technology Approval Scheme (ATAS) certificate (including compliance with its terms);
 - (d) you fail to pass an occupational health check (subject to LASE obligations under the Equality Act 2010 in respect of students with disabilities); and/or
 - (e) you fail to demonstrate that you have the correct immigration permission to study in the UK or fail to comply with any immigration conditions.
- 4.1.5 LASE aims to offer a high quality admissions service. However, it recognises that applicants may at times have cause for complaint in relation to the admissions service. Our [Greenwich Admissions Policy and Procedure](#) explains how applicants can make a complaint, the circumstances in which a complaint can be made and how it will be investigated.

4.2 Visa requirements

- 4.2.1 All students registered at LASE must have permission to study in the UK throughout their Course, regardless of which country they are from. You will need to provide original evidence of your permission to study in the UK at the point of enrolment. We will also request a copy of such evidence during the application process.
- 4.2.2 LASE is required by law to verify that you have immigration permission to study in the UK. If you are subject to UK immigration control, and where the UK government requires us to obtain it, you will need to provide original evidence of your valid immigration status confirming that you have permission to study in the UK at the point of registration. The acceptable evidence of your valid immigration status is typically an electronic status check using the UK government's 'View and Prove' online service, which requires you to provide a valid Share Code. In some cases, alternative evidence may be required, such as a visa endorsement in a passport, an immigration officer's stamp obtained at the UK border, or other official documentation issued by the UK Home Office. If your immigration permission is a Visa allowing your entry to the UK, your evidence will need to be provided along with proof of your arrival date in the UK (which must be later than the start date of your Visa). You will also be required to provide your contact details (including UK address (where relevant), home telephone number and/or mobile telephone number). We will also request a copy of such evidence during the application process. If you are subject to UK immigration control, you will need to continue to hold valid immigration status confirming that you have permission to study throughout your Course and we will require evidence from you. Such evidence must be provided at the start of each academic year. If you hold limited permission to remain or stay which is due to expire during your Course, you will be required to demonstrate to us that you have obtained further permission to remain or stay or, where relevant, Indefinite Leave to Remain or Settlement. You should be in possession of a valid passport for the duration of your Course; if you renew or replace your passport, you must provide a copy to LASE within ten (10) working days of receipt of the new passport. If you fail to provide such evidence to us within a reasonable timeframe, we reserve the right to prevent you from registering on your Course or withdraw you from your Course (as set out in clauses 4.1.4 and 8.1).
- 4.2.3 If you require a Visa to study at LASE it is your responsibility to obtain the appropriate Visa before starting your Course. By agreeing to these Terms and Conditions, you also agree to abide by the terms and conditions of your Visa throughout your Course. Failure to abide by conditions of stay may lead to a withdrawal. Information on conditions of stay relevant to your particular immigration status can be found on the [Government's Visa and](#)

[Immigration website](#). The terms and conditions of your Visa take precedence over these Terms and Conditions to the extent that there is any inconsistency between them.

- 4.2.4 If you need to be sponsored under the Points Based System as a Student, subject to our assessment, LASE may issue you with a Confirmation of Acceptance for Studies ("CAS"), but LASE is under no legal obligation to do so.
- 4.2.5 Where you are an international student required to pay a deposit in order for LASE to process a CAS, the amount of such deposit and the deadline for payment will be communicated to you in your Offer or otherwise in writing by LASE. For more information on deposits see clause 7.4 of these Terms and Conditions.
- 4.2.6 If LASE sponsors you under the Student Visa route, you agree to comply with the conditions of your stay in the UK and you agree to make relevant notifications to LASE. LASE complies with UKVI's rules for Sponsor Licence holders and is required to provide UKVI with information about students it sponsors, including failure to register on the nominated course, failure to engage or attend classes without permission, deferral or interruption of studies (including mandatory interruption), any concerns about students working illegally in the UK or who are otherwise breaching their conditions of stay. You agree to LASE providing UKVI with any information required pursuant to LASE's status as a Sponsor Licence holder, or as otherwise requested by UKVI or any other government organisation in relation to UK immigration control. You must inform LASE immediately and in any event within ten (10) working days if there are any changes whatsoever to your details or immigration status at any time before or after registration, and during your Course (including (a) your immigration status changes for any reason; (b) you submit a new Visa application; or (c) any Visa application or extension is refused or curtailed). Failure to comply with this obligation may result in LASE taking action under clauses 4.2.11 and 8.1.
- 4.2.7 Some international students who are applying to study for a qualification in certain sensitive subjects must obtain an Academic Technology Approval Scheme (ATAS) certificate before applying for a Visa. If you are a student who is required to apply for an ATAS certificate, you will be notified in your Offer and gaining this certificate will be a condition of the Offer. Please note that, where relevant, it is your responsibility to renew your ATAS certificate in the event of any changes to your Course.
- 4.2.8 On occasion, LASE may need to contact UKVI to clarify details on outstanding Visa applications and previous immigration history. Any such contact or related sharing with UKVI of your Personal Data will be carried out in accordance with the Data Protection Legislation. Please refer to [Greenwich Data Protection Policy](#) for more information about how LASE processes your Personal Data.
- 4.2.9 Non-compliance with the conditions of your Visa could also result in the cancellation of your Visa, fines and/or a ban on entry to the UK by the UK government.
- 4.2.10 Many categories of Visa are subject to restrictions on the right to work. In particular, undertaking self-employed work in the UK while holding status under the Student Visa route is not permitted. As a licensed sponsor, LASE has a duty to notify UKVI if we become aware of any instances of our sponsored students breaching the conditions of their immigration status. Examples include prohibited self-employment activity, and work more than the number of permitted hours per week. Any such reports are likely to lead to the cancellation of the Student Visa.
- 4.2.11 If you lack the required permission to study in the UK, or you fail to demonstrate that you have the correct immigration permission, or to comply with any immigration conditions, LASE may: refuse to admit, enrol, or re-enrol you, or may, on written notice, withdraw your Visa sponsorship or suspend or terminate your studies (as set out in clauses 4.1.4 and 8.1). If the Offer is withdrawn, LASE refuses to register you, your registration is terminated or if you choose to withdraw from your studies, this could affect the validity of your Visa and your ability to enter, study, work and/or remain in the United Kingdom.

- 4.2.12 Students on a Visa must also ensure that they meet the necessary levels of engagement and attendance to maintain sponsorship from LASE. Please see the [Greenwich Student Attendance and Engagement Policy](#).
- 4.2.13 Where a sponsored Student takes a Leave of Absence, LASE may be required to report the Leave of Absence to UKVI, which may lead to the cancellation of their Visa. Sponsored Students in this case will be required to obtain a new Visa or other immigration status, at their own expense, before returning to LASE following their Leave of Absence.
- 4.2.14 Any request by a sponsored Student to change their Course will be assessed by the Visa Compliance Team at studentvisa@gre.ac.uk to determine the impact on your Visa sponsorship.
- 4.2.15 Where a sponsored Student who holds a Student Visa interrupts, takes a Leave of Absence from, or withdraws from their Course, LASE may require the Student to provide evidence of having returned to their country of domicile, or alternatively to provide satisfactory evidence that they have valid immigration permission to remain in the United Kingdom. Failure to provide such evidence within a reasonable timeframe specified by LASE may be reported to UKVI.
- 4.2.16 For the avoidance of doubt, LASE is not responsible for you meeting the conditions of the Graduate route. LASE shall not be responsible for any changes to the UK Immigration Rules which result in you no longer being eligible to study at LASE.

4.3 **Disabled applicants and students**

- 4.3.1 LASE is committed to a positive student experience by creating an inclusive environment for learning. LASE complies with its anticipatory duty under the Equality Act 2010 by considering the needs of applicants and students at all stages of the student life cycle. It aims to reduce the need for individual adjustments by creating an inclusive environment for students to learn and succeed.
- 4.3.2 LASE endeavours to offer an environment that encourages positive sharing but also acknowledges that it is the individual's decision whether to share or not. We encourage students to disclose any disabilities, specific learning differences, mental health conditions, or long-term medical conditions which may impact on their studies at the earliest opportunity and ideally on application. Students who choose not to share at the application stage or whose disability occurs during their studies are encouraged to share at any time thereafter. Early notification enables LASE to engage with the student and discuss their support needs more effectively. Students who identify that they have disability-related support needs are strongly encouraged to discuss these with the Student Wellbeing Service at the earliest opportunity so that they are aware of the support available.
- 4.3.3 Where a student requires reasonable adjustments due to a disability, LASE will make reasonable adjustments to accommodate individual needs. The student will be required to register with the Student Wellbeing Service and provide suitable evidence of their disability.
- 4.3.4 Students are expected to cooperate with LASE on the implementation and review of support arrangements, to report any problems which may arise, and to provide information on any changes to their circumstances or disability so that arrangements can be revised if necessary.
- 4.3.5 Students on regulated, vocational or professional courses are required to notify LASE of any disability which may impact on their ability to complete the course and to be fit to practise on completion of their studies. Offers on such courses may be conditional upon a satisfactory Occupational Health assessment and upon LASE being able to implement the specific adjustments reasonably needed for the student to complete their course. LASE is more likely to be able to implement such adjustments in a prompt and timely fashion if the student notifies of any disability early in the recruitment process and engages in any necessary discussions or health assessments as required by LASE.

- 4.3.6 If a student has difficulties leaving a building unassisted in an emergency, they must have a Personal Emergency Evacuation Plan (PEEP) drawn up at the start of their Course and each new academic year; the student must initiate the PEEP process by notifying the Student Wellbeing Service.
- 4.3.7 Information regarding disabilities will be held and monitored by the Student Support Service. Where necessary, this information may be shared with relevant University staff to enable them to provide advice, support and guidance.
- 4.3.8 All students are required to act in accordance with the [Greenwich Equality and Diversity Policy Statement](#).

4.4 Criminal offences and DBS checks

- 4.4.1 If you are applying to a Course that is regulated (i.e. you will be working with vulnerable people as part of your studies) or where otherwise required by law or a professional body, and you would therefore require an enhanced DBS check to study, you are required to tell us about your criminal record, if you have one. You must receive satisfactory DBS clearance before you may proceed with or continue your Course. If you do not receive satisfactory DBS clearance, you may not be eligible to enrol on or continue with your Course. Please see the [Admissions Policy and Procedure](#) for more information.
- 4.4.2 If you are convicted of a criminal offence whilst you are enrolled as a student at LASE, you are required to inform LASE via our Student Centre. Depending on your Course, any failure to do so is potentially misconduct under the [Fitness to Practise Procedure](#).
- 4.4.3 If you require DBS clearance, you must have commenced the DBS application process before you complete registration, and at the latest by closure of the online registration period. If you fail to comply with this requirement, a Professional Requirement hold may be placed on your student record, which may restrict your access to LASE facilities, including the library and your online learning environment.
- 4.4.4 If you require DBS clearance, you must provide all such information and associated payments as are necessary for LASE to process a request for clearance from the DBS, as and when required. If any of your circumstances change that are relevant to such clearance, you must inform your Faculty immediately and you acknowledge that such checks may need to be repeated.
- 4.4.5 LASE cannot consider previous clearances from the DBS unless you have registered the certificate with the DBS Update Service, you still hold the original certificate, and the certificate meets the requirements of your Course following a satisfactory status check.
- 4.4.6 LASE may require you to undertake a further DBS check if you have had a Leave of Absence or interruption to your Course, or if LASE is made aware of a disclosable event occurring after the production of the original certificate.
- 4.4.7 If you wish to use the qualification for which you are studying to obtain professional status, it is your responsibility to ensure that you meet the requirements of the relevant professional body, including those relating to criminal records.
- 4.4.8 For certain professional Courses, you may be required to complete an Occupational Health clearance. You will be notified by your programme team if this applies to your Course. If you fail to commence the clearance process by the closure of the online registration period, a Professional Requirement hold may be placed on your student record, which may restrict your access to LASE facilities, including the library and your online learning environment.

5. STUDENT OBLIGATIONS

5.1 Your obligations

- 5.1.1 You agree to:-

- (a) comply with these Terms and Conditions;
- (b) comply with the Policies, Procedures and Codes;
- (c) maintain and evidence an immigration status that entitles you to undertake your Course;
- (d) fulfil the academic requirements of your Course, including but not limited to, submission of coursework and other assignments, attendance at examinations, completion of online assessments, attendance at lectures, seminars and online live classes, and any such other teaching forums provided by us; and
- (e) keep your login details and password confidential and not share them with others.

5.2 Enrolment

5.2.1 To begin study on your Course, you must:-

- (a) enrol at LASE within 14 days of the start date of your Course. If you do not enrol within 14 days, we reserve the right to refuse to enrol you and withdraw you from your Course;
- (b) have paid any amounts that are due on enrolment (as outlined in the terms of your Offer);
- (c) provided full details of your funding arrangements for your tuition fees to the satisfaction of LASE (for example by Student Finance England);
- (d) have produced current valid identification, any relevant residency documentation, evidence of valid immigration permission to study in the United Kingdom in accordance with clause 4.2 (where applicable), evidence of your education qualifications, and any other specific identity documents as set out in the terms of your Offer, each as may be required by LASE;
- (e) where your Course requires an enhanced DBS check, have provided a satisfactory and current DBS check or such updated DBS information as LASE may require;
- (f) where your Course requires occupational health clearance, have provided evidence of satisfactory health clearance in accordance with the requirements notified to you by LASE;
- (g) where you are under 18 years old at the time of enrolment, ensure that your parent or guardian confirms via return of the Parental Consent Form to LASE. For more details regarding our duty of care to students under 18 years of age – please see our Under 18s Policy; and
- (h) have registered for your Greenwich Gateway Card.

5.2.2 On registration, you will be assigned a unique student identification number which will be quoted on all LASE documents relating to your studies.

5.2.3 Once you have registered your Greenwich Gateway Card:

- (a) You will be required to always carry your Greenwich Gateway Card when on campus and to produce it upon request by LASE staff. Your Greenwich Gateway Card must only be used by you and must not be provided to any other person.
- (b) If you are in receipt of a grant, bursary or any payment via LASE, you may be required to present your Greenwich Gateway Card when collecting it, where the funds are not paid directly to you or applied to your student record or account.

- (c) A charge may be levied for a replacement Greenwich Gateway Card.
- (d) Following completion of your Course, or following withdrawal from your studies, your Greenwich Gateway Card will be deactivated and your access to LASE buildings and resources will be removed.

5.2.4 Students who are not enrolled at LASE cannot attend classes or participate in assessments for any modules.

5.2.5 You must also enrol for each subsequent academic year of your Course (and for each module where you are studying on a modular Course) and comply with the requirements in clause 5.2.1.

5.3 Credit Requirements and Module Selection

5.3.1 Undergraduate full-time students are normally expected to take 120 credits within an academic session. Part-time students may not study more than the maximum number of credits authorised by LASE (normally 90 credits) in one academic year for the duration of their Course. Students studying for more than 90 credits will normally be expected to pay the appropriate full-time tuition fee as designated by LASE in accordance with the Policies, Procedures and Codes. If you take more than the prescribed number of modules for your Course, only those modules included in your programme of study will be used for formal assessment and progression purposes and will contribute to your final award.

5.3.2 New first year students and direct entrants to subsequent years of the Course will be required to choose their module options (where applicable) during the registration process. Students who are required to choose module options in continuing years will be invited to select those options ahead of the following academic year. Such options will be confirmed at the next registration period. In exceptional circumstances, you may be permitted to change your module options during the registration period, subject to approval in accordance with the Policies, Procedures and Codes.

5.4 Your details and communications

5.4.1 On your first enrolment, you will be allocated an email account with LASE. All email communications from LASE will be sent to that account and you are expected to use that account for all communications with us. You are expected to check your LASE email account regularly and, in any event, at least once a week. Any communication sent to you, by us, to your LASE email account will be regarded as properly sent and received by you. Your LASE email account will normally be terminated three (3) months after your final results have been published.

5.4.2 Important announcements and information may be broadcast on the Student Portal. You must check the Student Portal on a regular basis to keep yourself informed on LASE matters. If you raise an enquiry with LASE using any of its supported and approved platforms (e.g. the Digital Student Centre), communications and other responses will be made through your LASE email account and the approved platform through which the enquiry was raised.

5.4.3 LASE has a legal requirement to record your term time address whilst you remain enrolled at LASE. It is your responsibility to ensure your term time address is correct and if this changes, you must inform LASE via the Student Portal of your new address within 14 days. If you are unable to do this, you should inform the relevant Student Centre or the Digital Student Centre.

5.4.4 You must keep up-to-date Trusted Contact details on your student record, which LASE may contact should specific circumstances arise. If these details change, you must update them accordingly.

5.4.5 The name recorded on LASE's student records system will be the name presented on the identity document produced at registration and will be the name used for statutory reporting,

the production of your Greenwich Gateway Card and any formal documents issued by LASE. You may request that a preferred name be added to LASE's student records system, which will be referenced in LASE systems where possible and appropriate. Any request for a change of name on your student record must be supported by original documentary evidence (for example, a marriage certificate or deed poll). The evidence provided will be scanned and stored on your student record.

- 5.4.6 LASE reserves the right to apply sanctions to your student account where you fail to provide an up-to-date UK residential address, telephone number or contact details when registering, when they change, or when you are requested to provide them by LASE.
- 5.4.7 The personal details held on your student record cannot be updated by LASE once you have completed your studies. Your documents and certificates will be issued in the full name as registered on your student record. The only retrospective changes that can be made are where an administrative error has occurred or where LASE is required to make a retrospective change under the provisions of the Gender Recognition Act 2004.
- 5.4.8 You are required to keep your Faculty informed if you undertake additional studies or work that may impact on your ability to study on your Course.

5.5 Student Harassment and Sexual Misconduct

- 5.5.1 Greenwich has a [Student Harassment and Sexual Misconduct Policy](#), and you must adhere to the principles within this policy. The Office for Students has imposed a requirement for you to complete mandatory training aimed at preventing harassment and sexual misconduct. There are limited exemptions for students to opt out due to previous trauma. If this applies to you, you can access support via our Report + Support service.
- 5.5.2 You must abide by decisions resulting from any disciplinary process under the Policies, Procedures and Codes and agree to comply with any suspension, exclusion or other restriction or sanction resulting from any disciplinary action under such procedures.
- 5.5.3 Students based at a Partner College of Greenwich are subject to the disciplinary regulations of the relevant college. If the alleged misconduct occurs on LASE premises, the misconduct may be considered under the Student Disciplinary Procedure.
- 5.5.4 Students studying on relevant Professional, Statutory and Regulatory Body (PSRB) programmes run by a Partner College will be subject to the [Fitness to Practise Procedure](#). A full list of applicable programmes is available in the appendix to the [Fitness to Practise Procedure](#).

6. OUR OBLIGATIONS TO STUDENTS

6.1 Course delivery

- 6.1.1 We will deliver your Course in line with your Offer, and our Policies, Procedures and Codes, subject to Clause 10.2 and our [Changes Policy](#).
- 6.1.2 Our Courses may be delivered:-
 - (a) on-campus through face to face teaching;
 - (b) online using distance learning methods; or
 - (c) using a blended approach of on-campus and online delivery.
- 6.1.3 The method of delivery for your Course will be stated in the Offer. If LASE has to change the method of delivery of your Course during an academic year, this may constitute a change to your Course. Please see clause 6.3 for further details.

6.2 Changes to Academic Regulations, Policies, Procedures and Codes

- 6.2.1 During your Course, we may update and replace our Policies, Procedures and Codes from time to time in order to ensure that LASE operates efficiently for students and meets relevant legal and regulatory obligations, and/or where changes are in the interests of students. Changes to the Policies, Procedures and Codes will be appropriately notified to students via email or the website. Such changes will not affect the content of your Course (see our [Changes Policy](#) concerning changes to Courses).
- 6.2.2 Any changes made under this clause 6.2 will normally come into effect at the start of the next academic year. LASE will take all reasonable steps to minimise disruption to students wherever reasonably possible.
- 6.2.3 The updated Policies, Procedures and Codes will be made available on the LASE (Greenwich) website and may be publicised by other means so that students are made aware of any changes.

6.3 Changes to Courses

- 6.3.1 If circumstances arise where we are required to make changes to your Course qualifications to be awarded, modes of study, teaching location and facilities, tuition fees (or other charges) or types of students recruited or taught - we will deal with this in accordance with our [Changes Policy](#).

7. TUITION FEES

7.1 Amount of tuition fees

- 7.1.1 The amount of your tuition fees is set out in your Offer. For more information about your tuition fees please refer to [Regulations on Student Financial Matters](#) (undergraduate and postgraduate taught students) and [Postgraduate Research Degrees Tuition Fees Charging and Refund Policy](#) (postgraduate research students).
- 7.1.2 If you are studying for a postgraduate research award (including Professional Doctorates), you are required to check and agree the amount set out as due within LASE's registration process, which reflects the tuition fees due for the relevant academic year, as set out in the [Postgraduate Research Degrees Tuition Fees Charging and Refund Policy](#).
- 7.1.3 The amount of your tuition fees will vary depending on whether your fee status is classified as "Home" or "Overseas". Your fee status is assessed before the start of your Course and confirmed in your Offer. For more information regarding this assessment please refer to the [Regulations on Student Financial Matters](#). Your fee status will typically remain the same throughout the duration of your Course, however, there are limited situations when a change in your circumstances could make you eligible for a fee status reassessment. For more information about when this might occur please refer to the current guidance from the UK Council for International Student Affairs ([UKCISA](#)).

7.2 Tuition fee variations

- 7.2.1 Details of your tuition fees in the first year of your study at LASE will be set out in your Offer. Many programmes last several years, and LASE reserves the right to increase your tuition fees each academic year, reflecting the changes in costs of delivering your Course, improving the educational services we provide to you, and any changes in government policy or regulation. Cost increases take account of matters such as increased staffing costs, the need to maintain and renew LASE facilities (for example, buildings, IT and library facilities) and inflation. LASE therefore reserves the right to increase tuition fees annually to recognise these changes (as set out in clause 7.2.3 below). Annual tuition fee rates are published on the LASE (Greenwich) webpages.

- 7.2.2 Tuition fee increases for certain Home students (undergraduate and postgraduate taught and postgraduate research students) are subject to regulatory control by the UK Government.
- 7.2.3 Tuition fee rates are reviewed annually and may be increased as set out in the [Regulations on Student Financial Matters](#) or the [Postgraduate Research Degrees Tuition Fees Charging and Refund Policy](#) and will depend on the type of student you are. Please find a summary of the key provisions of the policy as follows:
- (a) **Home Undergraduate Students:** many of LASE's undergraduate programmes are set at the Government-imposed fee cap which may increase. Your tuition fees may increase in subsequent years if the Government increases the fee cap and LASE is permitted to increase its tuition fees to reflect the costs of delivering the programme.
 - (b) **International Undergraduate Students:** your tuition fees will not increase by more than the rate of inflation plus three per cent (3%) in any given academic year.
 - (c) **Home Postgraduate Taught Students:** your programme tuition fees are charged annually at the rate you were charged in the academic year you entered the programme.
 - (d) **International Postgraduate Taught Students:** your tuition fees will not increase by more than the rate of inflation plus three per cent (3%) in any given academic year.
 - (e) **Home Postgraduate Research Students:** if you are a Home postgraduate research student undertaking an MPhil, PhD or an MA/MSc by Research programme, your tuition fees are subject to an annual fee setting exercise and will rise annually in line with the fees as set annually by UK Research and Innovation (or any successor body)
 - (f) **International Postgraduate Research Students:** your tuition fees will rise annually by no more than RPIX (Retail Price Index excluding mortgage interest payments) plus three per cent (3%). International postgraduate research students who will be studying on a full-time basis outside of the United Kingdom will be charged half the corresponding fees for international students who study on a full-time basis at one of LASE's main university campuses. This does not apply to international students who are based at one of the main university campuses but who spend periods of time studying outside of the United Kingdom as part of their approved programme of research.
 - (g) **Undergraduate and Postgraduate Students at the Medway School of Pharmacy:** if you are an undergraduate or postgraduate student studying at the Medway School of Pharmacy, the provisions of sub-clauses (a) to (f) above do not apply to you. Please consult the [Medway School of Pharmacy](#) pages for information regarding tuition fee increases applicable to your programme.
- 7.2.4 If LASE intends to increase your tuition fees, LASE will notify you in advance of the increased tuition fees payable from the beginning of the next academic year.
- 7.2.5 If LASE notifies you that your tuition fees will be increasing and you are unhappy with the increased fees, you may end your Contract with us provided that you inform the Student Centre or submit a Withdrawal Request. The effect of ending your Contract is that you will not incur fees for the next or subsequent academic terms and your studies with LASE will terminate. You will remain liable for any tuition fees incurred up to the date before the tuition fee increase takes effect. If your studies are interrupted or suspended for any reason, the tuition fees when you begin or resume your studies may have increased, on the basis set out above.

7.3 Additional costs

You are responsible for your own living expenses, travel and accommodation costs (unless otherwise agreed in writing or set out in the Course Information). Any additional costs that will be incurred on your Course, for example for compulsory field trips, will be detailed in the Offer and/or Course Information including those set out in the [Regulations on Student Financial Matters](#) or the [Postgraduate Research Degrees Tuition Fees Charging and Refund Policy](#) (“Additional Costs”).

7.4 Deposits

7.4.1 The amount of any deposit you must pay and the date for payment are set out in your Offer.

7.4.2 Your deposit will be deducted from the first instalment of tuition fees that you are due to pay.

7.4.3 Deposits are non-refundable except in certain circumstances, please refer to the [Regulations on Student Financial Matters](#) or the [Postgraduate Research Degrees Tuition Fees Charging and Refund Policy](#) for such circumstances.

7.4.4 Students are able to appeal a decision not to return a deposit. Our [Greenwich Student Complaints Procedure](#) explains how students can make a complaint, the circumstances in which a complaint can be made and how it will be investigated.

7.5 Making Payment

7.5.1 It is your responsibility to make arrangements to pay your tuition fees in accordance with the payment terms and conditions set out in the Offer and outlined in the [Regulations on Student Financial Matters](#) or the [Postgraduate Research Degrees Tuition Fees Charging and Refund Policy](#).

7.5.2 If you are expecting to be supported by Student Finance England, its regional equivalent or another approved sponsor and have confirmed this during registration, LASE will wait up to six (6) weeks from the start of your Course for the funding to be received. If you receive notification that you are ineligible for a Student Loans Company loan, lose eligibility after your Course starts, or have not had a loan approved within the permitted six (6) week period and have not contacted LASE to arrange approved alternative payment arrangements, you will become liable to pay the tuition fees in full. It is your responsibility to reapply annually to the SLC, SFE or other student finance provider, completing the necessary application process for tuition fee loans in a timely manner.

7.5.3 If you are overcharged in respect of your tuition fees, LASE will refund any overpayment to you. If you are undercharged, LASE will seek to recover the underpayment from you in a manner that minimises hardship to you (for example, by agreeing a reasonable payment plan).

7.5.4 If you are due a refund for all or part of any payment made, the refund will be repaid to the account from which the payment was originally received, including where applicable to third parties such as Student Finance England or a sponsor, in accordance with the [Regulations on Student Financial Matters](#) or the [Postgraduate Research Degrees Tuition Fees Charging and Refund Policy](#).

7.6 Non-payment or late payment of tuition fees

7.6.1 If you do not pay your tuition fees in accordance with the payment terms set out in the [Regulations on Student Financial Matters](#) or the [Postgraduate Research Degrees Tuition Fees Charging and Refund Policy](#), you will be subject to the debt management procedure as set out in such policy.

7.6.2 For the purposes of this clause 7.6, tuition fee debt to LASE is defined as an outstanding payment owed to LASE in respect of tuition fees and includes (but is not restricted to): any outstanding prior year tuition fee payment; non-payment of tuition fees for the current year;

failure to make a tuition fee payment by a due date as agreed by LASE; where payments have been made for tuition and they are subsequently not honoured or are reclaimed; where a sponsor fails to make payment or where payments made are insufficient to cover the tuition fees due or where payments are subsequently withdrawn by the sponsor; or where you have not provided sufficient documentation to your student support, loan provider or LASE in order for your tuition fee support to be paid to and/or accepted by LASE.

- 7.6.3 If you have tuition fee debt and you fail to pay in accordance with the debt management procedure one or more of the following may happen:-
- (a) you may be prohibited from sitting examinations/submitting coursework;
 - (b) you may be prohibited from using library or computing facilities or services;
 - (c) you may be prohibited from accessing online Course content and / or discussion forums;
 - (d) you may be prohibited from attending classes;
 - (e) your access to student records may be removed;
 - (f) you may be suspended;
 - (g) you may not be allowed to enrol until acceptable arrangements have been made for the debt to be cleared in full, and you will remain subject to the same prescribed registration deadlines and timeframes;
 - (h) you may not be allowed to graduate or attend an awards ceremony until the tuition fee debt is cleared;
 - (i) your results and/or transcript may be withheld, and you may be unable to view, share or order award documentation via the Digital Document Service until the tuition fee debt is cleared;
 - (j) we may not issue your degree certificate; and/or
 - (k) you may also cease to be a member of the Students' Union and would therefore be unable to participate in clubs, societies or other activities associated with the Students' Union.
- 7.6.4 If you are suspended from participation on your Course, you may be excluded from attending lectures, classes or seminars, using our facilities or services, submitting assessments, taking tests/examinations, or proceeding to any degree, diploma or other award of LASE at our reasonable discretion.
- 7.6.5 A student who is suspended under clause 7.6.3 above and does not pay their outstanding tuition fees within 28 days of the date of their suspension may have their LASE registration cancelled.
- 7.6.6 Students whose registration at LASE is cancelled under clause 7.6.5 above remain liable for payment of any outstanding tuition fees. Students who subsequently pay the outstanding tuition fees must re-register for their Course. Acceptance onto the Course and accreditation of previous study will be subject to LASE's admissions requirements (as set out in the Academic Regulations) applicable at the time of re-application.
- 7.6.7 A student who withdraws or interrupts from their Course during the academic year may be charged pro rata tuition fees to the date of withdrawal or interruption and is required to pay the outstanding tuition fees within 14 days of the date of invoice. Further information is set out in clause 9.

7.6.8 We reserve the right to take steps to recover unpaid fees in accordance with our legal rights and remedies, including referring the debt and your information to an external debt collection agency to pursue the collection of the outstanding balance. Such action may include credit checks and further legal collection processes.

7.6.9 All debt recovery costs, including any fees charged by an external debt collection agency, may be applied to your student account and recovered from you.

8. OUR CANCELLATION RIGHTS

8.1 Subject to us complying with the Policies, Procedures and Codes we may cancel the Contract at any time with immediate effect by giving you written notice if:-

8.1.1 you have failed to meet the conditions of your Offer, or it comes to our attention that you have failed to meet or no longer meet the entry requirements for your Course (including by way of us discovering that you have falsified your qualifications or your application contains material inaccuracies or fraudulent information, or that significant information has been omitted from your application form);

8.1.2 you do not pay your tuition fees or Additional Costs in accordance with the debt management procedure as set out in clause 7.6;

8.1.3 you have failed to meet the requirements of your Course or fail to make sufficient academic progress, as set out in the Policies, Procedures and Codes (including, without limitation, you fail to make sufficient academic progress in respect of your attendance or academic results or you fail to satisfy any mandatory occupational health check required for your Course (if applicable));

8.1.4 you are found guilty of a serious breach of the Policies, Procedures and Codes at a disciplinary hearing (including, without limitation, where you are found to have committed academic misconduct pursuant to the [Greenwich Assessment Misconduct Procedure \(Taught Awards\)](#) or [Greenwich Postgraduate Student Research Misconduct Procedure](#) (as applicable)), and termination of your studies is determined to be an appropriate sanction;

8.1.5 you break the Contract in any material way, and, where that situation is capable of being corrected, you do not correct it within 14 days of us asking you to do so;

8.1.6 you do not meet your obligations as a sponsored Student, or you no longer have immigration permission to study in the United Kingdom;

8.1.7 subject to clause 8.2 below, you are convicted of a criminal offence and sentenced to a term of imprisonment of one (1) year or more;

8.1.8 where your Course requires DBS clearance, such clearance is not obtained, is revoked, or is no longer satisfactory at any time during your Course;

8.1.9 you fail to meet or maintain any requirements imposed by a professional, statutory or regulatory body that are applicable to your Course (including, without limitation, any suitability assessments, such as good character requirements or physical fitness checks), or you are subject to fitness to practice proceedings under the Policies, Procedures and Codes and the outcome of such proceedings is that you should be withdrawn from your Course;

8.1.10 LASE has persistent and/or serious concerns about your health and wellbeing and, following the procedures set out in the [Greenwich Support to Study Policy](#) (as contained in the Policies, Procedures and Codes), a decision is made to permanently withdraw you from your Course; or

8.1.11 a Force Majeure Event prevents us from providing your Course for longer than one term or 16 weeks (whichever is shorter).

- 8.2 If your registration is cancelled pursuant to clause 8.1.7, you may write to the University Secretary to request to be readmitted and/or to receive any unawarded awards or credits gained prior to the date of cancellation. Your request will be dealt with on the basis of your specific circumstances. Material factors that will be considered will include (but not be limited to): the length of your sentence and the conditions of custody imposed upon you; whether it is possible and reasonably practicable for you to engage with the Course for which you were registered, bearing in mind that LASE will not be obliged to amend the manner in which the Course is delivered; whether your conviction would conflict with the requirements of any professional, statutory or regulatory body applicable to your Course; whether your conviction will mean that you are no longer able to meet any maximum time limits for completion of your Course; and the risk of reputational damage to LASE if you were permitted to re-register and/or receive an award. The decision on whether or not to re-register you and/or to issue awards shall be at the sole discretion of the Vice-Chancellor, whose decision shall be final. In the case of re-registration, your return to study shall also be conditional upon completion of any applicable disciplinary procedure under the Policies, Procedures and Codes, and compliance with any precautionary and/or final conditions of behaviour reasonably required by LASE.
- 8.3 If we cancel the Contract in accordance with clause 8.1, you may be charged pro rata tuition fees up to the date of termination. If you are a self-funded student, we will invoice you for any outstanding tuition fees. Upon your request, we will refund any tuition fees which you have overpaid (if, for example, you have paid your tuition fees in advance).
- 8.4 If we cancel the Contract in accordance with clause 8.1, and you are funded by the Student Loans Company, the tuition fees that you have incurred for an academic year which has not ended will be calculated in accordance with the Student Loans Company guidelines.
- 8.5 If you are suspended from participation on your Course, you may be excluded from attending lectures, classes or seminars, using our facilities or services, submitting assessments, taking tests/examinations, or proceeding to any degree, diploma or other award of LASE at our reasonable discretion.
- 8.6 If the Contract has been terminated (for any reason), you will no longer be entitled to attend lectures, classes or seminars, use our facilities or services, submit assessments, take tests/examinations, or proceed to any degree, diploma or other award of LASE.
9. **YOUR CANCELLATION RIGHTS AND WITHDRAWAL**
- 9.1 You have a statutory right to cancel the Contract without giving any reason during a 14-day cancellation period (the "**Cancellation Period**"), which will start on the day you accept an Offer with LASE.
- 9.2 To cancel the Contract, you must clearly inform us in writing of your decision to cancel before the Cancellation Period has expired. You can do this by using the Model Cancellation Form (appended at Annex B to these Terms and Conditions) or by contacting the Greenwich Admissions Office by emailing aoc@greenwich.ac.uk.
- 9.3 Subject to clause 9.4, if you cancel the Contract within the Cancellation Period, we will reimburse any tuition fee payment received from you without undue delay and not later than 14 days after the day on which you informed us of your decision to cancel the Contract. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise. You will not incur any fees as a result of the reimbursement (except for any exchange rate differences).
- 9.4 If your Course is due to begin within 14 days from the day you accept an Offer then, you are expressly agreeing that the Course should begin within the Cancellation Period. If you then decide to withdraw from your Course within the Cancellation Period you may be liable to pay a proportion of your tuition fees, as set out in clauses 9.5 and 9.6 below.
- 9.5 If you withdraw from your Course after the Cancellation Period has expired, we will not refund payments received from you. Depending on when you cancel the Contract you may be obliged to pay a proportion of your tuition fees, as set out in clause 9.6 below.

9.6 If you interrupt or withdraw from your Course during the Cancellation Period (but have received teaching during the Cancellation Period) or after the Cancellation Period has expired, your tuition fees will be revised based on the number of weeks you have attended your Course. Further details about the tuition fees you have incurred will be calculated in accordance with the process set out in the [Regulations on Student Financial Matters](#) or the [Postgraduate Research Degrees Tuition Fees Charging and Refund Policy](#).

9.7 Where you withdraw from your Course and you are funded by the Student Loans Company, the tuition fees that you have incurred for an academic year which has not ended will be calculated in accordance with the Student Loans Company guidelines.

10. **LIABILITY FOR ACTS OUTSIDE OUR CONTROL**

10.1 We will do all that we reasonably can to provide your Course as described in the Course Information. Despite taking all reasonable steps to prevent them occurring, and to mitigate their impact, some events outside our reasonable control may mean that we are not able to provide your Course as described.

10.2 We shall not be liable to you for any failure in the delivery of the Course arising from matters outside our reasonable control, provided we fully comply with our obligations under this clause 10. Such events may include: industrial action which it is not within the capacity of LASE to resolve; severe weather, fire, civil commotion, riot, cyber attack, default by third party suppliers or subcontractors, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not), natural disaster, restrictions imposed by government or public authorities, epidemic or pandemic disease or failure of public utilities or transport systems/networks (a "**Force Majeure Event**").

10.3 We would normally expect such Force Majeure Events to be short term, and we will contact you to advise of an alternative course of action, where possible. We shall use all reasonable endeavours to mitigate the effect of the Force Majeure Event on your Course and the performance of our obligations, and such mitigations may include, without limitation, altering timetables to reschedule postponed classes and delivering classes via a different method.

10.4 If a Force Majeure Event results in the complete inability to deliver your Course for a continued period of six weeks or more then you will be entitled to:

10.4.1 defer your Course, if you have not yet enrolled on to your Course;

10.4.2 interrupt your studies (in accordance with the [Greenwich Interruption, Withdrawal & Transfer Policy](#)), if you are currently enrolled on your Course; or

10.4.3 terminate your Contract with immediate effect by contacting the Student Centre or submit a Withdrawal Request.

10.5 Should you terminate your Contract pursuant to clause 10.4, you will have no liability for the next or subsequent academic terms and you may be entitled to a full or partial refund of tuition fees you have paid depending on the circumstances and we will act reasonably in making a determination as to whether a full or partial refund is due (with reference to our [Regulations on Student Financial Matters](#) or the [Postgraduate Research Degrees Tuition Fees Charging and Refund Policy](#)).

10.6 Where you terminate your Contract pursuant to this clause 10, you may be entitled to compensation pursuant to our [Regulations on Student Financial Matters](#) or the [Postgraduate Research Degrees Tuition Fees Charging and Refund Policy](#).

10.7 You should consider your options carefully before terminating your Contract, for example whether you are able to transfer any existing academic credits to an alternative course at LASE or an alternative higher education institution and you may wish to contact the Student Centre.

11. **LIMITATION OF OUR LIABILITY TO YOU**

11.1 Nothing in these Terms and Conditions will limit or exclude LASE's liability:-

- 11.1.1 for death or personal injury arising from our negligence; or
 - 11.1.2 for fraud or fraudulent misrepresentation; or
 - 11.1.3 in respect of any other liabilities which may not be lawfully excluded or restricted.
- 11.2 LASE shall not be liable and expressly excludes liability for:-
- 11.2.1 damage to, theft and/or loss of your personal property (including but not limited to personal possessions such as your own IT equipment, bicycles or vehicles) unless caused by our negligence;
 - 11.2.2 loss or damage to your equipment caused by infection by computer viruses, and for the consequences of any such infection or damage, save where such loss or damage arises as a result of the acts, omissions or negligence of LASE;
 - 11.2.3 for any injury to a student, financial or other loss or damage resulting from such injury, or for damage to property, caused by any other student, or by any person who is not an employee or authorised agent of LASE;
 - 11.2.4 financial or other consequential loss where such loss or damage is a result of theft, fire or flood unless caused by our negligence;
 - 11.2.5 any loss, damage or other adverse consequences arising from or in connection with out-of-date or incorrect information provided by you, where you have failed to provide or update your information in accordance with your obligations under this Contract;
 - 11.2.6 any loss incurred by you as a result of policy changes imposed by the Home Office, Department for Education or Student Loans Company or any of its departments or agencies;
 - 11.2.7 any failure or delay, or for the consequences of any failure or delay, in performance of our obligations under these Terms and Conditions, if such failure or delay is due to a Force Majeure Event provided we fully comply with our obligations under clause 10; and
 - 11.2.8 any losses which were not foreseeable to you and us when this Contract was formed, and losses are foreseeable if they are an obvious consequence of LASE breach of this Contract. LASE does not accept liability for loss of opportunity or loss of profit.

12. INTERRUPTION, WITHDRAWAL AND TRANSFER

- 12.1 You are required to abide by Greenwich's [Interruption, Withdrawal and Transfer Policy](#) for taught awards and the [Postgraduate Research Students' and Supervisor's Handbook](#) for postgraduate research awards, should the situation arise.
- 12.2 Any request to change your programme of study must be approved by the programme leader of both your current and proposed programme. For postgraduate research students, such approval must be obtained from the relevant committee in accordance with the Policies, Procedures and Codes and the [Postgraduate Research Students' and Supervisor's Handbook](#). LASE reserves the right to refuse any such request at its sole discretion.
- 12.3 You are not entitled to change your programme of study or selected modules after the start of the academic year unless exceptional circumstances are demonstrated and authorised at Faculty level in accordance with the Policies, Procedures and Codes.

13. INTELLECTUAL PROPERTY

- 13.1 Any Intellectual Property Rights developed by you during your Course are subject to our [Greenwich Intellectual Property Policy](#).

- 13.2 The University of Greenwich seeks to ensure that students, researchers and staff directly involved in the creation of Intellectual Property are properly rewarded in the event of successful commercial exploitation.
- 13.3 Greenwich's Intellectual Property Policy confirms that ownership of Intellectual Property created during your studies will ordinarily rest with you as the student, subject to the provisions of that Policy. There are some limited exceptions, such as where you are working on a grant-funded project which requires LASE to license or assign the Intellectual Property to the funder.
- 13.4 You may be required for certain activities to assign your interest in any Intellectual Property to LASE, which assignment will be executed by an agreement in writing between you and LASE. You may be required to sign an intellectual property assignment agreement if you are a postgraduate research student. By registering with the University of Greenwich, you agree to abide by, and be bound by, Greenwich's Intellectual Property Policy and any amendments thereto.
- 13.5 You are required to use all photocopying and other reproduction facilities within the law, to follow any copyright restrictions on materials, and follow the guidance provided in the notices displayed by the relevant machines.
14. **DATA PROTECTION**
- 14.1 We will process Personal Data in accordance with the Data Protection Legislation. Our [Greenwich Data Protection Policy](#) explains what data we might hold about you, how we use it, who we might share it with and the reasons for doing that.
- 14.2 If you are involved in Processing Personal Data (for example in some research projects, or in the course of a work placement at a hospital) you must ensure that you abide by the requirements of the Data Protection Legislation. You should comply with our [Greenwich Data Protection Policy](#) or a placement provider's policy if applicable (i.e. when you are on a third party placement and Process Personal Data on behalf of a third party that is acting as the Data Controller for the Personal Data).
- 14.3 LASE, as a Data Controller, complies with its obligations under the Data Protection Legislation as set out in its [Greenwich Data Protection Policy](#) and [Data Protection Codes of Practice](#), which are available on the LASE (Greenwich) website and which set out our policies on, and use of, Personal Data in more detail.
- 14.4 LASE collects, stores and processes personal information (including "Personal Data" and "special category data" as defined by the Data Protection Legislation) about its students for the purpose of administering and managing their educational programme and qualifications, and all other services provided by LASE, or incidental to LASE's operations and status as a Higher Education provider. Further information is provided in the [Student Privacy Notice](#) and [Data Processing Activities Register](#).
- 14.5 LASE may also share some personal information with other organisations where this is necessary. For information about this, refer to the [Student Privacy Notice](#).
- 14.6 You are responsible for using LASE's IT systems in accordance with Greenwich's IT Policies and Procedures. This includes keeping secure any password for access to LASE's systems.
- 14.7 Students may not make recordings during any LASE (Greenwich) lecture, presentation, seminar, workshop, tutorial or similar activity, except for the sole purpose of supporting your own private study, or unless you have special educational or disability needs. In each case, students should seek permission from the presenter before making the recording, and in any event must not distribute the recording in any way to others. LASE may record lectures, presentations, seminars, workshops and similar activities which you attend so that recordings can be made available for teaching and learning purposes, and this may include comments which you make. Further details, including how you can opt out from being recorded, are available in the [Greenwich Lecture Capture Policy](#).
- 14.8 Greenwich's Alumni and Development Department will contact you after you leave LASE, for the purposes of keeping in touch and to make you aware of the benefits and services available to you, including ongoing access to careers support and advice, global networking opportunities, postgraduate discounts and a range of relevant news and events. They will also advise how you can

help the next generation of Greenwich students by contributing your time, expertise, or in the longer term, financial donations. You will be given information about how to manage your communication preferences and you can opt out of this service at any time. For more information see the [Alumni Privacy Notice](#).

14.9 Where LASE suspects that fraud may have taken place, LASE is entitled to share information with appropriate outside agencies in accordance with the Data Protection Legislation or as otherwise required or permitted by law.

15. COMPLAINTS

15.1 If you have a complaint about the admissions process, please refer to the [Greenwich Admissions Policy](#).

15.2 Once you have registered as a student of LASE, if you have a complaint about us, please refer to the [Greenwich Student Complaints Procedure](#). You must also adhere to and follow our [Student Charter](#).

15.3 If, having followed the complaints procedure to completion, you remain dissatisfied you have the right to make a complaint to the Office of the Independent Adjudicator for Higher Education.

16. APPRENTICESHIPS

16.1 If you are an apprentice, in addition to the rest of these Terms and Conditions, the following provisions apply.

16.2 Your relationship with LASE is governed by your apprenticeship training plan. In the case of any conflict between these Terms and Conditions and the apprenticeship regulations, the apprenticeship regulations take precedence. Further details are set out in your apprenticeship training plan.

16.3 You are required to comply with both the Policies, Procedures and Codes and any disciplinary procedures imposed by your employer.

16.4 For apprenticeship programmes of study, you, your employer and LASE (as the training provider) are required to complete a set of tripartite contracts prior to the commencement of your apprenticeship. You will be unable to complete your registration and proceed with studying on your Course until all such contractual matters are complete. If your employer fails to execute the required contracts, your student status at LASE and your registration on your Course may be terminated.

16.5 If you are an apprentice, you are not personally liable for the payment of tuition fees. Your tuition fees shall be funded by your employer pursuant to the Apprenticeship Levy or the applicable co-investment funding model.

16.6 If you are an apprentice, please refer to the Apprenticeship Handbook for guidance on how your employment contract and/or the requirements of the relevant funding agency may have additional impacts on interruptions, withdrawals and breaks in learning.

16.7 If you are an apprentice engaged in employer-led projects, you may not own Intellectual Property created as part of your job role, unlike standard students, as your employer may own such Intellectual Property instead. Apprenticeship projects may be subject to industry-specific confidentiality agreements.

17. GENERAL

17.1 **Severability:** If any provision of the Contract between you and us is held to be void or unenforceable in whole or in part by any court or other competent authority, that Contract shall continue to be valid as to the other provisions contained in it and/or the remainder of the affected provision.

17.2 **Third Parties:** Neither party intends that any of these Terms and Conditions will be enforceable or able to be amended or suspended by any third party.

- 17.3 **Confidentiality:** Greenwich's Student Wellbeing services (including Counselling, Disability and Dyslexia, and Mental Health and Psychological Wellbeing) operate in accordance with strict codes of confidentiality and adhere to the ethical frameworks applicable to their respective professions and qualifications. LASE may, where necessary, consult with colleagues in other areas of the institution and reserves the right to disclose confidential information where there is a serious risk to your safety or the safety of others, or where LASE is required to do so by law. In such circumstances, LASE will use reasonable endeavours to discuss the matter with you before taking any such action. Further details are set out in the [Greenwich Student and Academic Services Confidentiality Statement](#).
- 17.4 **Governing Law and Jurisdiction:** These Terms and Conditions are governed by and construed in accordance with English Law. The English Courts have exclusive jurisdiction to deal with any dispute arising out of or in connection with them.

Annex A

University of Greenwich – Policies, Procedures and Codes

Most student Policies, Procedures and Codes are available: <https://www.gre.ac.uk/policies>

- [Academic Appeals Procedure \(Taught Awards\)](#)
- [Academic Appeals Procedure \(Research Awards\)](#)
- [Academic Regulations for Research Awards](#)
- [Academic Regulations for Taught Awards](#)
- [Assessment Misconduct Procedure \(Taught Awards\)](#)
- [Changes Policy](#)
- [Data Protection Codes of Practice](#)
- [Data Protection Policy](#)
- [Equality and Diversity Policy Statement](#)
- [Fitness to Practice](#)
- [Freedom of Information Act 2000](#)
- [Health and Safety Policy](#)
- [Information & Library Services](#)
- [IT Policies and Procedures](#)
- [Information and Records Management Policy](#)
- [Intellectual Property Policy](#)
- [Policy for Lecture Capture](#)
- [Policy and Procedures on Withdrawal/Interruption of Study and Transfer](#)
- [Postgraduate Research Degree Tuition Fee Charging and Refund Policy](#)
- [Postgraduate Student Research Misconduct Procedure](#)
- [Recognition of Prior Learning](#)
- [Research Students' and Supervisors' Handbook](#)
- [Student Social Media Policy](#)
- [Student Visa Sponsorship Policy](#)
- [Student Attendance and Engagement Policy](#)
- [Student Complaints Procedure](#)
- [Student Disciplinary Procedure](#)
- [Student Harassment and Sexual Misconduct Policy](#)
- [Student Charter](#)
- [Students' Unions](#)
- [Students' Union Code of Practice](#)
- [Support to Study Policy and Procedure](#)

Annex B – Model Cancellation Form

(Complete and return this form only if you wish to withdraw from the Contract)

To London and South East University Group, with company number 00986729 and its registered office address at Old Royal Naval College, Park Row, Greenwich, London, SE10 9LS operating through its academic divisions the University of Greenwich and the University of Kent

I hereby give notice that I wish to cancel my contract for the supply of the following service:

_____ (programme name and number)

Academic division University of Greenwich

Date you accepted your offer _____ (insert date of acceptance of place on the programme)

Name of student _____

Applicant ID/Student number _____

Address of student _____

Signature of student (only if this form is notified on paper) _____

Date _____