

Our terms and conditions when you apply for and accept a place at NUA

1. Introduction

- 1.1 This document sets out the terms and conditions for anyone applying for and accepting a place on an undergraduate or taught postgraduate course at Norwich University of the Arts (NUA).
- 1.2 In this document, “we” means NUA, and “you” means the person applying to study at NUA.

2. Making a decision on your application to study at NUA

- 2.1 Once we have completed the process of assessing your application, we aim to contact you within five working days with a decision.

3. Admission to a course of study at NUA

- 3.1 To secure your place on a course at NUA, you must meet all the conditions of your offer.
- 3.2 If you do not meet the conditions of your offer, we may still offer you a place. We will make a decision based on our assessment of all elements of your application, and the availability of places on your chosen course.
- 3.3 Before you can enrol on your course we will need to see evidence of your qualifications. If you are applying to an undergraduate course and UCAS send us your results, we will not need to ask you for this evidence. We will ask all other applicants to provide us with a clear and readable copy of their qualification certificates. If necessary, we will also ask you for evidence of your English Language qualifications.
- 3.4 We may withdraw the offer of your place at NUA if:
- you don't meet the conditions of the offer we make to you;
 - any of the information you give us when you apply for a place at NUA is misleading, inaccurate or has been falsified;
 - we receive information which might have resulted in a different decision if we had received this information earlier; or
 - we ask you for more information about your application and you do not reply by the deadline specified or within 28 days (whichever is the shorter).

4. Disabled applicants

- 4.1 On your UCAS application, you will be asked to disclose your disability or health conditions. This information is shared with us when you apply for a place. Some of the rooms, spaces and compulsory course activities at NUA may not be fully accessible to all disabled applicants. If we want to offer you a place, but are concerned that you may not be able to access the course you have applied for, our Student Support team will contact you personally to discuss this with you. We may need to ask for detailed information about your disability or health condition to establish the best option for you at NUA. This will include a full exploration of any reasonable adjustments that we can make. We aim to complete this process as quickly as possible.
- 4.2 If we ask you for more information about a disability or health condition and you do not respond to us within 28 days, we may choose not to proceed with your application.
- 4.3 If you decide not to tell us about your disability, or if you don't provide us with full information during the application process, we can't guarantee that we will be able to put in place reasonable adjustments for you when you start your course.
- 4.4 If we can't provide the right type or level of adjustment for you to support you on your course, we may withdraw our offer to you.

5. Applicants with criminal convictions

- 5.1 We do not request information about any criminal convictions as part of the application process. We reserve the right to request information on criminal convictions that are not spent (as defined by the Rehabilitation of Offenders Act 1974), while you are a student, where we deem this to be relevant to the course of study.

- 5.1 If you need a Student Visa to study in the UK we will ask you to declare any criminal convictions (including spent convictions) before we can issue a Confirmation of Acceptance for Studies (CAS). You must declare all criminal convictions and failure to do so may result in your visa being revoked by the UK Home Office.
- 5.2 Relevant criminal offences include convictions, cautions, admonitions, reprimands, final warnings, bind-over orders or similar involving one or more of the following:
- any kind of violence against an individual including, but not limited to, threatening behaviour, offences concerning the intention to harm or offences resulting in actual bodily harm;
 - offences listed under the Sex Offences Act 2003;
 - the unlawful supply of controlled drugs or substances where the conviction concerns commercial drug dealing or trafficking;
 - offences involving firearms;
 - offences involving arson; and
 - offences listed in the Terrorism Act 2006.
- 5.3 If you declare a criminal conviction this will not prevent you from remaining on the course unless the nature of your offence means that we would need to review your suitability as a student.
- 5.4 Once registered as a student, you are expected to inform us if you are convicted of a criminal offence while as a student.
- 5.5 Once you have been made an offer to study at NUA, the remainder of these Terms and Conditions should be read in conjunction with:
- the conditions of your offer of a place to study at NUA;
 - the NUA Undergraduate or Postgraduate prospectus as appropriate;
 - the NUA *Student Regulations and Procedures*;
 - the NUA *Student Agreement*; and
 - the NUA *Undergraduate Student Tuition Fees Payment Policy* or the *Postgraduate (Taught) Student Tuition Fees Payment Policy* as appropriate.

If you do not have access to one or more of these documents, please contact admissions@nua.ac.uk.

- 5.6 If you accept the offer of a place on a course at NUA, you are agreeing to these terms and conditions in full.

6. Tuition Fees

- 6.1 When you accept the offer of a place at NUA we assign a provisional fee status. This means that we use the information you have given us to decide if the tuition fees we intend to charge you are at the level set for 'Home' (UK) or 'Overseas' (non-UK) students. To help us work out your fee status, we may ask you for more information.
- 6.2 When you complete the University's online enrolment process, we will assess your fee status. If you provide information in the online enrolment process which is different to the information on your application form, we may change your fee status.
- 6.3 If you are an 'Overseas' student and are offered a place on a course, you will need to pay a deposit to secure your place. See the International Deposit Scheme Terms and Conditions for more information.

7. Deferring your place

- 7.1 If we make an offer to you to study at NUA, you will begin your course in the year of entry you have written on your application form.
- 7.2 If you want to defer your place on a course at NUA, you must write to the Admissions team and tell us why.
- 7.3 We will only approve a request to defer your place in exceptional circumstances. We don't normally approve deferral requests in the six weeks before the start of a course.
- 7.4 When we look at your request to defer your place on your course, we will consider:
- why you would like to postpone starting the course;

- NUA's plans for future entry requirements to the course; and
- the availability of the course in a later year.

7.5 After we have looked at your request to defer, we will write to you to confirm the outcome.

8. Cancelling your place on a course before you enrol

8.1 You can cancel your place on a course before you enrol by writing to the Admissions team at admissions@nua.ac.uk.

8.2 If you cancel your place on your course, we will refund any tuition fees you have paid to us in advance, except where you have paid a non-refundable deposit as part of the terms of our offer to you. In this case, we would not return the deposit to you.

9. Course changes and withdrawal

9.1 In the Introduction to our *Student Regulations and Procedures*, we set out the reasons why we may change the content or delivery of our courses, or the facilities and resources which support them, as follows:

- where changes are identified through the University's normal quality enhancement processes to improve the student experience;
- where changes are required by a Professional, Statutory or Regulatory Body (PSRB) and where those changes are needed to maintain the validation of the relevant course; and
- other circumstances outside our control, including but not limited to global pandemic controls or other nationally imposed restrictions.

9.2 If the number of students on a course falls below the number we believe makes that course viable, we may choose to withdraw the course.

9.3 We will tell you about any changes to a course and let you know the reasons. If we withdraw a course, we may offer you a place on another course at the University, but please note that this depends on an appropriate course being available and whether you meet the minimum entry requirements.

10. Transferring to another course at NUA

10.1 If you want to transfer to another course at NUA before you enrol, you must write to the Admissions Team. If you want to transfer to a new course at NUA once you have started your course, you must complete our 'Application for Transfer' form. You can find a copy of this form on the NUA intranet.

10.2 We would approve your transfer to another course only if:

- you meet the entry requirements for the new course;
- there are places available on the new course; and
- the Course Leader on your existing course and both the Course Leader and the Dean of Faculty for the new course agree to the transfer.

11. Terminating your place on a course

11.1 Once you have enrolled on a course, we may terminate your place on it if:

- we don't think your attendance is satisfactory;
- you do not meet the requirements for progression as set out in the *Student Regulations and Procedures*;
- you do not pay your University fees and/or any other required payment in line with our *Undergraduate or Postgraduate (Taught) Student Tuition Fees Payment* policies;
- we decide that you have broken specific course or other regulations about student conduct or anti-social behaviour; or
- you need a visa to study at NUA and have broken the terms and conditions of that visa as set out by UK Visas and Immigration (UKVI). UKVI is the part of the Home Office responsible for deciding who has the right to visit or stay in the country, including the right to study.

12. Accommodation

12.1 If we make an offer to you of accommodation during your studies at NUA, we will set out the terms and conditions

for the accommodation in a separate contract. This contract will include the terms and conditions for paying accommodation fees and rent. We make offers of accommodation by email.

13. Complaints

13.1 If you believe you have good reason to make a complaint about our application process, you can make a complaint using our Applicant Complaints Procedure.

13.2 These are the grounds on which we would look at a complaint about our admissions process:

- an issue about the services we offer;
- our administrative process or the way in which we have assessed your application; or
- the actions of a member of staff involved in the admissions process.

13.3 Please note that we would not accept a complaint about the following:

- academic judgement, or in other words, our assessment of your academic suitability for one of our courses;
- if you are not able to meet non-academic requirements of a place at NUA, such as those set by external organisations; or
- matters concerning criminal convictions or medical issues.

13.4 You can find a copy of our Applicant Complaints Procedure on our website under [Study at NUA](#), or email the Admissions Team.

14. Communication and contact details

14.1 You are responsible for giving us correct and up-to-date contact details. We will consider that we have made appropriate efforts to contact you if we send any information to you at your last known email or postal address.

14.2 You can get in touch with us about any of the terms and conditions in this document, or with any other queries, as follows:

By post: Norwich University of the Arts
 Academic Registry (Admissions)
 Francis House
 3-7 Redwell Street
 Norwich
 NR2 4SN

By email: admissions@nua.ac.uk

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