GR1 Your responsibilities as a student

1.1 Royal Holloway, University of London ("the College") expects you to act responsibly and to be accountable for your actions, both academic and non-academic. During Online Sign-up you agree to be bound by the College Statutes, Regulations and policies of the College as amended from time to time. These are listed below each relevant General Regulation for your information. All applicable College regulations are enforced under the Student Conduct Regulations, contravention of which may lead to termination of College registration or withdrawal of access to systems and facilities.

1.2 You are reminded that this responsibility extends to participation in College related activities off site, such as field trips, placements or years abroad. Likewise, behaviour in the local community that brings the College into disrepute or leads to statutory action may also result in College action under the Student Conduct Regulations.

1.3 Where a student is unwilling or unable to take reasonable steps to manage their behaviour College reserves the right to take appropriate action. Management of behaviour includes, but is not limited to, physical and mental health issues. If you encounter difficulties, you are encouraged to seek support from the College's support services.

1.4 You must take responsibility for your own finances and budgeting, seeking help from the relevant College and / or external funding support services as needed. This includes a responsibility to ensure your tuition fees, accommodation fees and other contractual payments are paid to the College on or before the invoice due date. Non-payment of fees may result in termination of registration or a requirement to leave your room in Halls. The Student Fee Regulations and the Tuition Fees Operational Guidelines state the terms and conditions relating to fee payment.

1.5 The Student Charter provides a summary of our aspirations for both students and staff which is designed to benefit and support the student experience. It is not intended to be a legally binding contract of terms and conditions. It is important that all prospective and current students familiarise themselves with the current published documents relating to their registration with the College.

1.6 The following regulations and policies are included:

<table>
<thead>
<tr>
<th>Regulation</th>
<th>Updated for 2021-22</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Student Conduct regulations</strong></td>
<td>Outlines the procedures which will be followed where there are allegations of major or minor misconduct. Attention is particularly drawn to appendix 1 which outlines the types of behaviour which may be considered misconduct. This is not an exhaustive list.</td>
</tr>
<tr>
<td><strong>Student Fee Regulations</strong></td>
<td>Governs the payment and remission of tuition and residence fees. Includes action the College will take where there is non-payment.</td>
</tr>
<tr>
<td><strong>Tuition Fee Operational Guidelines</strong></td>
<td>This document contains guidance on the Tuition Fees charged and how they are calculated.</td>
</tr>
</tbody>
</table>
The Traffic and Car Parking policy applies to anyone bringing a vehicle onto campus. This includes the requirement to obtain and display a parking permit and penalty charge notices for non-compliance. Campus roads are considered public highways and UK traffic law applies.

The College does not tolerate the abuse of alcohol, drugs or other substances. This policy outlines the action College will take where there are suspected or known instances of misuse.

Outlines the College’s position on bullying, harassment and discrimination and procedures to follow in the event of an occurrence.

The College is committed to freedom of speech. You must not engage in behaviour that prevents, obstructs or disrupts the holding or orderly conduct of any meeting or other lawful assembly in the College.

Procedure to be followed when inviting external speakers onto campus; supports the Code of Practice on Freedom of Speech.

May apply in limited circumstances, particularly to postgraduate research projects, where students create certain works in the course of their research.
GR2 Attendance at College and Academic Regulations

2.1 Students who have not interrupted their studies under the provisions in the Academic Regulations must enrol for each year of their studies by:
(a) completing the Online Sign-up process;
(b) providing relevant documentation to verify their identity and the right to study in the UK at the outset of the course and, where required, during their studies; and
(c) registering chosen module options with their School/Department, where required.

2.2 To ensure that Enrolment and Registration is maintained with the College, students must also pay, or make arrangements acceptable to the College to pay, the tuition fees and any outstanding debts, as outlined in the Student Fees Regulations.

2.3 In the case of collaborative provision students may have these obligations (2.1 and 2.2) to the partner institution rather than the College.

2.4 Enrolment gives you the right to attend the classes and receive tuition or supervision for the modules for which you have registered. If you are not registered for a module you may not attend classes, submit work or access facilities for that module. Enrolment also grants access to relevant College facilities, subject to any particular arrangements as approved for visiting students and to other provisions outlined in these Regulations.

2.5 Enrolment must be completed within 21 days of the start of your course, however, your School may set an earlier deadline to enrol by not earlier than 14 days from the start of your course. Failure to enrol by the deadline relevant to your course, without prior approval and in the absence of medical or other good reason, will result in the termination of your registration. If, in exceptional circumstances re-admission is subsequently granted, a re-instatement fee of £300 will be payable. Exceptions will only be considered where Student Administration has been informed in advance in writing of any circumstances that prevent enrolment by the specified time. Student Administration and your school will review your circumstances to ascertain whether late enrolment is viable. You will not be permitted to commence your studies and/or enrol after this 21 day period, or 14 days if applicable to your School unless you have exceptionally been granted permission to enrol late by Student Administration or your School. If you do not enrol with the College you will not be entitled to use any College facilities, including the Computer Centre, College libraries, Campus Account facilities, the Students' Union, or attend lectures and seminars. If you are in receipt of sponsorship for a Student Route (Tier 4) visa, this will be curtailed (cancelled) in line with the College’s obligations to UK Visa and Immigration.

2.6 It is a requirement of enrolment with the College that you should attend all scheduled classes, lectures and field trips, which this academic year may be face to face or online. Non-attendance, without authorisation, may result in disciplinary action from your School(s), culminating in termination of registration. The formal warning and termination process is outlined in the Academic Regulations (listed below). All enrolled full-time undergraduate students are expected to be easily contactable and able to attend scheduled teaching sessions. Undergraduate students who register to complete resits or First sits
that require them to sit a formal face to face examination during the summer vacation assessment period are expected to be easily contactable and able to attend campus during the summer vacation assessment period. Full time taught postgraduate students are normally enrolled for a full calendar year from September to September (but in the case of a limited number of courses it may be possible to enrol from January to January) and are expected to be easily contactable and able to attend scheduled teaching sessions throughout that calendar year.

2.7 In the case of absence through illness you must inform your School(s) as soon as possible. If the illness lasts for up to five days (excluding Saturdays and Sundays), you must notify your School by completing a notification of absence form that is available from your School(s) or online to self-certify your absence. If your illness results in an absence of more than five days (excluding Saturdays and Sundays) then you must consult your doctor or the Health Centre and obtain a medical certificate as well as submitting a notification of absence form. If an absence from College is required on other grounds, i.e. bereavement, you should speak to your Personal Tutor as soon as possible to clarify the reasons for non-attendance as well as submitting a notification of absence form. You should note that self-certification will not be deemed admissible as evidence to support academic appeals and requests for special consideration by examination boards.

2.8 If you are in receipt of a Student Route (Tier 4) visa you should be aware that non-attendance could result in your visa being withdrawn. It is a legal requirement for the College to report a student enrolled on a Student Route (Tier 4) visa who does not appear to be in attendance to UK Visas and Immigration (UKVI). Upon notification, UKVI will curtail your visa. Termination of registration due to a breach in Visa requirements is conducted independently of the College’s formal warning process and is not open to appeal.

2.9 Students who have left the College prior to completing their degree course of study may request to be reinstated on the same course. Reinstatement requests will normally only be considered within 2 years of a student’s leave date, following checks with relevant College departments, and where reinstatement of the record would not result in an interruption period of more than 2 years. Reinstatements are at the discretion of the Director of Student Academic Services, and are not guaranteed. Where a reinstatement request is approved, a reinstatement fee will apply which must be paid, in full, prior to the student record being reinstated. If a student has prior debt with the College, this must be paid in full before a reinstatement request will be considered. In respect of students requiring student visa sponsorship, in line with the College’s obligation to UK Visa and Immigration your eligibility for sponsorship will be taken into account as part of the reinstatement process. Reinstatement requests are not permitted from students whose registration with College was discontinued for disciplinary reasons, including breach of visa conditions or academic failure.

2.10 The College recognises that many students undertake paid work to support their studies. However, full time students should not undertake more than 20 hours of paid work per week during term time as set out in the Academic Regulations (listed below). You should not undertake any paid work which may conflict with your responsibilities as a student of the College. The College will not accept claims that your study was adversely affected by a period of paid or unpaid work.
2.11 Students in receipt of a Student Route (Tier 4) visa should be aware that if the College suspects you are breaking the conditions of your permission to stay by working more hours than you are allowed to by your visa, then the College is obliged to inform the UKVI. This could result in your current immigration permissions being curtailed or future applications being refused. Termination of registration due to a breach in Visa requirements is conducted independently of the College’s formal warning process and is not open to appeal.

2.12 Student Route (Tier 4) sponsored students only: If you request to change your degree course, the College reserves the right to refuse your request in line with Student Route (Tier 4) Immigration rules. If your request to change degree is approved you may be required to leave the UK to apply for a new Student Route (Tier 4) visa. You will be liable for any further costs incurred from this process. You must not attend the new programme until you receive confirmation that your request has been approved.

2.13 The following Regulations are included:

<table>
<thead>
<tr>
<th>Regulations</th>
<th>Updated for</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Undergraduate Regulations</td>
<td>UPDATED FOR 2021-22</td>
<td>Regulations governing undergraduate courses (i.e. BA, BSc, LL.B, BMus, BEng, MEng, MSci), includes admission, assessment, progression requirements, consideration for awards and termination of registration.</td>
</tr>
<tr>
<td>Postgraduate Taught Regulations</td>
<td>UPDATED FOR 2021-22</td>
<td>Regulations governing taught postgraduate courses (i.e. MA, MSc, MMus, MRes), includes admission, assessment, progression requirements, consideration for awards and termination of registration.</td>
</tr>
<tr>
<td>Research Degree Regulations</td>
<td>UPDATED FOR 2021-22</td>
<td>Regulations governing postgraduate research courses (i.e. Masters by Research, MPhil / PhD and Professional Doctorates), includes admission, assessment, progression requirements, consideration for awards and termination of registration.</td>
</tr>
<tr>
<td>Code of Practice for Research Degree Students and Supervisors</td>
<td>UPDATED FOR 2021-22</td>
<td>Outlines the responsibilities of research students, their supervisory team and their academic Schools, generic skill requirements, leave and work opportunities.</td>
</tr>
<tr>
<td>Regulations on Access Arrangements for Assessment</td>
<td>UPDATED FOR 2021-22</td>
<td>Explains how students requiring special examination arrangements submit requests and evidence to support their request and how this will be considered.</td>
</tr>
<tr>
<td>Regulations on the Conduct of Assessment</td>
<td>UPDATED FOR 2021-22</td>
<td>Applies to the assessment of all awards made by the College, except MPhil, PhD, and MA/MSc by Research and examination of the thesis for the specialist doctorates which are governed by the Research Degree Regulations.</td>
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<td>----------------------------------------</td>
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</tr>
<tr>
<td>Regulations on Academic Misconduct</td>
<td>UPDATED FOR 2021-22</td>
<td>Explains what an assessment offence is and how they will be investigated. Serious or repeat offences may lead to termination of registration.</td>
</tr>
<tr>
<td>Ratification and Revocation of Awards</td>
<td>UPDATED FOR 2021-22</td>
<td>Outlines whether awards are made by University of London or Royal Holloway and Bedford New College.</td>
</tr>
<tr>
<td>Fitness to Practice Policy and Procedures</td>
<td>UPDATED FOR 2021-22</td>
<td>Applies to students registered on courses which lead to the award of a professional qualification in one of the regulated health or social care professions.</td>
</tr>
<tr>
<td>Approval and Suspension of College Academic Regulations</td>
<td>UPDATED FOR 2021-22</td>
<td>Outlines how academic regulations are approved and suspended.</td>
</tr>
</tbody>
</table>
GR3 Use of College facilities and property

3.1 You are encouraged to use College facilities particularly in support of your academic studies. In doing so you are expected to treat the facilities and property with respect. Use of facilities may be subject to published terms and conditions of use and failure to abide by these terms and conditions may result in the withdrawal of the right to use the facilities. You are required to pay for damage you have caused to College property.

3.2 The following Regulations and policies are included:

   IT Terms of Service

   Library Regulations
GR4 Maintenance of your personal information and College Communication

4.1 You are responsible for ensuring your personal details are accurate and up to date on Campus Connect. This includes permanent and temporary changes of address. Any change of name must be reported to the Student Services Centre, supported by the required certification.

4.2 All personal data will be handled in accordance with the General Data Protection Regulation and any relevant UK legislation. Information on how to access copies of your personal information held by the College is available on the data protection web pages.

4.3 UK Visa holding students only. It is your responsibility to make sure you understand and meet the UKVI immigration requirements. The College is bound by UKVI requirements and is obliged to keep a copy of your passport, Biometric Residence Permit (BRP) or UK immigration status document and personal contact details.

4.4 Student Route (Tier 4) sponsored students only: In addition to 4.3, to protect and maintain your Student Route (Tier 4) status you must also keep the UKVI informed of any changes to your name and/or other personal circumstances. We, as a Student Route (Tier 4) sponsor, must provide information to the UKVI about you in certain circumstances and this may include your personal contact details. It is therefore vital that you keep your UK address, study location, personal email address and mobile telephone number up to date for UKVI compliance purposes.

4.5 College provides an email address free of charge, which is accessible both off and on campus. This address will be used routinely for communication with you, and you are required to check this email account at least once every day. Failure to check your College email accounts will not be accepted as reasons for non-compliance with College instruction.

4.6 You are responsible for keeping yourself informed of any requirements that are posted on official College noticeboards, and for collecting your mail regularly from notified collection points.

4.7 Individual communications sent from the College should be regarded as applying to that student only.

4.8 You will be provided with a College card which serves as proof of student status whilst on College property.

4.9 The following Regulations and policies are included;

<table>
<thead>
<tr>
<th>College Card Policy</th>
<th>UPDATED FOR 2021-22</th>
<th>Explains the conditions of the use of the College Card, including the Campus Account service. It also outlines how lost or stolen cards can be replaced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data Protection Policy</td>
<td>UPDATED FOR 2021-22</td>
<td>Outlines how College meets the requirements of the Data Protection legislation</td>
</tr>
<tr>
<td>Change of Name Policy</td>
<td>UPDATED FOR 2021-22</td>
<td>Explains how students may change the name they have registered with the College</td>
</tr>
</tbody>
</table>
GR5 Students’ Union opting out

5.1 As a registered full-time or part-time student you are automatically a member of the Students’ Union (RHSU) unless you choose to opt out. If you decide not to be a member of RHSU you cannot stand for elective or appointed offices or vote in any election or meeting connected with RHSU. However, you may enjoy all the other rights and privileges associated with full membership as follows:

a) Attend and speak at All Student Meetings,

b) Make use of any services and facilities of SURHUL (i.e. our independent Advice Centre)

c) Hold ordinary membership of clubs and societies recognised by RHSU, in accordance with their own constitutions

d) Attend all RHSU committees as an observer where permitted by the Constitution and Regulations.

If you choose not to remain a member of the Students’ Union, you may opt out by writing to the Students’ Union’s President at president@su.rhul.ac.uk. The opt-out procedure is publicised in the SURHUL constitution and the Students’ Union Code of Practice.

5.2 The following Regulations and policies are included;

Students’ Union Code of Practice

Required by law, the code explains how Council and SURHUL will ensure that the students’ union operates in a fair and democratic manner and is accountable for its finances.
GR6 Student health and safety

6.1 While involved in College activities on or off campus it is the responsibility of students:

- To take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions
- To comply with College policies and procedures and with arrangements the College has in place to control health and safety risks, including any information, instruction or training provided to them
- To co-operate and comply with College policies and procedures, so far as is necessary, to enable any duty or requirement imposed upon the College by relevant statutory provisions to be performed or complied with
- To not, without the consent of the member of staff in charge of the area or activity, introduce any equipment for use on College premises, alter any fixed installations, alter or remove health and safety notices or equipment, or otherwise take any action which may create hazards for employees of the College or for persons using the premises
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions
- To use any protective equipment provided and work in accordance with any safety procedures provided by the College in connection with any of its activities; and
- To report any incidents, accidents, unsafe conditions or work-related ill health which they become aware of to the person responsible for the area or activity.

6.2 In addition to the above the following restrictions apply:

- Fire detectors – covering or tampering with these devices puts lives at risk as it will delay the sounding of an alarm in the event of a fire. Never cover or tamper with a fire detector
- Drones - the flying of drones (of any size or weight) for recreational purposes and private use on land either owned or occupied by the College is prohibited
- Barbeques - students are not permitted to have barbeques on College premises. Barbeques are only permitted as part of an official College-sponsored or run event in agreement with the College Fire Safety Officer
- Fireworks – students are not allowed to let off any form of fireworks on College premises
- Firearms and offensive weapons - the possession or use of rifles, air pistols or other types of firearm or offensive weapon is strictly forbidden anywhere on College property
- College electrical equipment - all College electrical wiring and equipment is tested and checked at regular intervals. Any repairs or modifications must only be made by College electrical staff. Students should not undertake any modifications or repairs themselves as this may constitute a serious electrocution or fire risk. All faulty equipment should be reported immediately to the person responsible for the area or activity
- Personal electrical equipment - students are responsible for the electrical safety of any equipment they bring to the College and for any harm which may occur to anyone as a result of these items. Any equipment must be safe and comply with current European
General regulations 2021 – 2022 (continued)

electrical safety standards. The College retains the right of inspection and confiscation of equipment found to be unsafe or specifically prohibited under College rules

- Laser pointers and pens - must only be used as a pointing device for presentation purposes. Misuse, or use with malicious intent, has the potential for serious injury.
- Smoking - the Fire Safety Policy has specific prohibitions in respect of smoking in and around its buildings which must be complied with at all times

6.3 The following Regulations and Policies are included:

<table>
<thead>
<tr>
<th>Regulation</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health and Safety Policy</td>
<td>Sets out the policies in place for the health and safety of the College community</td>
</tr>
<tr>
<td>Fire Safety Policy</td>
<td>The College’s policy on fire safety, including smoking</td>
</tr>
<tr>
<td>Laser Safety Policy</td>
<td>Sets out the College’s management arrangements for the use of lasers</td>
</tr>
</tbody>
</table>

6.4 Failure to comply with the above requirements may be regarded as a breach of English law and / or College Regulations and may result in disciplinary action.
GR7 Exceptional changes to academic provision and facilities

7.1 The College undertakes all reasonable steps to provide the academic courses and related services as set out in its prospectuses, course finder and other publications produced for the general guidance of prospective students. These publications were accurate at the time of publication and do not form part of any contract with you, your advisers or third parties. Should details of courses or services change following publication, the College will use all reasonable endeavours to draw this to your attention at the earliest possible opportunity.

7.2 Occasionally it may be necessary for the College to vary the content and delivery of courses or the teaching location, to discontinue, merge or combine courses, and to introduce new courses. Such changes may be necessary for the following reasons (which are not exhaustive): changes in the requirements of commissioning or accredited bodies, legislative changes, acts of government, changes to relevant theory or significant developments in practice, unavailability of suitably qualified staff, loss of funding, serious financial issues affecting the College or insufficient student numbers. The College endeavours to keep such changes and disruption to a minimum, but there is a possibility that changes may occur before or after admission. You will be informed as soon as possible of any substantial change which may affect your programme, and will be advised as to the impact and possible options for you to progress your study which may include transfer to another programme of study, withdrawal or transfer to another higher education provider where possible.

7.3 Except where otherwise expressly stated in writing, the College cannot accept liability or pay any compensation where its obligations to provide courses or facilities is prevented or affected by events it could not foresee and / or avoid. Examples include adverse weather or natural disaster, pandemic or other contagious disease, fire, interruption in power supplies or substantial systems breakdown. In any such event College will keep all affected students informed, and wherever possible will make alternative arrangements in order to provide the courses or facilities, for example, in alternative locations.
GR8 Student complaints

8.1 The College hopes and expects that you will be satisfied with your experience at the College, and is always pleased to hear about particularly good aspects of your experiences. However, it is also recognised that there may be circumstances when you may not be satisfied. College publishes procedures which outline how you can lodge formal complaints about the College's provision of services or facilities and how these complaints will be investigated.

| Student Complaints Procedure | UPDATED FOR 2021-22 | Explains how students can submit complaints about College facilities or services which have not been informally resolved. |

Approved by: Executive Board

Date: 06/07/2021