

## **Terms and Conditions for Undergraduate and Postgraduate Students for Entry into Academic Year 2024/25**

### **1. General information**

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](mailto: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 a registered Higher Education Provider with overall responsibility for the academic standards and quality of our provision at levels 4-7, including 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 ("[Our 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 units or modules in each year of study, and descriptions of these units are also available from our website under the "course and units" section of each individual course page. However, all these details are under frequent 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](#) is also published on our website and explains the measures we take to protect students' interests in the event of material change such as a significant event or major change affecting students on one or more courses. 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 course (see [Student Tuition Fee Refund and Compensation Policy](#)).

It is important for you to understand that the course specification and unit descriptions provide a

description of the structure of the course of study, of the learning outcomes (what you will have learnt), and of the strategies for learning, teaching and assessment. The size of a unit is measured in academic credits. In accordance with practice across the UK higher education sector, AUP allocates one credit for 10 hours of notional learning time, with each year of undergraduate study amounting to 120 credits so notional learning time of 1200 hours. For postgraduate study this amounts to 180 credits, equating to an average of 6 hours contact time and 18 hours of independent study per week and roughly half that for part-time study. 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 course.

## **2. Teaching and Learning including contact hours for Academic Year 2024/25**

Contact hours (the time each week when a student is in contact with a tutor through lectures, demonstrations, seminars, tutorials, etc.) in the academic year for all AUP undergraduate courses equate to approximately 12 hours per week across all years of study. As a guide, full time students should expect that the total time they will need to devote to their learning should be an average of 35 hours per week. Note, there will be variation above and below this average from week to week. Our undergraduate academic year usually starts in September and finishes in June. Our full-time postgraduate academic year usually starts in October and finishes the following September. The year includes standard breaks for Christmas and Easter.

At the time of writing there are not expected to be any restrictions on the approach to learning and teaching in higher education for academic year 2024/25 (such as when operating during the Covid-19 pandemic), but all university 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 wherever relevant.

Teaching is primarily campus-based and face-to-face, supplemented where appropriate by 'live' online lectures as part of a hybrid approach to learning. In addition, some online lectures may have been recorded and are supplemented with further structured learning.

Note, 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 disability and wellbeing support, using a mixture of online and face-to-face delivery according to suitability for each service. Furthermore, the Registry will provide student administration such as advice on student finance and academic awards.

## **3. Study spaces**

AUP occupies a vibrant, modern, open-plan campus in the city centre. When you choose to study with us you'll be exposed to a range of specialisms and study in a variety of multi-use spaces and studios, varying from seminar rooms and industry-standard workshops to co-working spaces.

Although there are some quiet study areas, for example within our Library, our bustling co-working spaces prepare students for the kinds of working environments that they may experience within the creative industries.

Depending on the size of your study group and any specialist equipment that you need access to, the spaces where you study or are based might change from one trimester to another.

We'll work carefully to ensure that your course and study group are located in the best space available, depending on annual group sizes and study needs. This might mean that course spaces could change during your degree, or between when you visit us on an Open Day or Applicant Day and when you enrol.

There might be times throughout the year when spaces are unavailable due to planned or unforeseen maintenance and events. We aim to keep these events to a minimum during core teaching times so they don't materially impact your studies. Outside of core teaching hours, studios may also be used from time to time for events such as public lectures and specialist short courses.

#### **4. BA(Hons) Courses with Distance Learning**

A number of our courses have been validated with the first year studied through distance learning. This first year of distance learning runs from January to July. Our distance learning model is based on synchronous learning, which means 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. A typical week will contain an average of 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. As a guide, students should expect that the total time they will need to devote to this distance learning course should be an average of 45 hours per week. This is therefore an intensive course 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.

Part of the conditions for a student to be accepted onto a course 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 UK students able to travel into Plymouth, access to our physical campus is possible outside of the timetabled contact time for the course.

It should be noted that Student Finance England (SFE) government maintenance loans are not available for students in this first year - the distance learning year - of the three year courses, and that payments in subsequent years are paid on a calendar year basis, which means any

maintenance loans from Student Finance England (SFE) would not be available until the spring term of the second year.

## **5. Offers**

Decisions to make an offer of a place to study at the University are taken 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 such as 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.

## **6. 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<sup>1</sup> or who is involved in ongoing criminal proceedings. Therefore, potential students who have an unspent conviction, ongoing or pending criminal proceeding that could result in a relevant criminal conviction, 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 prospective 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, unspent convictions or who are currently subject to a Sexual Harm Prevention Order must 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](#).

## **7. Rules and Regulations**

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<sup>1</sup> Relevant criminal convictions are only those convictions for offences against the person, whether of a violent or sexual nature, and convictions for offences involving unlawfully supplying controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking.

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

## **8. 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. Should you require further information, as an applicant you may request a copy of our disciplinary procedures by emailing [admissions@aup.ac.uk](mailto:admissions@aup.ac.uk).

## **9. Academic Regulations**

Our [Academic Regulations](#) are available on our website (under '[Apply Now](#)'). They define the rules, procedures and requirements governing successful progress in BA (Hons) and MA courses 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, and what constitutes academic misconduct (and the penalties involved which, in the extreme cases can lead to withdrawal from studies).

## **10. 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.

## **11. 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 ([personal data](#)) and in our [Privacy Notice for Applicants](#).

Academic Regulations include further information about registration including the process for interrupting or withdrawing from studies, and requesting a transfer between different courses which is set out in our [Student Transfer Policy](#) and also covers the transfer of students to and from a different higher education provider.

## **12. 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 in place as early as possible. 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 (see [Student Support](#)) or you can email the team directly: [studentsupport@aup.ac.uk](mailto:studentsupport@aup.ac.uk).

## **13. Tuition fees**

The University charges different fees depending on whether students are categorised as UK 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.

EU students are classified as Overseas and will be subject to international rather than UK student fees, as set out below.

New students from the Channel Islands and Isle of Man meeting the criteria for classification as UK students will be charged UK fees, as will new students from the Republic of Ireland who live in Ireland or the UK. There are detailed rules arising from the UK's departure from the EU that affect fee status: if you have any queries at all please contact Admissions ([admissions@aup.ac.uk](mailto:admissions@aup.ac.uk)). For full information please refer to [Student finance for undergraduates - Eligibility - Gov.uk](#)

### UK students undergraduate

Tuition fees for UK undergraduate students currently studying and for students starting in the academic year 2023/24 in all undergraduate courses in the University are £9,250 for the 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 undergraduate full time rate.

## International students undergraduate

Tuition fees for EU and International undergraduate students starting in 2024/25 are £16,500 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 students

Postgraduate tuition fees for entry into the 2024/25 academic year for UK students are £8,900 for MA courses, and £16,500 for international students. Tuition fees for the MFA course are £5,800 for UK students, and £11,000 for international students.

Tuition fees for postgraduate part time study starting in autumn 2024 are £4,985 per academic year for UK students and £8,800 per academic year for international students. Tuition fees for the MFA course part-time are £3,250 for UK students, and £5,830 for 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).

## Payment of tuition fees and loan applications

Tuition fees become due upon registration, except for international students who are required to pay annual tuition fees in advance (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](mailto:admissions@aup.ac.uk).

For international students, refunds of the deposit will only be made in extremely limited circumstances and will not be given if you change your mind and decide you no longer want to take up your place. Once you have paid a tuition fee deposit a refund will only be issued if one of the following grounds applies:

- (a) If within 14 days of receipt of payment of the deposit you request a refund; or
- (b) If, in the year for which you have accepted an offer and paid a tuition fee deposit, the University cancels the course; or
- (c) The University is unable, for reasons outside of its control, to issue a Confirmation of Acceptance for Studies (CAS); or
- (d) If you have been refused a visa unless there was a clear error or omission made by you in your application which is given by the UKVI as a reason for refusal (e.g. false documents were supplied). The Visa Refusal letter issued by the UK Office must be submitted with any request for a refund, as evidence, which will be considered by the University in determining whether a refund will be given.

If there are severe, unanticipated and exceptional circumstances beyond your control which justify and prevent you from arriving to start study, you should contact the international team at [international@aup.ac.uk](mailto:international@aup.ac.uk).

If there is an option to defer your place then the University will hold the deposit to use for the following year's course of study. If the request is approved, the deposit will be retained for the following academic year. If the request cannot be approved by the University (acting reasonably) then the deposit will not be refunded unless one of the grounds in our [Student Tuition Fee Refund and Compensation Policy](#) applies.

It is your responsibility to ensure that you have either completed your tuition fee loan application in full before commencing 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 Student Finance England as a tuition fee loan, 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 (SFE) 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 SFE, 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 - 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 SFE, 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 a UK student and 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 (such as 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 (please email [studentfinance@aup.ac.uk](mailto:studentfinance@aup.ac.uk)). 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 SFE 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 and 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.

#### **14. Additional Course Costs and Funding, Subsidies, University Bursary**

In common with other universities 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 of 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 you increasingly specialise, to acquire basic tools/resources, along with appropriate consumable materials, depending on your creative discipline. Course 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 in the University.

The University makes a significant amount of funds available to all courses to ensure essential material needs are provided for students.

Note, 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 courses, and have maintained the funding allocated to all courses 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.

## **15. 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 (IP) rights for your work produced during your time at the University as a student. 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. Our [IP Policy for Students](#) and [IP Policy Summary](#) applies.

## **16. Admissions process – appeals and complaints**

Our [Admissions Policy](#) includes details of how to appeal an admissions decision or make a complaint.

If you require any of the documents linked in an alternative accessible format or if you have trouble accessing any of the links please email the Head of Compliance & Quality Systems at [jwright@aup.ac.uk](mailto:jwright@aup.ac.uk).