

Student Contract 2024/25

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1. Definitions, Introduction and Purpose

- 1.1 In this Student Contract We use capitalised words. When We do, it means they have a particular meaning:
“RVC”, the “University”, “We”, “Our” or “Us” means the Royal Veterinary College.
Student Contract means this document and the information included in this document.
Course means the programme You are joining the RVC to study; it could refer to undergraduate teaching, postgraduate teaching or postgraduate research undertaken at the RVC.
- 1.2 When You accept the offer of a place at the RVC, You are entering into a contractual relationship between You and the RVC in relation to Your studies. This is the Student Contract and applies to all undergraduate and postgraduate students.
- 1.3 The Student Contract contains the RVC’s obligations towards You and details Your rights and the rules, regulations, policies and procedures with which You have to comply during Your time as a student at the RVC. This Student Contract will be updated annually, and You should review each year before You re-enrol.
- 1.4 We encourage You to read information on the RVC web pages and LEARN, and in particular information in the following sections found on the [Academic Quality, Regulations & Procedures](#) pages:
- [Academic Quality Assurance and Enhancement Procedures](#)
 - [Programme Management](#)
 - [Doctoral Programmes and Research Degrees](#)
 - [Examinations and Assessment](#)
 - [Further Student Policies and Procedures](#)
 - [Student Resolution and Compliance](#)
 - [Student UKVI Attendance and Monitoring](#)
 - [Student Participation and Surveys](#)
 - [Other College regulations and procedures](#)
- 1.5 We have listed information You may find particularly relevant on these pages.

- 1.6 These pages are not an exhaustive list of RVC's policies and procedures and there will be others which relate to Your course here at the RVC and for those students attending placements or teaching at other institutions. Please contact Us at registry@rvc.ac.uk if You have questions or are unsure where to find information.

2. Admissions

- 2.1 Information on Our admissions policy is available here: [Admissions Policy and Procedures](#).
- 2.2 You will be expected to follow Our enrolment process at the beginning of each academic year.
- 2.3 Along with the Admissions Statement, the document lists information on:
- Entry requirements
 - Application and Selection Processes
 - Fee Status
 - Contextual Data
 - Feedback and complaints
 - Applicant and enquirer data

3. Fees

- 3.1 Tuition fees are set and collected each year, You will be advised of tuition fees due and the due date during Your enrolment process. Information on Our Fees Policy is available here: [Further Student Policies and Procedures](#).
- 3.2 The [Student Fees Policy](#) lists information on appropriate procedures for payment of fees, non-payment of fees, withdrawals and calculation of refunds.
- 3.3 Fees for Repeat Years of Study are found in the [Determining Fees for Repeat Years of Study](#) pages.
- 3.4 Information on help with funding which may be available to You can also be found on the pages above.

4. Your Course

- 4.1 Course information documents for Your course can be found [here](#).
- 4.2 Information on the RVC's [academic departments](#).
- 4.3 Further information about Your course will be found on Your LEARN pages.

5. Regulations and Policies

- 5.1 The RVC publishes a range of regulations and policies on Our website. We advise You to familiarise Yourself with the documents published [here](#) as they form part of Our Student Contract with You. Of particular interest will be the following:
 - 5.1.1 RVC [General Regulations for Study and Awards](#) states admission to the RVC is subject to the requirement You will comply with the Regulations and Procedures of the RVC.
 - 5.1.2 In addition, all students must follow the [RVC Charter](#), which outlines the work and priorities of the RVC and the expectations of members within the wider environment of the institution.
 - 5.1.3 The [Procedure in Respect of Professional Requirements](#) demonstrates expectations of professional requirements for all students. Additionally, students who may in due course gain admission to the RCVS must follow certain Fitness to Practice conditions.
 - 5.1.4 Unacceptable behaviour that means the operation of the RVC is compromised or conduct does not meet the RVC Charter, [RCVS Fitness to Practise Guidance for veterinary students](#), [RCVS Fitness to Practise Guidance for Veterinary Nursing students](#), General Regulations for Study and Award or Student Social Media Policy may result in the RVC taking action under the [RVC Student Misconduct Procedure](#) or such other RVC procedure as it considers reasonable and appropriate. Some examples of unacceptable behaviour can be found in the [Misconduct types and sanctions table](#).
 - 5.1.5 If You are studying under a Student Visa Route or are in receipt of a US Federal Loan, We have to demonstrate to UKVI and / or the United States Department for Education that You are adequately engaged with Your studies. You can find out more about the attendance that is required, how

We will monitor this, and what happens if there is a problem with Your attendance, in the [Attendance and Engagement Policy for Students in Receipt of US Federal Loans or Studying in the UK under a Student Route Visa](#).

- 5.1.6 Information about the RCVS for students on Veterinary Nursing courses can be found on your LEARN pages. This information is relevant to enrolled or re-enrolling students.
- 5.1.7 Information for students on Doctoral Programmes and Research Degrees including Codes of Practice is found here: [Doctoral Programmes and Research students](#).
- 5.1.8 Course Assessment and Award Regulations for Your course are published at the start of each academic year: [Course Assessment and Award Regulations](#). You can find important information about what You will be assessed on in each year, how You will be assessed, what the pass marks are, what You need to achieve to progress to the next year and what happens if You do not pass.
- 5.1.9 Data protection and managing personal data information is available here:
 - [RVC Student Privacy Notice](#) which provides information on how RVC gathers, uses, discloses and manages Your personal data.
 - [RVC Data Protection Policy \(2019\)](#) demonstrates how the RVC processes information about students for various purposes, Our commitment to protecting Your rights and freedoms and how We process Your data securely in accordance with Our legal obligations.
 - [RVC Student Social Media Policy](#) which provides an overview of the RVC position on social media and Your appropriate and responsible use of social media. It is important to be aware of this document as it does have expectations on You and Your behaviours in the context.
- 5.1.10 Further information about IT policies can be found on the [IT Policies and Regulations pages](#). This information is relevant to enrolled or re-enrolling students.
- 5.1.11 Information about Our Equality Policies can be found [here](#). Specifically, You are asked to commit to RVC's Equality and Diversity standards as outlined in the [Equality and Diversity Policy](#).

6 Student Complaints and Appeals

- 6.1 If You are ever unhappy with the RVC's service, please go to the [RVC Complaints processes](#) pages to read the RVC's procedures. The document details important information regarding timelines for submission of complaints and options available to You should You not be satisfied with the outcome.
- 6.2 If You wish to submit a complaint, please contact studentcomplaints@rvc.ac.uk.

7 Student Support

- 7.1 The RVC has a range of support available for students before and after You arrive at the RVC, at both campuses and online at [Student Support Services](#).
- 7.2 Students experiencing difficulty may refer to, or be referred to, Our [Student Performance and Development Policy](#).

8 Student Protection Plan

- 8.1 Please also see Our Student Protection Plan which sets out how We will protect students should a course, campus or the University close. Please see the Student Protection Plan published at [Further Student Policies and Procedures](#).

9 Cancellation within the first 14 days

- 9.1 You are able to cancel Your contract with Us at any stage up to 14 days after the Autumn Term commences and get a full refund of any fees You have paid for that academic year.
- 9.2 To tell Us You wish to cancel, please email studentrecords@rvc.ac.uk.

10 Your right to end the Student Contract with Us

- 10.1 You can withdraw Your acceptance of an offer from Us at any time before enrolment.
- 10.2 You can cancel Your place within the 14-day cancellation period (see [9] above).

10.3 You can end Your Student Contract and enrolment with Us at any stage up to 14 days after the Autumn Term commences or before the start of Term 2 and Term 3, details of financial penalties that might be incurred can be found in the Student Fees Policy found on the [Fees and Funding](#) pages.

10.4 To tell Us You wish to withdraw, please email studentrecords@rvc.ac.uk.

11 Our right to end the Student Contract with You

11.1 In limited circumstances We reserve the right to end the Student Contract with You. Although not an exhaustive list, examples of this include:

- academic failure
- not paying Your tuition fees ([see the fees and funding information](#))
- as a result of misconduct or academic misconduct
- a failure of professional requirements
- if You cease to have permission to study in the UK

11.2 For more information see Our [General Regulations for Study and Awards](#).