

THE UNIVERSITY OF OXFORD
TERMS AND CONDITIONS FOR MATRICULATED STUDENTS



YOU SHOULD READ THIS DOCUMENT CAREFULLY. It contains important information about your contract with the University, including: rules that apply to your conduct, behaviour and use of University services, circumstances when your studies at the University may be suspended or terminated, and how changes might have to be made to teaching or services in certain circumstances.

Contract with the University

1. As a student at Oxford University you will be a member of both the University and of one of its colleges, societies or permanent private halls. For convenience this document refers to permanent private halls, societies and colleges as “colleges”.
2. You will have two separate contracts: one with the University and one with your college.
3. The purpose of these Terms and Conditions is to set out the contractual basis for your relationship with the University, and to draw your attention to key terms.
4. Your contract with the University is made up of:
 - a. The documents provided with these Terms and Conditions. These include:
 - i. these Terms and Conditions;
 - ii. the Student Handbook;
 - iii. the Course Information Sheet;
 - iv. the offer letter from your department (for graduates); and
 - b. The University’s Statutes and Regulations, and rules, procedures and policies made under them (see paragraphs 15 to 19 below).
5. Graduates receive their offer of a place at the University as an offer letter from their department. Undergraduates receive their offer through UCAS. In either case this is the University’s formal offer of a place (the “Offer”). This is distinct from any college offer letter.
6. For Graduates, you will enter into your contract with the University when you accept your Offer.
7. For Undergraduates, you will enter into your contract with the University either:
 - a. when you accept your Offer as your “Firm Choice”; or
 - b. if you accept your Offer as your “Insurance Choice”, when your “Insurance Choice” automatically becomes your “Firm Choice” (i.e. because you do not get the required grades for your original “Firm Choice”).

Conditions of your contract with the University

8. Your contract with the University is subject to academic and/or financial conditions as set out in your Offer or accompanying documents and to a condition that you disclose any relevant unspent criminal convictions. If your course would involve working with children or patients (e.g. the Postgraduate Certificate in Education (PGCE) or Medicine) you must also disclose other relevant matters, as explained in your offer letter.
9. It is also a condition of your contract that any information submitted with or in relation to your application (whether to UCAS, the University or your college) is true, genuine, accurate and complete (i.e. does not omit information you have been asked to provide).
10. Failure to meet any condition has the following consequences:
 - a. if the failure to meet a condition is discovered after you have accepted your Offer, but before you register for your course, your contract with the University may be terminated at the University's discretion; or
 - b. if the failure to meet a condition is discovered once you are a registered student, disciplinary proceedings may be brought against you under [Statute XI](#), which may result in sanctions including suspension or expulsion.

Student Union membership

11. As a matriculated student of the University you are automatically a member of the [Oxford Student Union \(Oxford SU\)](#). You can withdraw from Oxford SU membership at any time.

University and College Membership

12. You must be a member of a college in order to be a member of the University.
13. Your continuing relationship with the University is linked to your continuing relationship with your college. Similarly, your Offer from the University is linked to your college offer. If you decline either offer, if you fail to meet the conditions of either offer (whether before or after acceptance), or if either offer is withdrawn, you will lose your place at both the University and your college.
14. If your college membership is terminated (e.g. for breach of college rules and regulations) your membership of the University will also end. If you are suspended by your college, or subject to other disciplinary or procedural measures, the University may take similar steps.

University Statutes, Regulations and Policies

15. By accepting your Offer you agree to comply with the University's Statutes and Regulations as amended from time to time and with the rules, procedures and policies which are made under them. Links to these on the University website are available at the [Governance and Planning 'Legislation' pages](#) and the [Examination Regulations search page](#). They include:

- a. the University's Code of Discipline under [Statute XI](#), which sets out behaviour which is considered unacceptable by students and which may result in disciplinary action;
 - b. other regulations concerning your studies, residence, conduct and behaviour: examples are regulations relating to examinations, ownership and exploitation of intellectual property, harassment, the use of IT and library facilities, health and safety issues and legislative requirements such as data protection;
 - c. any Health and Safety Instructions ('HSI') setting out standards of behaviour required of you during any pandemic, epidemic or local health emergency. 'HSI' includes any University code, policy or guidance issued in such circumstances. If an HSI is in force you must comply with it as a condition of in-person access to teaching and facilities, and may be disciplined for non-compliance; and
 - d. the duty to behave in accordance with the University's [Code of Practice on Freedom of Speech](#).
16. The key provisions that you need to be aware of are summarised in your Student Handbook and in these Terms and Conditions.
17. By accepting your Offer you agree that the University may take disciplinary action against you for breach of its Statutes and Regulations and the rules, policies and procedures, including the Code of Discipline and any HSI. Such action would take place under the appropriate procedure and could result in sanctions including suspension or expulsion.
18. Where you have accepted your Offer but your course has not commenced, the appropriate procedure will be determined by the relevant University admissions team, taking into account principles of fairness and proportionality, and will usually be based on the relevant student procedure (e.g. the relevant disciplinary procedure or the fitness to study procedure). Such a procedure may determine whether your admission to your course should be deferred or cancelled (i.e. by termination of this contract) or whether measures should be required when you do start the course.
19. You are only permitted to access or use University land, premises, facilities or services for the academic, welfare, leisure or sporting purposes for which such premises, facilities or services have been provided, or for meetings and events for other purposes where the University's [Code of Practice on Freedom of Speech](#) has been complied with. Misuse of, unauthorised access to or use of, or occupation of University land, premises, facilities or services, and/or activities which prevent or substantially limit or impede authorised access or use by University students or staff, or which attempt to do so, are not permitted and may result in disciplinary action under [Statute XI](#).

Your Responsibilities

20. It is your responsibility:
- a. to act as a responsible member of the University's community, whether in person or virtually, including treating other members of the community and the public with courtesy, dignity and respect, and to behave in a manner consistent with the University's [Equality Policy](#).

- b. to progress your own academic studies, which will include submitting work when required to do so, meeting college and University deadlines and attending tutorials, classes and lectures.
- c. to comply with any measures or instructions given by the University or your college to reduce risk of transmission of any illness or infection and behave in accordance with any HSI (e.g. wearing a face-mask, using hand sanitiser or following distancing procedures, if required). You must also immediately declare to your college and department if you have any serious and easily transmissible infectious illness.
- d. to seek help or raise concerns if you are having difficulty in any area of your academic or pastoral life. A wide range of support is available from your college, department, central University services, fellow students and the Student Union. Further details of who to contact are set out in section 2 of the Student Handbook and will be provided in your Course Handbook and College Handbook.
- e. to follow good academic practice, including following the University's policies and guidance on conduct during examinations, plagiarism, academic integrity in research, use of AI tools and conflicts of interest. More information is available in the Student Handbook including at sections 6, 10.4 and 10.6.
- f. to ensure that your fees and other charges are paid when they are due. You are responsible for any non-payment even if your fees are being paid by a third party.
- g. to obtain an appropriate visa or immigration permission if necessary, and an ATAS (Academic Technology Approval Scheme) certificate if required for your course, and to abide by any visa/immigration conditions including maximum permitted working hours and the types of work allowed and provide a copy of your visa/confirmation of immigration status and passport identification page when requested by your department or college. If your visa/immigration permission expires during your course and you no longer have valid leave to remain in the UK, or have breached the terms of your student visa, the University may be required to inform UK Visas and Immigration. Failure to comply with these obligations may result in legal consequences for you under UK immigration law, which may affect your ability to complete your studies at Oxford. Disciplinary action may also be taken if false or intentionally misleading statements or documents are provided to the University regarding visas or immigration status. Support and information are available from Student Immigration and from the [visa and immigration pages of the University website](#).

Professional Qualification or Accreditation Requirements

- 21. If your course leads to a professional qualification or accreditation you may also be subject to regulations relating to your conduct required by the relevant professional regulation body (such as fitness to practise for students studying medicine). If you fail to meet these you may be unable to continue your course. More details are available from your department and will be set out in your Course Handbook.

Teaching and Supervision Arrangements

- 22. If your Offer is for a research degree it will be based on your choice of subject area. If you later ask to change subject area or supervisor, this will only be possible if it is

approved by the relevant department(s) having regard to the availability of appropriate supervision either in your new subject or from an alternative supervisor.

23. Teaching for undergraduate students is provided by both the University and your college. Your college will provide more information about college teaching, including tutorials.

Fees and Payment

24. Details of the fees and charges you will have to pay the University are set out on your Course Information Sheet.
25. The University sets out its course fees as a single figure, but you should note that this is a combined figure for both your University and college fees. These fees separately form the consideration for your separate University and college contracts. This means that you are paying a set amount of your fees to your college for college services and a set amount to the University for University services. For more details see the Fees and Funding pages of the University website [for Undergraduates](#) or [for Graduates](#), or, if you have a query that is not covered there, contact student.fees@admin.ox.ac.uk. (College fees do not cover accommodation or food, which are charged separately to those students who receive them.)
26. Course fees and charges will usually increase annually. For more information see the 'Changes to Fees and Charges' pages of the University website [for Undergraduates](#) or [for Graduates](#).
27. Fee status is determined by government Regulations which impose a number of criteria including around residence and nationality. The University will assess your fee status based on the information you provide in your application. Broadly speaking home fee status is available for UK and Irish nationals who live in the UK (or the UK or Ireland for Irish nationals) and those eligible EU, other EEA and Swiss nationals who live in the UK who are able to benefit from Citizens' Rights under the EU Withdrawal Agreement, the EEA EFTA Separation Agreement or the Swiss Citizens' Rights Agreement respectively. All students who are ineligible for home fee status will pay course fees at the overseas rate.
28. For undergraduate students with home fee status starting their first undergraduate degree, tuition fees nationally are subject to a governmental fee cap, which is subject to annual review and at present is expected to increase each year at least in line with inflation/the Retail Price Index (RPI). Current University policy is to charge fees at the level of the cap set by the Government.
29. In deciding the annual level of increase for all other categories of student, the University and colleges will take into account a range of factors, including changes in the costs of delivering courses and other student services, and changes in government funding or charges imposed by law.
30. The University will publish details of any increase in fees during September of the academic year preceding the academic year in which those increased fees become payable.

31. Any increase in fees will not exceed 6% each year, or the Consumer Price Index (CPI) if higher. Increases made by reference to CPI will use the March CPI published by the Office for National Statistics in the April immediately preceding each September when new fees are published, to apply to the following academic year (so there is a time-lag of 18 months between the CPI figure consulted and the point when the increased fees become payable). The percentage increase may vary between different subjects and/or courses.
32. The level of additional course costs (e.g. cost of field trips) will usually increase annually. Increases are expected to be no greater than 6% or CPI (using published CPI as per paragraph 31 above) unless there are identifiable above-inflation rises in costs directly associated with the activity. These may, for example, include costs charged by third parties.
33. The level of additional charges (e.g. fees for entry for examinations, resubmission of theses, late entry for examinations, copies of transcripts etc.) will usually increase annually. Increases are expected to be no greater than 6%, or CPI (using CPI as per paragraph 31 above) if higher. Changes to such charges will normally be published during September of the previous academic year. Percentage increases will usually be rounded up to the nearest pound. Details of current additional charges are at [Other Charges](#).
34. Graduate research students who have reached the end of their standard period of fee liability for their course, and remain registered, will be required to pay a termly University continuation charge until they submit their thesis, for continued use of University services. Details of the current University continuation charge (which increases annually in the same way as explained at paragraph 33 above) are at [Continuation Charge](#). Most colleges also require students in this position to pay a separate termly college continuation charge.
35. You must usually pay your course fees in full for the year no later than the Friday of week 1 of the first term. This may be different if your fees are being paid through a government loan system. University continuation charge is payable by Friday of week 1 of each term for which you need to pay it.
36. Failure to pay fees and charges when due may lead to sanctions, including suspension or termination of University membership.
37. Further guidance on fee payment liability and on the limited circumstances where refunds may become payable is on the [Payments and Refunds FAQs](#) webpage.

Living Expenses

38. You will need to pay for your living costs such as food, accommodation, and personal items.
39. You will normally have to live in Oxford during your course if you are studying full-time (see section 4 of the Student Handbook). If you are temporarily unable to live in Oxford because of circumstances outside of your control (e.g. serious illness, or lockdown restrictions in your home country arising from a pandemic) your college may apply to the Proctors for exemption from this residency requirement. Your application will be assessed on a case-by-case basis taking account of your personal circumstances.

40. If you live in University or college accommodation this will be subject to a separate agreement with either the University or your college as appropriate.
41. Estimates of the likely range of living costs in Oxford are set out on your Course Information Sheet and at the following links: [for Undergraduates](#) and [for Graduates](#), which highlight how inflation may increase the cost of living. These webpages are updated annually, but periods of high UK inflation in recent years make it difficult to estimate future increases in the cost of living during your studies.

Changes to Courses

42. The University will seek to deliver each course in accordance with the description set out in your Course Information Sheet. In normal circumstances where the University needs to make a change to your course paragraphs 44 to 48 will apply. However, if it is necessary to make changes because of a pandemic, epidemic or local health emergency which has arisen or which arises before or during your course then paragraphs 49 and 50 will apply. Further information on changes to courses (including possible changes under paragraphs 49 and 50) are in the Changes to Courses policy [for Undergraduates](#) and [for Graduates](#). In some circumstances, if you are dissatisfied with a change to your course, you might be entitled to bring a complaint, which may include seeking a financial remedy (see paragraph 55 below).
43. In all circumstances the provision of course options which depend on the availability of specialist teaching, or on placement at another institution, cannot be guaranteed in advance.

Changes to Courses in normal circumstances

44. There may be situations in which it is desirable or necessary for the University to make changes in course provision, either before or after you commence your course. Where desirable or necessary changes are to be made, the University will offer, where possible, appropriate and alternative arrangements for affected students. If you do not wish to accept any alternative arrangements (and your course has not yet commenced) then you will have the opportunity to withdraw from your course without incurring any financial penalty.
45. The University will not make very substantial changes to courses (for example, a change to the course title, significant restructuring, substantial change in course content, or the introduction of a progression hurdle) which would impact on you once you have started your course. In exceptional circumstances it may be necessary for the University to make such a change after you have accepted your Offer (for example to suspend, discontinue or combine courses). This may be because of academic changes within subject areas, or as a result of low student numbers on a course. This will not normally happen less than 3 months before you start your course. You will be notified of any such change (as compared to the description in your Course Information Sheet) and offered the opportunity to withdraw from the course.
46. Other changes could be made to course content, delivery and teaching provision because of developments in the relevant subject, enhancements in teaching or assessment practice, requirements of external accreditation processes, changes in staffing, resource constraints or changes in the availability of facilities. Such changes will take account of the reasonable expectations of prospective and current students.

47. Once you have accepted your Offer, you will be notified of any material change made before you start your course (as compared to the description in your Course Information Sheet) and you will be offered the opportunity to withdraw from the course without incurring any financial penalty.
48. Once you have started your course, changes will only be made if there is a reason the changes should be implemented immediately, rather than delayed. Where there is a potential for a change to have a demonstrable impact on students (e.g. which require them to change where or when they need to complete aspects of their course and/or could reasonably influence them to make different choices about their continuing studies) or where a change has consumer law implications, all impacted students must be consulted and the change must be approved by Education Committee. Where the change does not conflict with existing policy, causes no demonstrable negative impact for students, and has no consumer law implications, the change may be approved without the need for consultation with students, in accordance with the University's quality assurance processes and should be communicated to students (examples include removal of a progression hurdle or introduction of an optional exit award/pathway).

Changes as a result of a pandemic, epidemic, or local health emergency

49. Where a pandemic, epidemic or local health emergency necessitating measures to reduce risk of infection or illness occurs the University may make reasonable changes to comply with government or local authority regulations or guidance, and/or its own health and safety advice and/or to ensure the health and safety of staff, students and third parties and/or to respond to consequential staffing or resource constraints. If it makes any such changes the University will inform you and will ensure that the core competencies and learning outcomes of the course are still provided. The University will also provide broadly equivalent teaching and assessment services, and key University services by alternative means if reasonably possible, although the manner of delivery may need to change.
50. Subject to paragraph 49, no refunds, discounts, damages, waivers of course fees or other charges will be payable to you where changes or delays have resulted from, been caused by, or are in relation to a pandemic, epidemic or local health emergency necessitating measures to reduce risk of infection or illness. The University will also not be liable for any consequential losses or expenses you may incur (e.g. travel or accommodation costs) as a result of any such pandemic, epidemic or health emergency measures.

Other changes

51. Other changes to facilities, premises or services which do not concern course provision, and which provide an equivalent service, may need to be made from time to time for operational, legal/regulatory or other reasons. Wherever possible, and where this is proportionate to the type of change made, you will be notified of such changes in advance. If applicable, you will be notified of any consultation process within which you may make representations prior to the change taking effect.

Events beyond the University's control

52. The University will not be in breach of its obligations under its contract with you, nor liable to you for any loss caused to you under its contract with you, where the breach or loss results from events which are beyond the University's reasonable control. Examples of events which may fall into this category include: a pandemic, an

epidemic or a local health emergency necessitating measures to reduce risk of infection or illness; industrial action by University staff (where this is beyond the University's reasonable control); industrial action by non-University staff; acts of God; acts of terrorism; government order or law; action by any governmental authority; or failure or delay by third party suppliers and subcontractors. In such circumstances the University will take reasonable steps to mitigate the impact on you and to restore teaching and services. More information is available in the [Student Protection Plan](#) on the University website. This paragraph is not intended to restrict any legal rights where doing so would be unlawful (e.g. under consumer law).

Intellectual Property

53. The University's position regarding ownership of Intellectual Property in students' work is set out in [Statute XVI](#) and is summarised in section 7 of the Student Handbook.

Personal Data

54. The University will collect and use information about you in accordance with the principles set out in the [Student Privacy Policy](#) on the University website. This includes ensuring that your data will only be used in a way which is fair, lawful and secure. In addition, each college will have its own privacy notice.

Complaints Procedure

55. The University's complaints procedure is explained in section 10 of the Student Handbook. Student complaints should be made to the Proctors' Office. There is a subsequent right to complain to the Office of the Independent Adjudicator for Higher Education.

Your right to cancel

56. You have a right to cancel your contract for any reason within 14 days of accepting your Offer. For courses where a deposit is not payable, you can also cancel without incurring a penalty up to the date you are due to enrol at Oxford. Cancellations should be notified as set out below. Template cancellation forms for use during the first 14 days are available on the UCAS Hub account for undergraduate applications and at [Cancellation Form](#) for postgraduate applications, but using a University form is not mandatory:
- Undergraduate offers where no deposit is charged.** To cancel within 14 days, you should log onto your UCAS Hub account and fill out the cancellation form there. After 14 days cancellations must be communicated to study@ox.ac.uk, and you should also notify UCAS and your College.
 - Postgraduate offers where no deposit is charged (except Saïd Business School offers).** To cancel, at any time prior to enrolment, please log into [Graduate Applicant Self Service](#) using your application account details and confirm cancellation by clicking on the 'withdraw' button. (However, if you prefer, you may cancel by emailing your department using the address in your offer letter.)
 - Offers from Saïd Business School (SBS) –** To cancel, at any time prior to enrolment, email SBS at the [relevant Admissions address for your course](#).

- d. **All courses where a deposit is payable.** You may cancel within 14 days of acceptance without financial implications, but cancelling after that period may mean you lose some, or all, of your deposit, as explained in your offer letter. Cancellation should be notified as for other undergraduate or postgraduate offers (as applicable) as set out above.

Termination

57. Your contract with the University will end when your student membership of the University ends (as defined in [Statute II](#)). In particular, student membership will end:

- a. when you finish your course, fail to pass or take a progression hurdle or final assessment, or if you withdraw and so cease to be a registered student;
- b. if you are found not to have the academic qualifications required for admission;
- c. if you cease to be a registered student, or if this contract is otherwise terminated, as a result of a University procedure such as a disciplinary procedure, the fitness to study procedure, the fitness to practise procedure, the fitness to teach procedure, or the academic removal from the register procedure (e.g. by way of expulsion, withdrawal or cancellation of admission); or
- d. if you cease to be a member of your college.

58. Your contract with the University may also end if you are found to be in breach of paragraph 8 or 9 above.

59. The following terms will survive termination of your contract with the University for any reason:

- a. terms relating to intellectual property as described at paragraph 53 above;
- b. terms relating to personal data as described at paragraph 54 above; and
- c. terms relating to University procedures to the extent that they relate to events that occurred prior to termination including the complaints procedure, the disciplinary procedure, the harassment procedure and/or the academic integrity in research procedure.

Jurisdiction

60. Your contract with the University and any dispute arising from it (including non-contractual disputes) shall be governed by the laws of England and Wales and shall be subject to the exclusive jurisdiction of the English Courts.