

Terms and Conditions (Undergraduate or Masters Course)

1. Key Documents forming your Contract

- 1.1 Your legal relationship with the University is comprised of these terms and conditions and the following key documents, codes and policies: -
- 1.1.1 Your Offer Letter Email;
 - 1.1.2 These Terms and Conditions (Undergraduate or Masters Course);
 - 1.1.3 Senate Regulations - [Senate Regulations](#) ;
 - 1.1.4 The relevant University Undergraduate or Postgraduate prospectus information for your course of study including compliance with the requirements of and registration with any professional, statutory, regulatory or other body;
 - 1.1.5 Tuition Deposit policy - [Tuition deposit](#);
 - 1.1.6 Withdrawing from your studies policy - [Withdrawing from your studies](#);
 - 1.1.7 Refund policy for campus-based courses (this policy is only applicable if you are studying on campus) - [Refund policy \(campus-based courses\)](#)
 - 1.1.8 Code of Practice for Admissions - [Code of Practice for Admission](#); and
 - 1.1.9 Student Information Privacy Notice - [Student information privacy notice](#).

Where there is a conflict or inconsistencies in the above listed documents, the Senate Regulations will prevail.

- 1.2 When you accept your offer, you enter into a legal contract with the University, which comprises these terms and conditions and the documents referred to in section 1.1 above (the "Contract"). You should read through these terms and conditions and all the documents referred to in section 1.1 carefully before you accept your offer because by accepting your offer, you will be accepting to be bound by these terms and conditions and the documents referred to in section 1.1. If you have any queries about any of the above documents, your Contract generally, or your studies at the University, please contact the University at qualoffice@leicester.ac.uk.
- 1.3 The University would like to draw your attention to the following Senate Regulations which set out the requirements that students must meet in terms of academic performance and conduct in order to complete a University programme and achieve a qualification. These are:
- 1.3.1 Senate Regulation 3 governing fees which sets out the requirements relating to payment of tuition fees.
 - 1.3.2 Senate Regulation 4 governing student obligations which sets out the requirements to engage with your course of study
 - 1.3.3 Senate Regulation 5 governing undergraduate programmes of study and Senate Regulation 6 governing postgraduate programmes of study. These regulations set out the academic requirements that a student must meet to progress between the levels of their programme, to be awarded a degree and for how degrees are classified.
 - 1.3.4 Senate Regulation 11 which sets out the University's Code of Student Conduct and expectations, as well as the range of sanctions that may be applied in the event that the regulation is breached.
- 1.4 If you breach the University's Admissions Code of Practice and/or Senate Regulations, particularly with respect to meeting academic requirements or Student Conduct and Discipline, the University may impose a range of academic or non-academic sanctions. These can include suspension of studies, temporary exclusion or expulsion from the University.

- 1.4A Certain programmes are accredited, approved and or recognised by professional, statutory or regulatory bodies ("PSRBs"). Where applicable, students must comply with any fitness to practise, professional conduct, placement, health – including relevant vaccinations, character, disclosure, registration or other requirements imposed by the relevant PSRB in addition to the University's own regulations, policies and procedures.
- 1.4B Failure to satisfy PSRB requirements may result in:
- a) removal from placements;
 - b) restrictions on progression;
 - c) suspension or termination of studies; or
 - d) inability to obtain the relevant professional qualification or registration, even where academic requirements have otherwise been met.

1.5 If you would like a paper copy of the Senate Regulations to be sent to you, please contact qualoffice@leicester.ac.uk

1.6 In addition, the University's Student Information Privacy Notice contains important information regarding the use of your data. This includes sharing your data with other sections of the University and also the Students' Union before you formally register, to enable the University to provide you with the best possible service before registration. Please read the policy carefully before accepting the offer. If you have any concerns or questions about the use of your data by the University, please contact Information Assurance Services at ias@le.ac.uk.

The University is a registered (fee cap) provider with the Office for Students and has the right to issue its own degrees under UK law. However, University of Leicester qualifications may not always be recognised outside the UK. If you are intending to use your University of Leicester qualifications for employment purposes or further study outside the UK, it is very important that you ensure that the qualification will meet the relevant local requirements for your chosen career, employer or study goals before commencing your studies. The University is unable to guarantee that its qualifications will be recognised in all circumstances. For further information students should contact the Future Students Office at study@le.ac.uk

1.7 The University has a duty of care to safeguard students and staff who attend the University, as well as to support all students throughout their time of study at the University. Applicants who are successful in securing an offer from the University to study undergraduate and postgraduate programmes are required to disclose any relevant, unspent criminal convictions they hold. Any such convictions that are declared will be processed in line with the University's policy for handling applications from applicants declaring criminal convictions. If it is later found that a relevant, unspent criminal conviction has not been disclosed or has been withheld by the applicant at the time of accepting their offer from the University, the University reserves the right to take steps to review the terms of the offer made, which may include withdrawing the offer of a place. If you do not wish to accept the University's offer of a place, then you do not need to make any disclosure of relevant, unspent criminal convictions.

1.8 The University is committed to securing freedom of speech within the law and academic freedom in accordance with its legal duties under the Higher Education (Freedom of Speech) Act 2023 and related legislation. Students are expected to engage respectfully with lawful freedom of speech and academic debate and to comply with the University's regulations,

policies, codes of conduct and procedures relating to freedom of speech, harassment, bullying, safeguarding and student conduct.

- 1.9 The University may take proportionate steps which it reasonably considers necessary to:
- a) comply with its legal duties;
 - b) protect the safety and wellbeing of students, staff and visitors; or
 - c) prevent unlawful discrimination, harassment, intimidation, threatening behaviour or criminal conduct.

2. Accepting your offer

- 2.1 How you wish to accept your offer depends on the route you took to apply:
- 2.1.1 Direct application – if you have applied directly through the University of Leicester online application form, please log on to MyStudentRecord and follow the instructions to accept your offer.

Please be aware that receipt of your deposit can be treated as acceptance of your offer where you have not followed this process. If this occurs, your statutory right to cancel the Contract within 14 days will apply from the University's receipt of the payment.

- 2.1.2 UCAS - if you wish to accept your offer and you have applied through UCAS, you will need to do this via UCAS by the deadline shown on your UCAS Hub page.
- 2.2 Erasmus or Study Abroad – if you are an Erasmus or Study Abroad student, completion of an application will indicate acceptance of offer.
- 2.3 By accepting an offer in accordance with one of the methods described in this section 2, you enter into the Contract with the University.

3. Cancellation rights before your course starts

- 3.1 You have a statutory right to cancel the Contract with the University without liability within 14 days of accepting your offer. In addition to this right, the University will allow you to cancel the Contract before the start date of your course, however if you have paid a deposit, the University may be able to retain your deposit – please read clause 5 of these terms and conditions carefully.
- 3.2 **Cancellation for direct application or Erasmus/Study Abroad** - to cancel the Contract and your place of study, you must send written confirmation by email to study@le.ac.uk. You can choose, but do not have, to use the cancellation form at the end of these terms and conditions when providing us with your written notice of cancellation.
- 3.3 **UCAS** – you can cancel the Contract and your place of study by changing your decision on UCAS.
- 3.4 Further information on cancellation rights and terms before your course start date are set out in Senate Regulation 3 (Senate Regulation 3) and the University's Withdrawal Policy (Withdrawing from your studies).

4. Cancellation rights after your course starts

- 4.1 You can cancel your Contract with the University at any time after your course start date

(your course start date should be detailed in your offer letter). Whether you are eligible for a refund of your tuition fees and/or deposit and how much you may be refunded will depend on when you cancel the Contract after your course start date. Section 5 of these terms and conditions set out when you are entitled to a refund of your tuition fees and your deposit. You should read section 5 of these terms and conditions carefully.

- 4.2 If you wish to exercise this right to cancel after your course start date, you must send written confirmation by e-mail to the:

4.2.1 Student and Library Information Services (for campus based students); or

4.2.2 Complete the online withdrawal process on MyStudentRecord.

The email address to send your confirmation to cancel is studentservices@le.ac.uk for campus-based students and the Distance Learning Hubs for Distance Learning students. You can choose to, but do not have to, use the cancellation form template in Appendix A at the end of these terms and conditions when providing us with your written notice of cancellation.

- 4.3 Further information on cancellation rights and terms, including withdrawing from your Course after the start date of your Course, are set out in Senate Regulation 3. Please also read the Tuition deposit policy and Refund policy for campus-based courses for further information about what happens when you withdraw after the start date of your Course.

5. Tuition fees, deposits and refunds of tuition fees

Tuition fees

- 5.1 You are referred to Senate Regulation 3: [Senate Regulation 3](#) which sets out your obligations in relation to payment of your tuition fees, as well as to this clause 5 of these Terms and Conditions.
- 5.2 Your tuition fees means the fees payable by you, or on your behalf, for tuition, registration, examination and assessment each year (and such fees of which are set out in your offer letter email), in exchange for the University providing teaching and educational services to you. The tuition fees do not include certain services including but not limited to accommodation fees, gym membership and other costs not covered by your tuition fees.
- 5.3 You agree to pay, or arrange payment of, your tuition fees to the University. Information on methods for paying your tuition fees can be found here:
- 5.3.1 For undergraduate study <https://le.ac.uk/study/undergraduates/fees-funding/paying-your-fees>;
- 5.3.2 For postgraduate study <https://le.ac.uk/study/postgraduates/fees-funding/how-to-pay>.
- 5.3A Students who receive funding, loans or financial support from the Student Loans Company, Student Finance body, sponsor or any other third party are responsible for complying with all attendance, engagement and eligibility requirements connected to that funding.
- 5.3B The University is required to monitor student attendance and engagement and may report changes in attendance, engagement, suspension, withdrawal or registration status to UK Visas and Immigration (UKVI), relevant funding or regulatory bodies.

- 5.3C Failure to meet attendance or engagement requirements may result in:
- a) withdrawal or suspension of student funding;
 - b) withdrawal or suspension from study;
 - c) a requirement to repay funding already received; and/or
 - d) withdrawal of sponsorship or visa sponsorship.
- 5.3D Students remain personally liable for any tuition fees or other sums due to the University where third-party funding, sponsorship or student finance is reduced, withdrawn or refused for any reason.
- 5.4 For Undergraduate Home Fee Status students only – this clause 5.4 applies to undergraduate students who are eligible for home fee status only.

‘Undergraduate Home Fee Status’ student means an individual who is: -

- (a) ordinarily resident in the UK or 'settled' in the UK (in accordance with the EU Settlement Scheme) on the first day of the academic year for which they are paying fees and who is eligible for 'home' fee status in accordance with The Education (Fees and Awards) (England) Regulations 2007 (as amended), The Education (Student Support) Regulations 2011 (as amended), and The Higher Education (Fee Limit Condition) (England) Regulations 2017 (as amended); or
 - (b) deemed eligible for home fee status as determined by the University (and which is confirmed in your Offer Letter Email).
- 5.4.1 Your tuition fee for your first year of study is as set out in your Offer Letter Email. The University may increase your tuition fee for subsequent years in line with either: -
- 5.4.1.1 inflation subject to government regulations; and/or
 - 5.4.1.2 government regulation; and/or
 - 5.4.1.3 any legislation that is created or enacted (or any existing legislation is amended) by the UK Government in relation to tuition fees, and in order to cover the University's increasing costs of delivering your course of study.

The inflation rate used is likely to be the Retail Price Index (RPIX) which includes all the items in the Retail Price Index excluding mortgage payments. For your information, the inflation rate used by the Government when increasing the tuition fee from £9,250 to £9,535 was 3.1%. You should be aware that the UK Government announced in October 2025 that it intends to increase tuition fees for the 2026/27 and 2027/28 academic years and for such increases to be automatically applied in the longer term via legislation. Therefore, it is likely that your tuition fees for subsequent years of your study could increase each year in line with inflation using the RPIX.

- 5.5 Offer letters to international students are conditional on payment of a deposit to accept and secure their place of study on a Course. Certain exceptions apply, which can be found in the Tuition deposit policy: [Tuition deposit](#).
- 5.6 If you are required to pay a deposit, you must pay the deposit by the following dates in order to secure your place and register: -
- 5.6.1 For students commencing their studies in September/October – by 1 August immediately preceding your Course start date (as set out in your offer letter) or such other date as indicated in your offer letter, whichever is later.

- 5.6.2 For students commencing their studies in January – by 1 November immediately preceding your Course start date (as set out in your offer letter) or such other date as indicated in your offer letter, whichever is later.
- 5.7 The University may withdraw your offer, refuse registration or cancel the Contract if you have provided false or misleading information as part of your application or if you do not pay the deposit by the required date or if it comes to light that as part of your application or entry process (including to obtain your visa) you provide or have provided false, misleading or fraudulent documentation or information. In these circumstances, the University may retain your deposit.
- 5.8 If you have paid a deposit, you will be entitled to a full refund of your deposit if you decide to cancel the Contract with the University within 14 days of having paid your deposit to the University. You will be reimbursed any deposit paid by you or a third party on your behalf as soon as reasonably possible. The University will make the reimbursement to the original payer's account who made the payment and by the same method used to make the payment. If you incur any fees because of the reimbursement, the University accepts no responsibility for any such charges. For the avoidance of doubt, in the event that a refund involves currency conversion, the University will not be liable for any loss arising from exchange rate fluctuations
- 5.9 If you have paid a deposit and you wish to cancel the Contract more than 14 days after you have paid the deposit, you may be entitled to a full refund of your deposit if you satisfy one of the following circumstances: -
- 5.9.1 Your visa is refused (unless it was refused for reasons of credibility or misleading documentation);
 - 5.9.2 You fail to meet the conditions of your offer; or
 - 5.9.3 In the University's view, there are exceptional reasons for you not taking up your place of study.

You will be responsible for notifying the University in the event of any occurrences set out in this section 5.9. Notification must be provided as soon as reasonably practicable by you after one of these events have occurred.

The circumstances in which you may be eligible for a refund of your deposit are also set out in further detail in the University's Tuition deposit policy and Refund policy for campus-based courses.

Your right to cancel the Contract

- 5.10 If you cancel the Contract and your place of study within 14 days of the commencement of your Course start date, you will be entitled to a refund of any tuition fees paid.
- 5.11 If you or the University cancels the Contract 14 days after the commence of your Course start date (as set out in your offer letter), your tuition fee liability will depend on the type of course you are studying and is in accordance with the University's Refund policy for campus-based courses: -
- 5.11.1 Undergraduate courses (including PGCE) – the fee liability for an undergraduate student is determined by the term in which the student withdraws. If an undergraduate student is registered for a full term or part of a term, they are liable for the tuition fees for that term. Examples of an undergraduate student's tuition fees charged for each term are as follows: -
 - Term 1 – 25% of annual fee

- Term 2 – 50% of annual fee
- Term 3 – 100% of annual fee.

- 5.11.2 Masters / Postgraduate taught – the annual tuition fee liability for a Masters student is based on 12 months of study in one academic year and a partially completed month is treated as a full month for the fee liability calculation. Examples of a Masters student's tuition fees charged during one academic year are as follows: -
- Withdrawal within 14 days of the Course start date – nil
 - Withdrawal within the first 7 months of study – proportion of the annual tuition fee based on number of months in attendance prior to withdrawal as a proportion of the number of months in an academic year
 - Withdrawal after the first 7 months of study – 100%

Consequences for not paying your tuition fees

- 5.12 **Consequences for not paying your tuition fees.** Senate Regulation 3 sets out your obligations to pay your tuition fees and particular attention is drawn to Senate Regulation 3.28 and 3.29 which set out the sanctions that may be applied to a student who does not pay their tuition fees or has a tuition fee liability at the time they may wish to graduate. These sanctions range from you not being able to resume your programme of study to not being awarded your degree, diploma or certificate.

6. Variation and liability

- 6.1 The University endeavours to ensure that the content of its prospectus, programme specifications, website content and all other materials are complete and accurate. The University regularly reviews its programmes and modules to ensure that they reflect the current status of the discipline and offer the best learning experience to students. On occasion it may be necessary to make some alterations to particular aspects of a course or module.
- 6.2 The University may make reasonable changes to a programme, module or these terms and conditions where such changes are necessary for one or more of the following reasons:
- 6.2.1 to comply with applicable law, regulatory requirements, guidance, government requirements or the requirements of a professional, statutory or regulatory body;
- 6.2.2 to reflect sector developments, developments in academic knowledge, pedagogical developments, advances in technology, or improvements in teaching, assessment or student support;
- 6.2.3 to protect academic standards, maintain quality assurance requirements or improve the quality of the student academic experience;
- 6.2.4 where changes are reasonably necessary following feedback from students, external examiners or quality assurance reviews;
- 6.2.5 where changes are reasonably necessary due to operational, staffing or resource issues beyond the University's reasonable control;

6.2.6 where changes are reasonably necessary following changes to University regulations, policies or procedures; or

6.2.7 where a programme or module is no longer viable for academic, operational, financial or regulatory reasons.

6.2A The University will ensure that any changes made under this clause are necessary and will take reasonable steps to minimise any material adverse impact on affected students.

6.2B The University will not make changes under this clause which materially disadvantage students unless:

- a) the change is reasonably necessary due to circumstances outside the University's reasonable control;
- b) the change is required by law or a regulatory body; or
- c) there is another compelling academic, operational or public interest justification for the change.

6.3 Depending on the reason for varying your course of study, the action that the University can take following the occurrence of one of the events in clause 6.2 is:

- 6.3.1 altering the lecture or assignment timetable;
- 6.3.2 varying the location at which the course is provided or the examination is taken;
- 6.3.3 varying the way in which assessment is carried out;
- 6.3.4 altering the methods of learning, teaching or delivery at module or programme level;
- 6.3.5 updating the academic content, method or delivery of teaching of modules to reflect developments in knowledge; or
- 6.3.6 cancelling or changing a programme or part of the specification more substantially such as the addition or removal of modules.

The action the University takes under this clause will depend upon the circumstances prevailing at the time and the reasons for it exercising this power. Altering your lecture or assignment timetable or varying the location at which your course is provided or the examination is taken are examples of what the University would deem to be minor changes. Minor changes are changes that are unlikely to significantly affect your course or programme. We will notify you of such changes as soon as the University reasonably can.

6.4 Where the University proposes to make a change under clause 6.2, it will provide affected students with reasonable notice of the change and, where appropriate, consult with affected students before implementing the change.

6.5 Where the University considers that a proposed change may materially affect students, the University will take reasonable steps to:

- a) notify affected students as soon as reasonably practicable;
- b) explain the nature of the change and the reasons for it;
- c) consider representations from affected students; and
- d) minimise any material adverse impact on students.

6.5A Where a material change results in a student suffering material detriment and the University is unable to provide an appropriate alternative solution, the student may be entitled to withdraw from the programme and receive an appropriate refund in accordance with the University's refund policies and applicable consumer protection law.

Liability

- 6.6 Nothing in your Contract with the University shall limit or exclude the University's liability for: -
- 6.6.1 death or personal injury arising from the University's proven own negligence;
 - 6.6.2 fraud or fraudulent misrepresentation; or
 - 6.6.3 any other matter which the University is not permitted to exclude or limit liability in law.
- 6.7 The University will not be liable to you for loss or damage to, or theft of, your property including but not limited to loss or damage to, or theft of, your vehicle(s), bicycle(s), computer equipment and any other personal items unless the loss, damage or theft is as a direct result of the University's negligence.
- 6.8 The University may be responsible to you and liable to you for direct loss or damage that you suffer as a result of the University's failure to comply with its obligations under this Contract provided that that direct loss or damage is a foreseeable result of the University's breach. Losses are foreseeable if they were an obvious consequence of the University's breach of this Contract or if they were contemplated by you and the University at the time that we entered into this Contract.
- 6.9 The University shall not be responsible to you or liable for any delay in performing or failure to perform any of its obligations to you to the extent that such delay or failure is unavoidably caused by an event or circumstance beyond the University's reasonable control and the University could not reasonably have prevented, avoided or overcome the effects of that event or circumstance. The University shall take reasonable steps to minimise the effect of any such event or circumstance and to resume performance of its obligations as soon as reasonably practicable. Such events or circumstances may include:
- 6.9.1 fire, flood or other natural disaster;
 - 6.9.2 industrial action by persons who are not employees or workers of the University, where the effects of such industrial action could not reasonably have been avoided or mitigated by the University;
 - 6.9.3 the unavoidable absence of key specialist University staff where the University could not reasonably have made suitable alternative arrangements;
 - 6.9.4 an epidemic, pandemic, outbreak of communicable disease or associated public health requirements;
 - 6.9.5 any change in applicable law which materially affects the University's ability to perform its obligations;
 - 6.9.6 compliance with any applicable law, governmental order, rule, regulation or direction, or action taken by a government or public authority, other than where arising as a consequence of a breach by the University;
 - 6.9.7 damage to or interruption of buildings, facilities, utilities, IT systems or equipment caused by circumstances beyond the University's reasonable control;
 - 6.9.8 severe weather conditions;
 - 6.9.9 acts of war, terrorism, civil unrest, vandalism or material security threats; or
 - 6.9.10 events of national mourning where they materially prevent or delay the University's performance of its obligations.

The University shall use all reasonable endeavours to mitigate the effect of the events referred to and included in this clause 6.9 in the performance of its obligations to you.

7. Updating these terms and conditions of your offer and the documents referred to in section 1.1

7.1 The University may make reasonable and proportionate amendments to these terms and conditions, Senate Regulations, policies and procedures where such amendments are reasonably necessary:

- (a) to comply with any applicable law, regulatory requirement or guidance;
- (b) to respond to changes in regulatory, professional, accreditation or sector requirements or practices which materially affect the University's provision of its educational services;
- (c) to protect or maintain academic standards or quality assurance requirements; or
- (d) to make minor administrative, procedural or operational changes which do not materially adversely affect students.

In making any amendment under this clause, the University will limit the amendment to what is reasonably necessary to address the circumstances giving rise to the change.

7.2 The University will give students reasonable notice of any material amendment before it takes effect, wherever reasonably practicable, and will explain the nature of the amendment, the reason for it and, where relevant, its anticipated effect on students.

7.3 The University will take reasonable steps to ensure that amendments made under this clause do not materially disadvantage students. Where an amendment is likely to have a material adverse effect on a student, the University will take reasonable steps to mitigate that effect, which may include appropriate transitional arrangements, reasonable alternative provision or other appropriate support. Where the material adverse effect cannot reasonably be mitigated, the University will consider what further appropriate remedies should be made available, having regard to the nature and impact of the change and the student's rights under applicable law.

8. Student complaints

8.1 The University has its own complaints processes to deal with any issues that may arise during the admission process or during your studies with the University:

- i. The Admissions Code of Practice for applicants and
- ii. The Student Complaints Process (Senate Regulation 12), for registered students.

9. Governing Law and jurisdiction

9.1 The laws of England and Wales govern this Contract between you and the University. You and the University each agree that the courts of England and Wales shall have exclusive jurisdiction to deal with any disputes.

Cancellation Form

Returning this form

If you are cancelling your contract before the start of your course:

- Please send to study@le.ac.uk

If you are cancelling your contract after the start of your course:

- For all programmes: Please send to studentservices@le.ac.uk

To the University of Leicester

I hereby give notice that I cancel my contract for a place to study on the following course:

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Accepted on:

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Name of student:

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Address of student:

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University of Leicester student number:

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Signature of student:

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Date: