

## University of South Wales (“USW”): Terms and Conditions for Home & EU Students

Please ensure that you have read and understood the Terms and Conditions below before accepting your offer.

### 1. Pre-enrolment

When you accept the offer of a place at USW, a “Pre-enrolment Contract” on the terms set out below and specified in the Offer Email is formed between you and USW.

Your Pre-enrolment Contract reserves you a place on your course and gives you the opportunity to enrol if you meet the terms of your offer, your entry requirements and any other special requirements in the Offer Email.

You have a statutory right to cancel your Pre-enrolment Contract. The cancellation period will expire at the end of 14 calendar days after the day you accept the offer of a place at USW.

Your Pre-enrolment Contract expires upon enrolment at USW. Upon Enrolment, you will become a student of USW and the relationship between the parties will be governed by the USW’s Enrolment Terms and Conditions, which are available on USW’s website [here](#).

### 2. Provision of Courses and Services

Your start date for your course at USW is set out in the Offer Email.

The USW Prospectus is produced at the earliest possible date to provide maximum assistance to prospective applicants. Its contents, together with information provided to prospective applicants on our website, in open days etc (together “Course Information”) has been put together conscientiously and USW endeavours to ensure that the Course Information is as accurate as possible at the point of delivery.

It is possible that certain courses referred to in the Course Information (and/or in the Offer Email) may be subject to change for the following principal reasons:

#### (a) Withdrawal

Some courses require a minimum number of students in order to ensure a good student experience. Where a low number of students have shown interest or accepted offers, USW may contact those applicants who have accepted an offer for the relevant course and discuss with them possible alternative options including transferring to another course. In limited cases, USW may decide to withdraw the course.

#### (b) Changes to Course content

In other circumstances (for example those listed below) it is possible that course content and/or delivery will need to change prior to your commencing the course:

- a. To make updates to Courses to reflect best practice or new academic developments;
- b. to refresh Course curricula to ensure they are up to date for the benefit of students;
- c. to improve and enhance students' experience of a course;
- d. to incorporate changes arising from student feedback for the benefit of students;
- e. to meet external, professional or accrediting body requirements;
- f. to safeguard academic standards, for example, in response to external examiner feedback

(c) Changes to logistics/ personnel

USW operates multiple campuses. In limited circumstances, in the time between provision of the Offer and Enrolment, USW may determine that it is necessary or appropriate to change the location of the delivery of the course.

There might also be circumstances when individual members of staff leave USW's employ or are otherwise unable to deliver an advertised module (e.g. because of unplanned illness or other absence). In these circumstances, USW will endeavour to make arrangements to cover the gap left by the relevant member of staff or to provide alternatives. However, there may be circumstances where the relevant module cannot be delivered.

Applicants that have accepted offers from USW will be notified as soon as reasonably practicable in any of the above circumstances. USW's website will also be updated at the same time to reflect any such changes.

If as a result of any of the above changes you no longer want to study your course, you can reserve the right to:

- a. transfer your application to another course at USW;
- b. withdraw or defer your application;
- c. submit a formal admissions complaint – the relevant procedure for which can be found [here](#)

### **3. The Enrolment Terms and Conditions**

If you accept an offer and enrol at USW, you will be required to abide by, and to submit to, the Enrolment Terms and Conditions. The key sets of the current Enrolment Terms and Conditions are available on USW's website [here](#).

USW reserves the right to make reasonable changes to the Enrolment Terms and Conditions where in the opinion of USW it will assist in the proper delivery of education and/or it reasonably considers that it is in the interests of students. Any such amendments will usually be discussed with Student Union representatives prior to changes being formalised.

Changes are usually made for one or more of the following reasons:

- a. to review and update the Regulations to ensure they are fit for purpose;

- b. to reflect changes in the external environment, including legal or regulatory changes, changes to funding or financial arrangements or changes to government policy, requirements or guidance;
- c. to incorporate sector guidance or good practice;
- d. to incorporate feedback from Students, and/or
- e. to aid clarity or consistency of approach.

Any such changes will normally come into effect at the beginning of the next Academic Year. However, in certain circumstances such as changes to the law or requirements by funding bodies, it may be in the best interests of students for these changes to be introduced with immediate effect.

Where changes are made to the Enrolment Terms and Conditions, USW will take steps to minimise disruption to students wherever reasonably possible, for example, by giving notice of changes to regulations before they become effective, or by phasing in the changes, if appropriate.

#### **4. Tuition Fees and Deposits**

USW charges Tuition Fees for the delivery of its Courses and you will have primary responsibility for payment.

USW will invoice you (or, if applicable, a third party paying on your behalf) for the Tuition Fees, to be paid on the date stipulated in the invoice.

If a third party is paying your fees and payment is not made in full by the due date, USW will consider your personal circumstances and you may be invoiced personally for any outstanding balance.

You are contractually obliged to pay the Tuition Fees and all other Charges on the dates they fall due following your acceptance of the offer made by USW. If you fail to make payment of the Tuition Fees and all Other Charges, the University reserves the right to suspend and/or withdraw you from your studies.

The levels of Tuition fees are reviewed and may be revised on an annual basis prior to the beginning of the Academic Year in question. Details of how revisions to Tuition Fees are to be determined are included within the Regulations on Fees (available [here](#)).

You must read all the University information regarding your fees, scholarships, and bursaries, and ensure that you can fully meet your financial responsibilities. You can find this information [here](#). For information regarding payment options, withdrawals/suspensions and debt recovery please see the University's [Fees and Debt Management Policy](#).

#### **5. Partner Organisations**

If you are studying at a Collaborating Organisation, as set out in the Offer Email, you may be subject to certain additional regulations and contractual terms of that partner organisation, including disciplinary regulations.

#### **6. Personal data**

Details of how your personal data may be used by the University are detailed [here](#). Any use of your data will be undertaken in accordance with the Data Protection Act 1998.

## **7. Complaints**

As referred to in section 3 above, the procedure for admissions complaints is available [here](#).

USW recognises that there may be occasions where students feel they have cause for complaint about a service that they have received. USW's Complaints Processes (available [here](#)) apply to students during their Course and for a period up to 3 months after leaving or graduating the USW. USW's Complaints Regulations can be accessed by students studying university courses at the University's Partner Organisations where the complaint relates to academic matters. Where matters are the responsibility of the Partner Organisation students must access the Partner Organisation's Complaints Procedure – in such cases, students should contact the relevant Partner Organisation's student services for details.

## **8. Documents**

You will be provided with a welcome pack prior to your enrolment at USW which will draw your attention to the Enrolment Terms and Conditions which will apply to your time at USW.

Please notify USW if you require any of the documents mentioned above in hard copy.

By accepting a place at USW, you agree to be bound by these terms.