

# General Terms and Conditions 2021/22

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## Scope

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These terms and conditions apply to programmes of study delivered by Queen Mary University of London, henceforth “Queen Mary”, including Queen Mary Online (QMOnline) 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 (“Queen Mary”, “we”, “our”) encompass QMOnline programmes, unless expressly stated otherwise.

## General

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When you accept an offer of a place at Queen Mary, 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 reserve the right to update and amend our regulations at other times in response to changing circumstances and 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

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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 Queen Mary. 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 Queen Mary, 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. While 14 days is the legal maximum period within which you can cancel acceptance of your offer, we will normally consider cancellation requests once this period has elapsed, where possible.

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

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We will aim to deliver your programme so that it closely matches the way in which it has been described to you by Queen Mary, 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;
- changes in the external environment which may require modifications to the way a programme is delivered; 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](#)

[Taught Postgraduate](#)

[Research Postgraduate](#)

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When we make you an offer to study at Queen Mary, it is for the programme specified in our offer communication to you. We will consider requests to change programme exceptionally and you will only be allowed to change if places are available and you have met the published entry requirements for the intended programme.

## **Our admissions policy**

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Queen Mary'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 \[PDF 435KB\]](#).

### 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 Queen Mary in the Academic Registry and Council Secretariat [Policy Zone](#).

### Appeals and complaints

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](#).

### Declaration of criminal convictions

For specified programmes, where enrolment is subject to a satisfactory Disclosure and Barring Service (DBS) check, we will ask you to declare any spent or unspent criminal convictions at the point of application.

For all other programmes where a satisfactory DBS check is not a condition of enrolment, you may be required to inform the Queen Mary admissions team of any relevant unspent criminal convictions when you decide to accept our offer of a place.

You can find more details about our policy on criminal convictions, including the circumstances when an unspent conviction must be declared, in the Academic Registry and Council Secretariat [Policy Zone](#).

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## University fees

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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](#)

[Taught Postgraduate](#)

[Research 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. Deposit payments are normally non-refundable and refunds will be paid only in limited circumstances.

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 QMOnline 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

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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 electronically through the library at no additional cost. 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.

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

[Undergraduate](#)

[Taught Postgraduate](#)

[Research Postgraduate](#)

Students undertaking postgraduate research programmes may be liable for an additional charge to cover costs associated with their research project. This charge will be detailed in your offer communications and will be in addition to the standard tuition fee.

**General living expenses:** throughout your studies at Queen Mary 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

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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 make an accurate assessment. 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](#) (UKCISA).

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

Your fee status will be assessed before the start of your studies, normally before we make you an offer, 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 limited 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.

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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](mailto:admissions@qmul.ac.uk). Reviews will normally only be undertaken if additional relevant information is provided. After enrolment, you must use the Queen Mary [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. Appeals will only be considered on the grounds that there has been a procedural error in reaching the original decision or where new, material information is presented that could not reasonably have been made available during the original fee status assessment carried out by the Admissions Office.

## Immigration compliance: student visas

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In accordance with Home Office policy, students who are not UK or Irish nationals who meet relevant residency requirements or who do not have settled status in the UK may be required to obtain a visa to enter the UK in order to study at Queen Mary. We make every effort to ensure that we only make offers to study at Queen Mary 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 [Queen Mary's Advice and Counselling Service](#).

## Code of conduct for applicants

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At Queen Mary we are committed to ensuring that every member of our community is treated with dignity and respect. This applies to staff and students alike. Queen Mary Admissions staff are committed to providing applicants with a professional, respectful service and we expect our applicants to respect the same high standards of behaviour. You can find more information about our behavioural expectations for students and staff in our [Dignity at Work and Study](#) General Guidance.

Our Admissions team processes around 90,000 applications each year and we experience significant peaks during the admissions cycle. We aim to be as responsive as possible when you contact us. We appreciate feedback on our service, as this enables us to make improvements; compliments and complaints should be addressed to [adm-mgrs@qmul.ac.uk](mailto:adm-mgrs@qmul.ac.uk).

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<b>Effective date</b>	01/10/2020
<b>Approved by</b>	Jonathan Morgan, Chief Governance Officer
<b>Author/Owner</b>	Joanne Tallentire, Head of Admissions
<b>Related policies</b>	Admissions Policy

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