



UKMC Student Contract, Terms and Conditions

Date	Author	Summary of Changes	Version	Authorised
12 2025	Director of Academic Quality	Document alignment and production	1	Academic Board December 2025
Policy/Procedure Management and Responsibilities				
Policy/Procedure Owner	The policy is owned by the Academic Board and overseen by the Executive Board and Board of Directors. Day-to-day implementation and communication responsibilities are delegated to the Head of Academic Integrity Office.			
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Linked Documents Internal	UKMC Programme Design, Approval, Monitoring, Review, and Termination Policy			
Linked Documents External				
Dissemination Plan	This document will be distributed through the academic departments and stakeholders of programme design, approval, monitoring or termination.			
Accessibility	Alternative formats available on request contact Quality@ukmc.ac.uk			

Please note:

You must read this Contract, together with the documents referred to within it, and ensure that the details in your Offer Letter are correct before accepting an Offer to study at UK Management College (UKMC). If you have any questions about the terms of this Contract, you should contact UKMC Academic Registrar before accepting your Offer.

1. Introduction

- 1.1. This Contract sets out the terms and conditions that form the agreement between you (the student) and UK Management College (UKMC) for the duration of your studies. It explains the rights and responsibilities of both parties and provides key information that you should read carefully before accepting your Offer.
- 1.2. By accepting your Offer and completing Registration, you enter into a legally binding agreement with UKMC. This Contract is supported by several other documents which, together, govern your studies.
- 1.3. These include:
 - this Student Contract.
 - UKMC's published policies and procedures.
 - the academic regulations and programme documentation of your awarding body; and
 - any programme-specific requirements relevant to your course.
- 1.4. Your Offer will name the awarding body that will confer your final qualification. UKMC delivers your course on behalf of that awarding body and is responsible for day-to-day teaching, student support and administration. The awarding body is responsible for setting and maintaining academic standards, approving the curriculum, moderating assessments and awarding the final qualification.
- 1.5. You should read this Contract in conjunction with the Course Changes, Course Suspension and Course Closures Policy, the Refund and Compensation Policy, the Complaints and Academic Appeals Procedures, and the awarding body's academic regulations.
- 1.6. If anything in this Contract is unclear, you should contact the UKMC Academic Registrar before you accept your Offer. You have the right to ask for clarification, and the College will make reasonable efforts to provide information in a form accessible to you.

2. Definitions

- 2.1. **“Awarding Body”**
the university named in your Offer that is responsible for setting the academic standards of your course and awarding your final qualification.

2.2. “UKMC” or “the College”
UK Management College, the organisation delivering your course on behalf of the awarding body.

2.3. “Course”
the programme of study described in your Offer and the associated programme documentation approved by the awarding body.

2.4. “Offer”
the written communication issued by UKMC confirming that you have been offered a place on a course, subject to any conditions specified.

2.5. “Registration”
the formal process through which you are enrolled as a student of UKMC. Registration normally includes confirming your personal information, agreeing to the terms of this Contract, providing required documentation (such as identification and qualification evidence), and completing any steps required by the awarding body. Registration may also include any requirements set out in your Offer, such as providing proof of identity, evidence of qualifications, or payment of the first instalment of tuition fees. You become a registered student once UKMC confirms your Registration in writing.

2.6. “Contract”
this Student Contract, together with the policies, procedures and documents referred to within it.

2.7. “Programme Specification”
the formal document approved by the awarding body that sets out the aims, learning outcomes, structure, modules and assessment requirements of your Course.

2.8. “Material Information”
information that could reasonably influence your decision to apply for, accept an Offer for, or register on a Course. This includes information about course content, delivery, assessments, location, fees and awarding arrangements.

2.9. “Material Change”
a change to your Course or to this Contract that may significantly affect your experience or your ability to complete the Course. This may include substantial changes to modules, assessments, locations, awards or mode of delivery.

2.10. “Teach-out”
arrangements put in place to allow existing students to complete their Course when a programme is being withdrawn or replaced.

2.11. “Withdrawal”
the voluntary ending of your studies by you.

2.12. “Suspension”
a temporary interruption of your studies approved by the College.

2.13. “Refund and Compensation Policy”
the College’s policy that explains when refunds or compensation may be paid, including if your Course is changed, disrupted or discontinued.

2.14. “Course Changes, Course Suspension and Course Closures Policy”
the College’s policy that sets out how and when Courses may be changed, suspended or closed, and the protections available to students.

2.15. “Complaints and Academic Appeals Procedures”
the procedures that explain how you may raise a concern or appeal a

decision, and how these may be escalated to the awarding body or the Office of the Independent Adjudicator (OIA), where applicable.

3. Responsibilities of UKMC and the Awarding Body

- 3.1. UKMC delivers your Course on behalf of the awarding body named in your Offer. UKMC is responsible for the delivery of teaching, learning and assessment activities, the provision of appropriate learning resources and student support services, and the day-to-day administration of your studies.
- 3.2. The awarding body is responsible for setting and maintaining the academic standards of your Course. This includes approving the curriculum, setting assessment regulations, overseeing moderation and external examining, determining progression requirements and awarding your final qualification.
- 3.3. You must comply with UKMC's published policies and procedures, including those relating to attendance, conduct, use of facilities, learning and teaching, and student support. You must also comply with the awarding body's academic regulations and any programme-specific requirements that apply to your Course.
- 3.4. Where there is any inconsistency between UKMC's policies and the awarding body's academic regulations, the awarding body's regulations will take precedence in all matters relating to academic standards, assessment, progression, credit and awards.
- 3.5. UKMC will provide you with information about how to access the awarding body's academic regulations, Programme Specifications and assessment requirements. These documents form part of the contractual information governing your studies.
- 3.6. The awarding body oversees UKMC's delivery of your Course and may conduct audits, monitoring, reviews or other forms of quality assurance. UKMC is required to cooperate fully with such oversight and to comply with reasonable instructions issued by the awarding body to maintain academic standards and the integrity of your Course.
- 3.7. Where the awarding body requires changes to the Course or to the way in which it is delivered, UKMC will act in accordance with those requirements and with the College's Course Changes, Course Suspension and Course Closures Policy. If any such changes materially affect you, UKMC will follow the procedures set out in Section 11 and Section 12 of this Contract.
- 3.8. Some academic decisions—such as assessment outcomes, progression, classification and awards—are made by the awarding body. In cases where academic appeals fall within the awarding body's jurisdiction, UKMC will explain clearly how your concern may be raised locally and how it may be escalated to the awarding body's Academic Appeals Procedure if required. Details are provided in Section 16 of this Contract.

4. Applications, Offers and Registration

4.1. Accuracy of Information Provided by Applicants

You must ensure that all information you provide as part of your application is complete, accurate and not misleading. The College may withdraw an Offer, or terminate your Registration, if it is found that false, incomplete or misleading information has been supplied, or if material information has been withheld.

4.2. Consideration of Applications

Applications are considered in accordance with the College's Admissions Policy and the admissions requirements approved by the awarding body. UKMC will assess your application fairly, transparently and without discrimination.

4.3. Issuing an Offer

If your application is successful, UKMC will issue an Offer. Your Offer will set out:

- the name of the awarding body;
- the Course for which you are being offered a place;
- any conditions you must meet before Registration;
- the tuition fees and any additional charges;
- information about how to accept or decline the Offer; and
- a link to this Contract and other relevant documents.

4.4. Conditional Offers

If your Offer is conditional, you must provide evidence that you have met the conditions by the deadline stated in your Offer. If you do not meet the conditions, the College may withdraw the Offer.

4.5. Unconditional Offers

If your Offer is unconditional, you may accept it immediately. However, the Contract will only become binding once you complete Registration.

4.6. Accepting Your Offer

To accept your Offer, you must follow the instructions set out in the Offer Letter. By accepting the Offer, you confirm that:

- you have read this Contract, and the documents referred to within it;
- the information in your Offer Letter is accurate;
- you understand the responsibilities of UKMC and the awarding body; and
- you agree to comply with UKMC policies and the awarding body's academic regulations.

4.7. When the Contract Becomes Binding

This Contract becomes legally binding once you have:

- (a) accepted your Offer; and
- (b) completed Registration.

The Contract is made between you and UKMC, with the awarding body responsible for academic standards and the award of qualifications.

4.8. Errors or Changes to Your Offer

If there is an error in your Offer Letter, or if any information provided to you before accepting your Offer was incorrect, you must notify the College immediately. The College will correct any errors and, if necessary, reissue the Offer.

4.9. Right to Cancel Before Registration

You have the right to cancel your acceptance of an Offer within 14 days of

accepting it. Information about cancellation and how to exercise this right is set out in Section 6 of this Contract.

4.10. Registration

Registration is the formal process through which you become a student of UKMC. You must complete Registration before you may begin your studies. You are required to provide accurate information when registering and to keep your personal details up to date throughout your studies.

4.11. Eligibility to Study

Your Registration may not be confirmed if you do not meet UKMC's eligibility requirements, including academic qualifications, English language proficiency, identification checks, or (where applicable) immigration requirements.

4.12. Failure to Register

If you fail to complete Registration by the date specified in your Offer, the College may withdraw the Offer.

4.13. Applicant Complaints

If you have a complaint about the admissions process, you may raise it under the Applicant Complaints Procedure. This procedure applies only to applicants and is separate from the student Complaints and Academic Appeals Procedures that apply after Registration.

5. Accessibility and Support for Disabled Students

- 5.1. UKMC is committed to promoting equality of opportunity and to supporting students with disabilities, learning difficulties, long-term health conditions or other support needs. The College will make reasonable adjustments to ensure that you are not disadvantaged in accessing learning, teaching, assessments or College services.
- 5.2. To access support, you should contact UKMC as early as possible, ideally before Registration or at the start of your Course. Early disclosure enables the College to assess your needs and put reasonable adjustments in place in a timely manner.
- 5.3. You may be required to provide appropriate evidence of your disability or support needs. This may include medical or professional documentation. UKMC will use this information solely for the purpose of arranging support and will handle your information in accordance with data protection legislation.
- 5.4. Adjustments will be made in line with the Equality Act 2010, the College's policies, and the awarding body's academic regulations. Reasonable adjustments may relate to teaching, assessment methods, learning materials or access to facilities. However, adjustments cannot compromise academic standards or alter the learning outcomes of the Course.
- 5.5. If you require adjustments to assessments, these will be implemented in accordance with the awarding body's assessment regulations. UKMC will liaise with the awarding body, where required, to ensure that adjustments meet regulatory requirements.
- 5.6. Some support services may be provided directly by the awarding body or by external agencies. UKMC will advise you where this is the case and will help you access those services.
- 5.7. If your circumstances change during your studies, you should notify the College as soon as possible so that support arrangements can be reviewed and, if necessary, updated.

6. Cancellation Rights

- 6.1. Under consumer protection legislation, you have the right to cancel your acceptance of an Offer within **14 days** of the date on which you accept that Offer. This is known as the “cooling-off period”.
- 6.2. If you cancel within the cooling-off period, you will not be charged tuition fees and any fees already paid will be refunded in full. You will not be required to give a reason for cancelling.
- 6.3. To cancel your acceptance of an Offer, you must notify the College in writing. You may use the Course Cancellation Form provided in Annex A of this Contract, or you may submit a written statement confirming your decision to cancel.
- 6.4. If you ask the College to provide services (such as access to teaching or learning activities) before the end of the cooling-off period, you may still cancel within 14 days. However, you may be charged a proportion of the tuition fees reflecting the services already provided.
- 6.5. The right to cancel applies for 14 days from the date you accept your Offer. If you complete Registration and educational services begin during this period, you may still cancel, but UKMC may charge a proportion of tuition fees for services provided before your cancellation.
- 6.6. If you have any questions about your cancellation rights, you should contact the UKMC Academic Registrar before the end of the cooling-off period.

7. Course Fees and Funding

- 7.1. The tuition fees for your Course are set out in your Offer. Your Offer will also explain any additional charges that may apply, such as fees for optional activities, replacement documents or re-assessments. You should ensure that you understand these fees before accepting your Offer.
- 7.2. Your tuition fees become due when you complete Registration. You must either pay the fees in full or follow an agreed payment plan. Information about payment methods and deadlines is provided in the College’s published Fee Information.
- 7.3. If your Course is delivered on behalf of an awarding body, the awarding body may charge additional fees (for example, registration fees or examination fees). Where applicable, such fees are payable in accordance with the awarding body’s requirements and deadlines.
- 7.4. If you are sponsored by an employer, government body or external organisation, you remain personally responsible for your tuition fees if your sponsor fails to pay on time.
- 7.5. Failure to pay tuition fees or associated charges may result in sanctions, which may include restrictions on access to facilities, interruption of studies or withdrawal from the Course. Any such action will be taken in accordance with the College’s Fees and Finance Procedures.
- 7.6. Fees may only be increased during your Course if this possibility has been expressly stated in your Offer. If fees do increase, UKMC will notify UKMC will aim to notify you at least 3 months before the start of the next academic year.
- 7.7. Information about refunds, compensation and your rights where a Course is changed, disrupted or discontinued is set out in the College’s Refund and Compensation Policy, which forms part of this Contract.

8. Other Charges

- 8.1. In addition to tuition fees, you may incur other charges during your Course. These may include charges for optional activities, replacement documents, late payments, re-assessment, or the use of specific facilities or services. A list of common charges is published in the College's Fee Information.
- 8.2. UKMC will only charge fees that are clearly published and accessible at the time the charge becomes payable. The College will not impose hidden or unexpected charges.
- 8.3. Optional charges, such as fees for field trips, study visits or enhanced learning activities, will only be payable if you choose to participate in those activities. You will be informed of any costs in advance.
- 8.4. Some charges may be set by the awarding body (for example, registration or examination fees). Where applicable, these will be communicated to you and are payable in accordance with the awarding body's requirements.
- 8.5. If you fail to pay an applicable charge by the stated deadline, UKMC may impose late payment fees, or take other reasonable steps in accordance with its Fees and Finance Procedures.

9. Your Obligations as a Student

- 9.1. You agree to comply with this Contract, all relevant UKMC policies and procedures, and the academic regulations and programme requirements of your awarding body. These documents form part of the terms that govern your studies.
- 9.2. You must engage actively with your course, including attending scheduled teaching sessions, participating in learning activities, submitting assessments on time, and complying with any professional or placement requirements applicable to your programme.
- 9.3. You are responsible for ensuring that the personal information you provide to UKMC is accurate and up to date. You must notify the College promptly of any changes to your contact details, emergency contacts, immigration status or other information relevant to your studies.
- 9.4. You must treat other students, staff, visitors and members of the wider community with dignity and respect, and comply with UKMC's policies on student conduct, equality, diversity, safeguarding, Prevent and health and safety.
- 9.5. You are responsible for managing your learning, including accessing course materials, seeking academic support where needed, and ensuring that you meet the requirements for progression and completion of your course.
- 9.6. You must comply with the College's rules on the use of facilities, IT systems and learning resources, including any requirements relating to copyright, data protection, digital security and acceptable use.
- 9.7. You must not engage in academic misconduct, including plagiarism, collusion, cheating or any behaviour that seeks to obtain an unfair academic advantage. Academic misconduct will be dealt with under the awarding body's academic regulations and may result in disciplinary action.
- 9.8. If your course requires attendance at placements, workshops, practical sessions or professional environments, you must comply with any additional

conduct, health and safety or professional standards required by those settings.

- 9.9. You are responsible for paying your tuition fees and other applicable charges in accordance with Section 7 of this Contract, unless a sponsor or external funder has formally agreed to pay on your behalf.
- 9.10. You must comply with the College's attendance monitoring procedures.
- 9.11. You must contribute to maintaining a safe, respectful and inclusive learning environment. The College may take disciplinary action where student behaviour presents a risk to others or disrupts the learning environment.

10. Our Obligations as the College

- 10.1. UKMC will deliver your course with reasonable care and skill, in accordance with the description provided in your Offer, the approved programme documentation issued by the awarding body, and the information made available to you at the point of registration.
- 10.2. The College will provide you with access to appropriate teaching, learning resources and academic support to enable you to engage with and complete your course.
- 10.3. UKMC will ensure that the information it provides to you—before you accept your Offer and throughout your studies—is accurate, accessible, and not misleading. This includes material information relating to your course content, structure, assessment, delivery, fees, location and awarding arrangements.
- 10.4. The College will communicate any proposed changes to your course, or to this Contract, in accordance with Section 11 and the Course Changes, Course Suspension and Course Closures Policy, and will take reasonable steps to minimise any disadvantage to you.
- 10.5. Where your course is delivered on behalf of an awarding body, UKMC will comply with the awarding body's contractual, academic and quality assurance requirements, including those relating to curriculum delivery, assessment, moderation and student support.
- 10.6. UKMC will ensure that you are informed of how to access the awarding body's academic regulations, programme specifications and assessment requirements, and will support you in understanding how these apply to your studies.
- 10.7. The College will provide access to appropriate student support services, including wellbeing, disability support, academic support and pastoral services, in accordance with UKMC policies and procedures.

10.7A You will not be required to accept a material change to your Course. If you reasonably believe that a proposed material change has a detrimental impact on you, you may withdraw from your Course without liability for future tuition fees.

- 10.8. UKMC will take reasonable steps to ensure a safe learning environment and will comply with its legal responsibilities relating to safeguarding, the Prevent Duty, health and safety, equality and data protection.
- 10.9. The College will handle your personal data in accordance with data protection legislation and UKMC's Privacy Notice.
- 10.10. UKMC will act fairly, transparently and without discrimination when applying its policies and procedures, including those relating to student conduct,

complaints, academic appeals, programme changes, progression and termination.

- 10.11. UKMC will ensure that your assessments are conducted and marked in accordance with awarding body regulations and that external examining arrangements are applied appropriately.
- 10.12. UKMC will maintain effective mechanisms for student representation, feedback and engagement, and will take reasonable steps to respond to concerns or issues raised by students.
- 10.13. Where your studies are disrupted, the College will take reasonable steps to minimise disruption, maintain continuity of study, and, where necessary, implement teach-out or transfer arrangements in accordance with awarding body requirements and the Refund and Compensation Policy.

11. Your Rights to Withdraw from the Course

- 11.1. You may withdraw from your course at any time. To withdraw, you must notify the College in writing using the formal withdrawal form available from the Registry. Your withdrawal will take effect on the date the College receives your completed form, unless you specify a later date.
- 11.2. Withdrawal after Registration is different from cancellation. If you withdraw within 14 days of accepting your Offer, this will be treated as a cancellation under Section 6, provided you notify UKMC in accordance with Section 6.
- 11.3. If you withdraw after the 14-day cancellation period, you may be liable for all or part of your tuition fees, depending on the timing of your withdrawal. The calculation of any fees payable or refundable is set out in the College's Refund and Compensation Policy.
- 11.4. Before withdrawing, you are encouraged to speak with Student Support or your Programme Leader to understand the academic and financial implications of withdrawal, including how it may affect your ability to return to study in the future.
- 11.5. Withdrawal may affect your entitlement to student finance, accommodation, or other financial arrangements. It may also affect your immigration status if you are studying under a visa. You are responsible for seeking appropriate advice before deciding to withdraw.
- 11.6. If you withdraw, the College will issue you with a formal confirmation of withdrawal and, where applicable, details of any credit or award you have achieved up to that point in accordance with the awarding body's academic regulations.
- 11.7. If you wish to return to study after withdrawing, you may be required to reapply, meet the entry requirements in place at that time, and receive approval from both the College and the awarding body.

12. Refunds and Compensation

- 12.1. The College's approach to refunds and compensation is set out in the Refund and Compensation Policy, which forms part of this Contract. The Policy explains the circumstances in which refunds or compensation may be payable, and the process for making a claim.
- 12.2. A refund may be payable if you withdraw from your course, interrupt your studies, or are unable to continue due to a material change made by the College. Refund amounts will be calculated in accordance with the Refund and Compensation Policy.
- 12.3. Compensation may be payable in circumstances where a change to your course, a failure in delivery, or a disruption to your studies causes you demonstrable disadvantage. Any compensation will be awarded in accordance with the Refund and Compensation Policy and with any relevant requirements of the awarding body.
- 12.4. If the College is unable to deliver your course as advertised or proposes to make a material change that significantly affects your learning experience, the College will take reasonable steps to minimise disruption. These steps may include:
 - continuing to deliver the existing course through teach-out arrangements;
 - offering you a suitable alternative course (subject to approval by the awarding body);
 - supporting you to transfer to another provider or to the awarding body, where possible and appropriate.
- 12.5. Where teach-out arrangements are implemented, the College will work with the awarding body to ensure that the course continues to meet academic and regulatory requirements, and that you are supported to complete your studies.
- 12.6. Any refund due will normally be returned using the same method of payment used to pay the original fees, unless otherwise agreed.
- 12.7. The College will ensure that its arrangements for refunds and compensation are fair, transparent and accessible, and that students are provided with clear information on how to raise concerns relating to fees, course changes or continuity of study.

13. UKMC's Right to Terminate the Contract

- 13.1. The College may terminate this Contract and withdraw you from your course in the circumstances described in this Section. Termination will only occur where it is reasonable and proportionate to do so, and where the College has followed the appropriate procedures.
- 13.2. Termination decisions will be made in accordance with UKMC's Student Disciplinary Procedure.
- 13.3. The College may terminate this Contract if:
 - a) you fail to pay tuition fees or other applicable charges in accordance with Section 7 and after reasonable notice has been given;
 - b) you fail to meet the academic or professional requirements of your course, as determined in accordance with the awarding body's academic regulations;
 - c) you commit a serious breach, or repeated breaches, of UKMC's policies or procedures, including those relating to conduct, health and safety, safeguarding, academic misconduct or the use of facilities;
 - d) you provide false, misleading or incomplete information as part of your

application or during your studies, where this has a material impact on your suitability for the course;

- e) your continued enrolment would breach immigration requirements, or you fail to comply with your visa obligations;
- f) a placement provider or professional body determines that you are no longer suitable to continue on a course that requires professional or practice-based engagement; or
- g) continuation of your studies is no longer possible due to circumstances outside the College's control and no reasonable alternative or mitigation can be put in place.

13.4. Before terminating your Contract under 13.2, the College will:

- a) notify you in writing of the concerns raised and the possible consequences;
- b) give you a reasonable opportunity to respond or to take remedial action, where appropriate; and
- c) consider any evidence or representations that you provide.

13.5. If your Contract is terminated, the College will confirm the decision in writing and provide:

- a) the reasons for termination;
- b) the date on which the termination takes effect;
- c) information about any credit or awards you may be eligible to receive in accordance with the awarding body's regulations; and
- d) guidance on the relevant complaints or appeals process.

13.6. Termination of this Contract may affect your visa, accommodation, student finance, or eligibility for funding. You are responsible for seeking appropriate advice from the relevant organisations.

13.7. Termination of this Contract does not prevent you from making a complaint under the College's Complaints Procedure or, where applicable, submitting an academic appeal to the awarding body in accordance with its regulations.

14. Data Protection

14.1. UKMC processes your personal data in accordance with data protection legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

14.2. The College will collect, use and store your personal data for the purposes of administering your studies, supporting your learning, meeting legal and regulatory requirements, and fulfilling its responsibilities to you as a student.

14.3. UKMC may share your personal data with third parties where this is necessary for the delivery of your course, the management of your studies, or the fulfilment of legal obligations. This includes sharing information with:

- a) your awarding body, for the purposes of academic administration, assessment, progression and the conferment of your award;
- b) placement providers or partner organisations, where required by your course;
- c) government bodies, regulatory authorities and funding agencies, where required by law;
- d) service providers who support the College's IT, administrative or student support systems.

14.4. UKMC will only share your personal data where it is lawful and appropriate to do so and will ensure that your data is handled securely.

- 14.5. The College's Privacy Notice explains what personal data we collect, how it is used, the legal bases on which it is processed, the rights you have in relation to your data, and how to contact the College's Data Protection Officer.
- 14.6. By accepting this Contract, you acknowledge that you have been informed of the Privacy Notice.. You must inform the College promptly if any of your personal details change, including contact information or immigration status.

15. Intellectual Property

- 15.1. As a general principle, you will normally own the intellectual property rights in the academic work that you produce during your studies, including essays, projects, dissertations, artefacts and other assessable work.
- 15.2. By submitting work for assessment, you grant UKMC and your awarding body a non-exclusive, royalty-free licence to use, store, copy, reproduce, distribute and communicate your work for the purposes of:
 - a) teaching, learning and assessment;
 - b) moderation, external examining and quality assurance;
 - c) academic misconduct checks; and
 - d) meeting regulatory or legal requirements.
- 15.3. If your course involves group work, collaborative projects, employer-based learning, or work undertaken with external organisations, you may be required to assign or licence intellectual property rights to those organisations where appropriate. Any such requirements will be explained to you in advance and will not affect your ownership of work unrelated to the collaboration.
- 15.4. If your research or project work is supported by UKMC or an external sponsor through significant use of specialist facilities, substantial funding, or participation in a structured research programme, the ownership of any resulting intellectual property may differ. In such cases, you will be informed of any applicable terms before commencing the work.
- 15.5. You must ensure that any work you submit does not infringe the rights of others and must comply with copyright, data protection and ethical requirements.
- 15.6. Nothing in this Section affects the ownership rights of third parties or the awarding body. You must comply with any additional intellectual property requirements specified in module or programme documentation.

16. Complaints and Academic Appeals

- 16.1. UKMC is committed to ensuring that concerns and complaints are dealt with promptly, fairly and transparently. The College encourages you to raise issues as early as possible so that they can be resolved informally where appropriate.

Non-Academic Complaints

- 16.2. If you have a complaint about a service provided by UKMC, a member of staff, facilities, or any other non-academic matter, you should follow the College's Complaints Procedure. The Procedure explains the stages of investigation, the expected timescales and how you will be informed of the outcome.

- 16.3. UKMC will handle your complaint impartially and will take reasonable steps to put things right where a complaint is upheld.
- 16.4. If, after completing the College's internal process, you are dissatisfied with the outcome, you may be eligible to refer your complaint to the Office of the Independent Adjudicator for Higher Education (OIA). UKMC will issue you with a Completion of Procedures letter where required, in line with the OIA Scheme Rules.

Academic Appeals (Awarding Body Jurisdiction)

- 16.5. Academic appeals relate to decisions about marks, progression, assessment outcomes, academic misconduct, or the conferment of awards. These matters are governed by the academic regulations of your awarding body, not UKMC.
- 16.6. If you wish to raise an academic appeal, UKMC will advise you on the relevant awarding body process and will provide you with the necessary information and documentation. UKMC does not determine the outcome of academic appeals.
- 16.7. The awarding body's academic appeal process must be completed before you can refer an academic matter to the Office of the Independent Adjudicator (OIA).

Complaints about Admissions Decisions

- 16.8. If you wish to complain about an admissions decision, you should follow the College's Admissions Complaints Procedure. Admissions complaints are not the same as academic appeals and are handled separately from student complaints relating to enrolled students.

Behaviour During Complaints and Appeals

- 16.9. The College expects all parties to engage with complaints and appeals processes in a respectful and constructive manner. Abusive, discriminatory or inappropriate behaviour may be addressed under the Student Conduct Procedure.

Support and Guidance

- 16.10. You may seek advice or support from Student Support Services, your Students' Representative (if applicable), or external advice organisations when raising a complaint or submitting an academic appeal.
- 16.11. UKMC will not disadvantage you for raising a complaint or academic appeal in good faith.