



GR1 Your responsibilities as a student

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

1.2 You are reminded that this responsibility extends to participation in University related activities off site, such as field trips, placements or years abroad. Likewise, behaviour in the wider community that brings the University into disrepute or leads to statutory action may also result in University action under the Student Conduct Regulations. This may include conduct not directly linked to your status as a student but where there may be reputational or other impact on the University.

1.3 Where a student is unwilling or unable to take reasonable steps to manage their behaviour the University 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 University's support services.

1.4 You must take responsibility for your own finances and budgeting, seeking help from the relevant University 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 University on or before the invoice due date. Non-payment of fees may result in discontinuation of your 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 Futures Manifesto 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 University.

1.6 The following regulations and policies are included:

- Student Conduct Regulations
- Student Fee Regulations
- Tuition Fee Operational Guidelines
- Traffic and Car Parking Policy
- Alcohol, Drugs, and Substance Use and Misuse Policy
- Dignity and Respect Policy (Students)
- Code of Practice on Freedom of Speech
- Intellectual Property and Commercial Partnering Policy

GR2 Attendance at the University 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 University, students must also pay, or make arrangements acceptable to the University 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 University.

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 University 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 15 working days of the start of your course, however, your School may set an earlier deadline to enrol by not earlier than 10 working 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 discontinuation of your registration with the University. 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, Student Fees 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 15 working day period, or 10 working 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 University you will not be entitled to use any University facilities, including the Computer Centre, University libraries, Campus Account facilities, the Students' Union, or attend lectures and seminars. If you are in receipt of sponsorship for a Student Route visa, this will be curtailed in line with the University's obligations to UK Visa and Immigration.

2.6 It is a requirement of enrolment with the University that you should attend all scheduled classes, lectures and field trips face-to-face or online where timetabled. Non-attendance, without authorisation, may result in disciplinary action from your School(s), culminating in discontinuation of your registration with the University. The formal warning and discontinuation of your registration 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 at University premises during the defined terms for their degree course. Noting that:

General regulations 2024 – 2025 (continued)

- Postgraduate students are normally enrolled for a full calendar year from September to September (or in the case of a limited number of courses from January to January) which includes the summer vacation term.
- 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.

2.7 In the case of absence through illness you must inform the University as soon as possible. If the illness lasts for up to five days (excluding Saturdays and Sundays), you must notify the University by completing a notification of absence form that is available 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 and obtain a medical certificate as well as submitting a notification of absence form. If an absence from University is required on other grounds, e.g. 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 visa you should be aware that non-attendance could result in your visa being withdrawn. It is a legal requirement for the University to report a student enrolled on a Student Route visa who does not appear to be in attendance to UK Visas and Immigration (UKVI). Upon notification, UKVI will curtail your visa. Discontinuation of registration due to a breach in Visa requirements is conducted independently of the University's formal warning process and is not open to appeal.

2.9 Students who have left the University 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 University 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 Executive Director of Student Journey, 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 University, 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 University'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 the University was discontinued for disciplinary reasons, including breach of visa conditions or academic failure.

2.10 The University 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 University. The University will not accept claims that your study was adversely affected by a period of paid or unpaid work.

General regulations 2024 – 2025 (continued)

2.11 Students in receipt of a Student Route visa should be aware that if the University 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 University is obliged to inform the UKVI. This could result in your current immigration permissions being curtailed or future applications being refused. Discontinuation of your registration due to a breach in Visa requirements is conducted independently of the University's formal warning process and is not open to appeal.

2.12 Student Route sponsored students only: If you request to change your degree course, the University reserves the right to refuse your request in line with Student Route 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 visa. You will be liable for any further costs incurred from this process. You must not attend the new degree course until you receive confirmation that your request has been approved.

2.13 The following Regulations are included;

- Academic Taught Regulations
- Code of Practice for Research Degree Students and Supervisors
- Regulations on Access Arrangements for Assessment
- Regulations on the Conduct of Assessment
- Regulations on Academic Misconduct
- Ratification and Revocation of Awards
- Fitness to Practice Policy and Procedures
- Approval and Suspension of University Academic Regulations

GR3 Use of University facilities and property

3.1 You are encouraged to use University facilities particularly in support of your academic studies. In doing so you are expected to treat the facilities and property with respect, by looking after the facilities and equipment, showing consideration for other users, and leaving facilities and equipment how you found them. 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 University property.

3.2 The following Regulations and policies are included:

- Acceptable Use of Information Technology
- Library Regulations

GR4 Maintenance of your personal information and University 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 UK General Data Protection Regulation and any relevant UK legislation. Information on how to access copies of your personal information held by the University 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 University is bound by UKVI requirements and is obliged to keep a copy of your passport, Biometric Residence Permit (BRP) or UK immigration status document(s) and personal contact details.

4.4 Student Route sponsored students only: In addition to 4.3, to protect and maintain your Student Route 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, personal email address and mobile telephone number up to date for UKVI compliance purposes. For Postgraduate Research students only, if you are undertaking a period of research in another country, this also includes updating the University as to your study location.

4.5 The University provides an email address free of charge, which is accessible both off and on University premises. 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 University email accounts will not be accepted as reasons for non-compliance with University instruction.

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

4.7 Individual communications sent from the University to specific students should be regarded as applying to the intended recipient only.

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

4.9 The following Regulations and policies are included;

- Student ID Card Policy
- Data Protection Policy
- Change of Name Policy

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 RHSU (i.e. their 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 RHSU constitution and the Students' Union Code of Practice.

5.2 The following Regulations and policies are included;

- Students' Union Code of Practice

GR6 Student health and safety

6.1 While involved in University activities on or off University premises 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 University policies and procedures and with arrangements the University has in place to control health and safety risks, including any information, instruction or training provided to them
- To co-operate and comply with University policies and procedures, so far as is necessary, to enable any duty or requirement imposed upon the University 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 University 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 University 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 University in connection with any of its activities;
- Not to undertake lone working in any academic building without approval from the Department;
- Not to use any area or academic building to which you have been provided access for non-academic use. This includes not allowing or hosting visitors within academic buildings unless having received the necessary approval; and
- To report any incidents, accidents, unsafe conditions or work-related ill health which you 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 any purposes on land either owned or occupied by the University is prohibited. Drone usage in support of academic studies must be arranged through the relevant Department.
- Barbeques - students are not permitted to have barbeques on University premises. Barbeques are only permitted as part of an official University-sponsored or run event.
- Fireworks – students are not allowed to let off any form of fireworks on University 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 University property. This includes replicas that could reasonably be mistaken for such items.
- University electrical equipment - all University electrical wiring and equipment is tested and checked at regular intervals. Any repairs or modifications must only be made by University 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.

General regulations 2024 – 2025 (continued)

- Personal electrical equipment - students are responsible for the electrical safety of any equipment they bring to the University 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 electrical safety standards. The University retains the right of inspection and confiscation of equipment found to be unsafe or specifically prohibited under University 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 or generally within 5m of its buildings which must be complied with at all times.

6.3 The following Regulations and Policies are included:

- Health and Safety Policy
- Fire Safety Policy
- Laser Safety Policy
- Code of Practice on Freedom of Speech

6.4 Failure to comply with the above requirements may be regarded as a breach of English law and /or University Regulations and may result in disciplinary action.

GR7 Exceptional changes to academic provision and facilities

7.1 The University 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 University 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 University 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 University or insufficient student numbers. The University 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 degree course, and will be advised as to the impact and possible options for you to progress your study which may include transfer to another course of study, withdrawal or transfer to another higher education provider where possible.

7.3 Except where otherwise expressly stated in writing, the University 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 the University 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 University hopes and expects that you will be satisfied with your experience at the University, 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. The University publishes procedures which outline how you can lodge formal complaints about the University's provision of services or facilities and how these complaints will be investigated.

- Student Complaints Procedure

Approved by:	Executive Board
Date:	10/07/2024