

General Terms and Conditions 2017/18

Scope

These terms and conditions apply to programmes of study delivered by Queen Mary University of London (QMUL), including Queen Mary Online (QM Online) programmes, except for:

- Undergraduate programmes in clinical medicine delivered in Malta;
- Summer School programmes delivered in London,

which are governed by separate terms and conditions.

Any references to Queen Mary University of London (“QMUL”, “we”, “our”) encompass QM Online programmes, unless expressly stated otherwise.

General

When you accept an offer of a place at Queen Mary University of London (QMUL), you are also agreeing to comply with [our rules and regulations](#). These cover, among other things, payment of fees, attendance at classes, submission of work, attendance at examinations, student discipline, complaints procedures, and freedom of speech and equal opportunities policies. Please read them before you accept your offer of a place to ensure that you understand the commitment you are making. Please also be aware that we update our rules and regulations on a regular basis, normally at the start of every academic year. We will tell you about any significant changes when they come into effect.

If you have any questions about our rules and regulations, we recommend that you check our [online resources](#) or contact the [Student Enquiry Centre](#).

Your right to cancel

Once we have offered you a place on a programme of study or research, setting out any conditions associated with the offer, and you have accepted it, you have entered into a legally binding agreement with QMUL.

If you want to withdraw from this agreement and cancel your acceptance of an offer, you must notify us within 14 days of the date that you accepted the offer:

- For applicants applying to us through UCAS, this means 14 days from the date that you accepted the offer as your Firm or Insurance choice in UCAS Track.
- For applicants applying directly to QMUL, this means 14 days from the date when you accepted your offer in your online portal.

You must let us know in writing of your decision to cancel the acceptance of your offer. Once you have done this, your offer of a place on the programme will be withdrawn.

The easiest way to contact us is by email at: admissions@qmul.ac.uk

Please include: your full name, Queen Mary applicant ID number, programme applied for, and your date of birth.

Alternatively, you can write to us:
Admissions Office
Queen Mary University of London
Mile End Road
London E1 4NS

Your programme

We will aim to deliver your programme so that it closely matches the way in which it has been described to you by QMUL, especially at the point that you accept your offer. However, it is important to understand that there are circumstances in which we may subsequently change aspects of your programme. Our programmes are delivered within a dynamic, academic community by staff who are actively engaged in research. In this context, we might make changes so that our students can learn from the latest academic research. We also value student feedback and provide regular opportunities for our students to comment on the content of their programme. We may therefore alter your programme in response to this dialogue with current students.

Other circumstances which can lead to changes include:

- staff changes, which can lead to new modules being offered, modules being withdrawn, or a change to who teaches the programme;
- changes made in response to new requirements from external professional or statutory bodies; or
- changes to the way in which universities are funded, which might lead to changes in the availability of some student services, for example.

Once we have made you an offer of a place on a programme, we will only suspend or withdraw that programme in exceptional circumstances. These could include, for example, the departure of a key member of academic staff or unexpected circumstances that render essential teaching facilities unavailable. We may also suspend a programme where the demand from applicants makes it unviable to run. If we have to suspend or withdraw a programme for any reason, we will tell you at the earliest opportunity and make every effort to offer a suitable alternative.

*For up-to-date descriptions of your programme, visit:

Undergraduate

or

Postgraduate

Our Admissions Policy

QMUL's admissions policy is available for you to download in the Academic Registry and Council Secretariat [Policy Zone](#).

This policy governs the admission of students to undergraduate, taught postgraduate and research programmes, with the exception of undergraduate programmes in Medicine and Dentistry.

You can [download the Policy for Admissions to Undergraduate Courses in Medicine and Dentistry](#).

Admission of students under the age of 18

You can find a specific policy governing the admission of students who will be under the age of 18 when they join QMUL in the Academic Registry and Council Secretariat [Policy Zone](#).

We welcome your feedback and comments on our admissions service. If you are unhappy about an admission decision, we encourage you to request an explanation or feedback, with a view to resolving the matter informally. You can make a formal appeal or complaint, if efforts to resolve the matter informally are unsuccessful, using the Admissions Appeals and Complaints Policy, which you can find in the Academic Registry and Council Secretariat [Policy Zone](#).

University fees

We aim to publish university fees no later than 12 months before they come into effect in order to support our applicants with their financial planning. Our fees are published in our online course finder:

Undergraduate

or

Postgraduate.

We review university fees annually. If your studies extend over more than one academic year, you should expect the university fee to increase from one year to the next. We aim to publish the rate of increase no later than 12 months before it will come into effect. If you accept an offer of a place with a start date deferred to the next academic year, the university fee relevant to the academic year in which you start your course will apply to you.

We may require you to pay a deposit towards your university fee during the application process. Where this is the case, we will inform you in writing.

Rules relating to the payment of University fees and deposits are set out in our [university fee regulations](#). We encourage all applicants and students to print a copy of the current University fee regulations for their records.

Fees for QM Online programmes are [published separately](#) and governed by a separate set of [terms and conditions](#) relating to fees and deposits.

What your university fees cover and additional programme costs

University fees cover the cost of teaching, provision of facilities and your membership of the Students' Union. In addition to these fees, you are expected to cover other costs related to your study.

These costs include:

Recommended equipment to support individual study (eg laptop, laboratory coats)

Books: our library holds over 300,000 books. All core texts are held in stock, and many books and the majority of journal articles are also available for free electronically through the library. However, you may be advised to buy core textbooks or other publications. Depending on your programme, this could cost up to £300 a year (these costs may be subsidised). On some programmes (eg Law), the cost of books can be higher. Please contact your Academic School for an estimate of these costs.

Fieldtrips and study abroad: a large number of our programmes include periods of study or work away from campus. These range from visits to local museums, to longer periods of fieldwork in the UK or abroad, to a semester or academic year spent overseas. While the cost of tuition provided during these study periods is covered by your university fee, you are likely to need to pay additional expenses, including the cost of travel (in full or in part), your living expenses (eg accommodation costs), and the cost of any specialist equipment or clothing that you need.

More information, including indicative costs, where possible, will be found on your programme description online.

See:

[Undergraduate](#)

or

[Postgraduate](#)

You can also contact your academic school or institute for an estimate of these costs.

General living expenses: throughout your studies at QMUL you will need to cover the cost of your general living expenses, such as the cost of your accommodation, food etc. Our [Advice and Counselling Service](#) can offer you advice on planning a budget and managing your money.

Your fee status

All students attending university in the United Kingdom are assessed as either 'home' or 'overseas' for the purposes of tuition fee liability. There can be a considerable difference between the 'home' and 'overseas' fee rates, so it is important that we get every assessment right. In most cases, we can make our assessment on the basis of information contained in your application. If this is not possible, we will ask you to complete a Fee Status Assessment Questionnaire.

We undertake fee liability assessments strictly in accordance with UK legislation and in line with guidance from the [UK Council for International Student Affairs](#).

You may also find this [QMUL guidance](#) helpful.

Your fee status will be assessed before the start of your studies and you will be required to accept your fee status during the enrolment process. This fee status will normally apply for the duration of your programme. The circumstances in which fee status may change during your programme are described in UKCISA guidelines. We reserve the right to re-assess and amend your fee status if we receive information after your initial fee status assessment that was not provided at the time the assessment was made.

If you believe your fee status has been assessed incorrectly, you should request a review from the Admissions Office, by e-mail to: admissions@qmul.ac.uk. Reviews will normally only be undertaken if additional relevant information is provided. After enrolment, you must use the QMUL [appeals procedure](#) if you believe that your fee status has been assessed incorrectly. Appeals against fee status assessment must be submitted by no later than 31 October in the year of first enrolment.

Immigration Compliance: Student Visas

In accordance with Home Office policy, students who are not nationals of countries in the European Economic Area (EEA) may be required to obtain a visa to enter the UK in order to study at QMUL. We make every effort to ensure that we only make offers to study at QMUL to students who we

expect to be eligible for a student visa. However, we reserve the right to withdraw an offer of study where information becomes available to indicate that a student will not be in a position to obtain the appropriate student visa.

Detailed information about UK immigration policy is provided by [QMUL's Advice and Counselling Service](#).