

TERMS AND CONDITIONS FOR UNDERGRADUATE AND POSTGRADUATE STUDENTS FOR ENTRY INTO ACADEMIC YEAR 2022/23

General

This document sets out the terms and conditions of the agreement formed between the University and students on our courses. If we make you an offer of a place on a course at Arts University Plymouth and if you accept that offer then the basis of the agreement formed between us at that time is as set out in this document. (Your acceptance of an offer of a place to study with us is subject to a 14 day 'cooling off' period so will not come into effect until 14 days after you have accepted the offer). It is therefore important that you read and understand these terms and conditions. If you would like any further details about any aspect of these terms and conditions please contact Admissions (admissions@aup.ac.uk).

Every effort is made to ensure that information provided during the application and admissions process prior to starting at the University is accurate. This includes information provided at events such as UCAS fairs, Open Days, during discussions with us, and from our website and our prospectus.

Arts University Plymouth (AUP) is an approved degree-awarding body with overall responsibility for the academic standards and quality of our BA and Masters level qualifications.

The title of courses, course specifications and an introduction to academic staff are provided on our website on individual course pages - <https://www.aup.ac.uk/courses> and the University takes reasonable steps to ensure the provision of the educational services as described in our Prospectus. Undergraduate and postgraduate courses are delivered through a series of individual modular units in each year of study, and descriptions of these units are also available from our website under the "course and units" section of each course page. However, all these details are under constant academic review and will change from time to time. It is important to appreciate that we will be responding continually to your feedback as a student to make improvements and naturally this will include modifications to curriculum content. Equally, from time to time new staff will join and existing staff will leave, and courses may be discontinued or replaced. Wherever relevant, we will take all reasonable steps to keep students abreast of potential developments and to minimise any disruption which might result from any changes. Our Student Protection Plan ([here](#)) is also published on our website and explains the measures we take to protect students' interests in the event of material change i.e. a significant event or major change affecting students on one or more programmes. This plan makes reference to our policy on financial compensation and refunds of tuition fees that the University will consider paying to students affected by the closure/withdrawal of an academic programme (Student Tuition Fee Refund and Compensation Policy, available [here](#)).

It is important for you to understand that the course specification and unit descriptions provide a description of the structure of the programme of study, of the learning outcomes (i.e. what you will learn), and of the strategies for learning, teaching and assessment. The size of a modular unit is measured in academic credits. In accordance with practice across the UK higher education sector, AUP allocates 1 credit for 10 hours of notional learning time. Notional learning time includes all activities required for a student to achieve the learning outcomes including contact hours (lectures, demonstrations, seminars, tutorials etc), directed study, independent study, self-directed practice, and assessment activity (including preparation for assessment). Notional learning time is a benchmark and the actual time each student takes to achieve the

required outcomes may be shorter or longer depending on the knowledge and skills of students at entry and their rate of progression through the programme.

Teaching and Learning including contact hours for Academic Year 2022/23

Contact hours in the academic year for all AUP undergraduate courses (i.e. the time each week when a student is in contact with a tutor through lectures, demonstrations, seminars, tutorials, etc) equate to approximately 12 hours per week across all years of study. Note there will be variation above and below this average from week to week. Our undergraduate academic year is delivered across 30 weeks from October to June. Our full time postgraduate academic year is delivered across 45 weeks over 12 months from October to September. The year includes standard breaks for Christmas and Easter.

There are not expected to be any restrictions on the approach to learning and teaching in higher education for academic year 2022/23 as a result of Covid-19, and it is expected this will be true for academic year 2022/23. All HE providers are required to assess any such risks arising for their particular circumstances and implement sensible and proportionate measures to reduce risks to the lowest reasonable practicable level. We will continue to do this, and will communicate any material change in these terms and conditions or other significant impact on the student experience to current students and offer-holders where relevant.

Teaching is on campus and face-to-face but with 'live' online lectures where this has proved beneficial to date, plus some online lectures that have been recorded and are supplemented with further structured learning. (These recorded lectures do not form part of our contact hours and students engage in the content as part of their nominal learning hours and directed study).

Access to facilities (e.g. library, IT suites, base rooms and workshops) are all planned as physical on-campus activities, with bookings required where appropriate to ensure numbers match capacities (as is standard practice). All students have access to the full range of our supporting services, including academic support, career guidance, IT support, Library services, student support and registry, using a mixture of online and face-to-face delivery according to suitability for each service.

BA(Hons) courses with Distance Learning

A small number of our courses have been validated with the first year studied through distance learning. This first year of distance learning is taught over 27 weeks and runs from January to July. Our distance learning model is based on synchronous learning so that students engage with tutors and each other in real-time (timetabled learning sessions, chat, video, co-creation and collaboration) as they move through the curriculum. This is augmented by open or pre-arranged synchronous drop-in / 1:1 support sessions. Students will have 12 hours of structured learning per week and further structured time to engage with their studies and each other, as well as the requirement for additional work and study on their own. This is therefore an intensive programme that requires the self-discipline and capability for a high commitment in terms of the number of hours worked each week and full attendance at all timetabled sessions. As a guide, students should expect that the total time they will need to devote to this distance learning programme should be an average of 44-45 hours in each of the 27 weeks.

Part of the conditions for a student to be accepted onto a programme with distance learning is access to appropriate resources, including IT access suitable for distance learning and access to suitable space and equipment for individual creative practice. For students able to travel into Plymouth, access to our physical campus is possible. It should be noted that government maintenance loans are not available for students in this first and distance learning year of the

programmes, and that payments in subsequent years are paid on a calendar year basis (which means any maintenance loans from Student Finance England would not be available until the spring term of the second year).

Offers

Decisions to make an offer of a place to study at the University are taken by the University in good faith on the basis of statements made in your application, predicted grades where relevant, and, when appropriate, examples of your current work and discussions with you. If it is discovered that a false statement has been made or significant information has been omitted, the University reserves the right to withdraw or amend our offer or terminate a student's registration according to the circumstances.

Your place at the University will be subject to you meeting any offer conditions that we specify and tell you about in writing (and through UCAS for full time undergraduate applicants), such as obtaining particular qualifications and/or satisfying all necessary legal and other requirements to study with us e.g. immigration clearance. Your place is also conditional upon you registering at the start of your course and enrolling at the start of each subsequent academic year.

Criminal convictions

UCAS no longer requires applicants to declare criminal convictions in line with the aim of ensuring higher education is open to everyone. Likewise, the University does not wish to create unnecessary barriers for individuals with criminal records from taking advantage of the opportunities provided by Higher Education and we will not ask applicants to declare any spent convictions.

However, the University has a responsibility to ensure that it provides a duty of care to its staff, students and other stakeholders, and also to providing appropriate guidance for anyone with a relevant criminal conviction or who is involved in ongoing criminal proceedings. Therefore, potential students who have an unspent conviction, ongoing or pending criminal proceeding, will be asked to disclose this as part of the enrolment and registration process. The University will make a decision on whether to proceed with registration or how best to support the student, or for example whether it may be more appropriate for the student's place to be deferred until after any criminal proceedings are complete.

Students coming to the University with ongoing proceedings, spent or unspent convictions are encouraged to advise the Admissions Office before arrival to be signposted to relevant support services and gain additional support as part of their transition into higher education. Disclosure of any convictions/proceedings is dealt with in strict confidence. This guidance is set out in our Admissions Policy (available [here](#)).

Rules and Regulations

Becoming a student of the University carries with it the responsibility to comply with University Academic Regulations, and the student Code of Conduct which defines acceptable behaviour in terms of mutual courtesy and respect, and refers to expectations for studentship including attendance, rules regarding use of University information technology, as well the responsibility for payment of fees and other costs, covered further below.

Code of Conduct

Providing and maintaining an environment conducive to your learning and enjoying a rich and

positive student experience requires all members of the University community – students and staff – to treat each other with dignity and respect. The University requires all students to behave responsibly and maintain good standards of conduct at all times whilst complying with our academic regulations and student code of conduct. Anti-social behaviour or any form of misconduct, inside and outside of the University, can disrupt the learning and wider experience of other students, and adversely impact on staff and others, including the general public. Breach of the code may result in disciplinary action with serious or persistent breaches having the potential to lead to enforced termination of your studies, in accordance with our disciplinary procedures for students. The Code of Conduct can be found within the Student Handbook, available [here](#).

Academic Regulations

Our Academic Regulations are available from our website (under '[Apply Now](#)'). They define the rules, procedures and requirements governing successful progress in BA(Hons) and MA programmes from initial registration through to final award, and explain how you achieve the academic credits leading to your award. The regulations specify a range of other details including for example our expectations for your attendance (see below), how you can apply for extenuating circumstances, penalties for late submission of work, what constitutes academic misconduct (and the penalties involved which, in the extreme cases can lead to withdrawal from studies).

Attendance

We expect you will want to engage fully with your studies and attend all programmed sessions. Absence through sickness or unavoidable other commitments will always occur, and we will always try to remain as flexible as possible according to personal circumstances. However, we look to ensure that you maintain your attendance above 80% and will liaise with you if this is not the case to ensure you can get the most from your studies. In the extreme, application of our attendance policy can result in withdrawal from studies for students who fail to attend, as set out in our academic regulations (section 4). For international students, more stringent engagement monitoring and a higher threshold of 85% attendance across all timetabled sessions is applied to ensure compliance with requirements relating to academic engagement for the student visa.

Registration as a student

Before the start of the academic year we will ask you to complete an on-line enrolment process aiming to capture all your relevant details to be able to formally register you as a student. As part of this process we ask you to digitally sign to confirm that the information you have provided is accurate, that you provide your consent for us to share your data as set out in the enrolment forms that enable us to support you as a student and make the data returns required of us, and that you agree to comply with our rules, requirements and regulations. Further information on how we use your personal data is available from our website page ([here](#)).

Academic Regulations include further information about registration including the process for interrupting or withdrawing from studies, and requesting a transfer between different programmes which is set out in our Student Transfer Policy (available [here](#) from our website under 'Reports and Legal' information then scroll down and select Student Protection Plan) and also covers the transfer of students to and from a different higher education provider.

Students with learning disabilities

If you have a disability or other support need you are strongly encouraged to disclose this on

application so that we can anticipate your needs in seeking to ensure you have appropriate support. Please be aware that if you decide not to disclose your disability or to limit that disclosure, we will do our best to help you but you may not be able to access the full range of support that could be available. Further information is available from our website (under Study then select Student Support) or you can email the team directly: studentsupport@aup.ac.uk.

Tuition fees

The University charges different fees depending on whether students are categorised as Home or Overseas for tuition fee purposes, and in accordance with Government legislation. Fee status is determined by us based on the information you provide and that you confirm is accurate during the registration process. Fee status is therefore determined at the start of your studies, and it is important to note that this is unlikely to change whilst you are studying with us.

Due to Brexit, new EU students starting on or after 1 August 2021 are classified as Overseas and will be subject to international rather than Home student fees, as set out below. New students from the Channel Islands and Isle of Man meeting the criteria for classification as Home students will be charged Home fees, as will new students from Ireland who live in Ireland or the UK. There are detailed rules arising from Brexit that affect fee status: if you have any queries at all please contact Admissions (admissions@aup.ac.uk).

Tuition fees for Home undergraduate students starting in 2022 in all undergraduate programmes in the University are £9,250 for 2022/23 academic year. Tuition fees may be subject to annual inflationary uplift thereafter, subject to Government approval (and if so will be limited to the annual RPI-X index). Costs quoted are for full time study, with part time costs being half the full time rate.

Tuition fees for EU and International undergraduate students starting in 2022/23 are £15,800 per annum. Costs for any pre-sessional language courses and/or in-programme language support for international students are not included in tuition fees.

Postgraduate tuition fees for 2022 entry for Home students are £8,500 for MA programmes, and £15,800 for EU and international students. Tuition fees for the MFA programme are £5,660 for Home students, and £10,530 for international students.

Tuition fees for postgraduate part time study starting in autumn 2022 are £4,750 per academic year for Home students and £8,400 per academic year for EU and international students.

Tuition fees for postgraduate study are subject to annual review by the University.

An alumni discount applies across all postgraduate fees for AUP graduates (see AUP website). Further discounts and scholarships may apply: please refer to further information on our website (under 'Study', then select Fees, Finance and Funding).

Tuition fees become due upon registration, except for EU and International students who are required to pay annual tuition fees in advance or request an instalment plan (and noting that any deposit that has been paid will be deducted from the fees due). For further details please contact admissions@aup.ac.uk.

It is your responsibility to ensure that you have either completed your tuition fee loan application in full before commencing studies at the University, or have sufficient funds to pay your fees by the due date. All tuition fees are payable once registration is complete. Undergraduates will either:

- have your fees paid by the Student Loan Company, or
- pay for your tuition fees yourself, or
- have your fees paid by a sponsor

Postgraduate students may be eligible for a loan from Student Finance (England) that can be used to pay tuition fees; this loan is paid directly to the student so postgraduate students in these circumstances are effectively paying tuition fees themselves. For undergraduate study, if you have applied for and been granted a tuition fee loan approved by Student Finance (England), then they will make payment directly to the University on your behalf. We will check on the status of your loan application at registration. Should approval of your loan be delayed or withdrawn for any reason, then you will become liable for any unpaid amount and you will be treated as if you are paying your own fees i.e. you will be personally liable for paying your fees. If you make a payment to the University for your fees, and we subsequently receive a payment from the SLC, you will be refunded for your own payment in full. In general, loan applications are finalised by the end of October each year and we can help tracking loan approvals after this point to continue to support swift resolution before you may become liable for the fees – if you are affected by this it is most important to keep in touch with the University on progress.

If you are paying your own fees yourself, these are due in full at the time of enrolment. At our discretion, we offer an instalment plan which allows students to pay in termly instalments, payable at the beginning of each term or aligned with the dates of SFE postgraduate loan payments if relevant. Please note we will ask you to provide evidence of your ability to pay for the whole year.

If you have an agreement from a sponsor (e.g. an employer, or the government of another country) to cover your tuition fees, you must provide the University with a letter from your sponsor at the time of registration. The University will then invoice your sponsor for your annual tuition fees. Please note that if your sponsor fails to pay your fees, you will become liable for any unpaid amounts.

If you are experiencing financial difficulties in paying your tuition fees, you should tell the University and seek assistance at the earliest possible opportunity. You can seek initial advice from our Registry team which includes support with student finance. The University will assist where it can by looking at how you can clear your debts over an agreed period of time within the academic year through a payment instalment plan.

If you receive a letter or email from the University informing you that you have tuition fee debt outstanding, you must respond promptly and contact either the University Finance team directly, or our Registry team. If you ignore debt reminders and the debt remains unpaid, then we will take action to suspend you from your studies, and will require the debt to be paid before re-enrolment. If reminders are effectively ignored and tuition fee debts remain outstanding after 90 days, any unpaid balance will be placed with our external debt collection agents, and you will be withdrawn from your course.

If you decide to leave your course before the end of the academic year (including if you interrupt your studies but plan to return in the future year) you will be liable to pay a proportion of your fees as shown below.

Undergraduate:

- withdrawing up to 14 days after enrolling at the start of the first term: no fee due
- after the above date and before the start of the second term: 25% of fee due
- before the start of the third term: 50% of fee due

- after the start of the third term: 100% of fee due

Postgraduate:

- withdrawing up to 14 days after enrolling at the start of the first term: no fee due
- 33% fee if withdrawing up to the end of Feb, 66% up to the end of May and 100% thereafter

Not collecting any tuition fees if you withdraw within the first 14 days from initial registration reflects compliance with the 14 day 'cooling off' period after registering. Otherwise, we align our withdrawal fee policy broadly with the dates set by the SLC for loan payments for both undergraduate and postgraduate students.

Tuition fees for students on courses that incorporate the first year as Distance Learning are at the same level as all our undergraduate courses i.e. £9,250 for Home students, payable over 3 instalments. If you decide to leave your course before the end of the academic year (including if you interrupt your studies but plan to return in the future year) we will retain fees you have paid up to that point.

Additional Course Costs and Funding, Subsidies, University Bursary

In common with other universities and colleges providing arts, design, media, crafts courses, your additional course costs (on top of your tuition fees and living expenses such as accommodation, food, social life etc) will include some or all of the following:

- Personal equipment
- Materials for producing your own work over and above the essential requirements for the course
- Books for your own use outside course texts available in the library
- Educational visits
- Printing (and photocopying)

All materials involved in the demonstration of techniques and processes are provided by the University. However, students will need to provide the materials they decide to use in the completion of assignments. We strongly encourage students, as they increasingly specialise, to acquire basic tools/resources, along with appropriate consumable materials, depending on their creative discipline. Programme staff provide advice in this respect.

Printing costs have been maintained at extremely competitive prices, both for standard paper printing and photocopying, and specialist printing through the Print Lab.

The University makes a significant amount of funds available to all programme areas to ensure essential material needs are provided for students. Additionally, for Home UK undergraduate students starting in 2022, and subject to eligibility based on household income the University will provide a bursary of £300 in the third and final year to help towards the additional costs associated with final project work and transition to a professional career. (When applying for financial support (maintenance loan) from Student Finance, please ensure you provide your consent for them to share your household income with us).

The University puts strong emphasis on developing student skills and experience for employability, enterprise and entrepreneurship and in this respect the value of visits to national and international events can be significant. We continue to provide a range of opportunities at minimum extra cost for students across all undergraduate programmes, and have maintained

the funding allocated to all programmes aimed at subsidising educational visits to make the more expensive visits more affordable for all.

Indicative additional course costs are published on our website with general and typical range of costs under Fees, Finance and Funding, with course specific information available through Information for New and Returning Students.

Limits of liability; insurance; intellectual property

The University will not be liable to you for any loss or damage you might suffer as a result of the University's failure or delay in carrying out any of its obligations if the failure or delay is caused by something beyond our reasonable control – such as fire, flood, industrial action.

The University will not insure your personal possessions and will not compensate you for any losses.

University policy is that you own the intellectual property rights for your work. Please note that we may want to include work you complete as part of your studies in promotional material for the University. Where student work is used for marketing purposes, author acknowledgement will be made.

Admissions process – appeals and complaints

Our Admissions Policy is available [here](#) and includes details of how to appeal an admissions decision or make a complaint. The procedure for making any complaint is also available from our website (scroll to the bottom of a website page, click on 'Reports and Legal Information' then scroll down the page and select [Making a Complaint](#)).