

[REDACTED]

28 November 2014

Dear [REDACTED]

**Freedom of Information Act 2000 – Information request (ref: FOI\_14-232)**

We have now considered your request of 11 November 2014 for information relating to University policies. Our response is on page 2 of this letter, together with a copy of your request, and we hope this will meet your requirements.

However, it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information relevant to questions 1, 2 and 4. Further information is on pages 2 and 3.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

You have the right of appeal against this decision. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address.

You must appeal our decision within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

[https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us), or by telephone on 0303 123 1113.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Ellen Paterson  
Information Policy and Compliance Manager  
University of East Anglia

## **Response to Freedom of Information Act 2000 request (FOI\_14-232)**

*We would like to know how your institution records and communicates the rights and responsibilities of its students (including undergraduate, postgraduate and international students). In particular, we request any current:*

*1. Documents that set out the overarching rights and responsibilities of students at your institution – whether called a “student contract”, “student terms and conditions” or otherwise – that are made available:*

- a. to prospective students;*
- b. to students when an offer of a place is made; and*
- c. to students after they have accepted an offer of a place.*

### ***[Information not held - s.1(1)(a), Freedom of Information Act]***

At stages A, B and C the prospective student’s relationship with the University is not regulated by specific terms and conditions. While a range of information is provided to individuals at different stages of the application process, none of the information sent to individuals before registration includes what might be called a student contract.

Once an individual completes their initial registration process (i.e. after stage C) they are considered to be bound by the University’s General Regulations for Students:

[http://www.uea.ac.uk/calendar/section3/regs\(gen\)/gen-regs-for-students/General+Regulations+for+Students](http://www.uea.ac.uk/calendar/section3/regs(gen)/gen-regs-for-students/General+Regulations+for+Students)

Similarly, the University’s Student Charter and Student Handbooks are aimed at existing students but are publicly available and as such can be accessed by all prospective students:

Student Charter: [http://www.uea.ac.uk/calendar/section3/regs\(gen\)/the-student-charter/The+Student+Charter](http://www.uea.ac.uk/calendar/section3/regs(gen)/the-student-charter/The+Student+Charter)

Student Handbooks:

[https://www.uea.ac.uk/learningandteaching/students/gettingstarted/Handbooks?\\_ga=1.162475580.1440488365.1391093995](https://www.uea.ac.uk/learningandteaching/students/gettingstarted/Handbooks?_ga=1.162475580.1440488365.1391093995)

*2. Documents that set out your institution’s right to vary a document that falls within category 1 above.*

### ***[Information not held - s.1(1)(a), Freedom of Information Act]***

The documents listed above are not specifically aimed at prospective students. The Charter and Regulations are part of the UEA Academic Calendar<sup>1</sup> and are reviewed each year. The Handbooks are also updated yearly. We hold no recorded information that describes the University’s right to amend these documents.

*3. Documents that set out your institution’s right to vary the courses you offer, whether before or after enrolment. By way of example, variations to a course might include a change of staff, change of location, change of teaching or assessment method, increase in fees, or cancellation of a course or unit.*

The Student Handbooks noted in our response to question 1 typically contain a statement to indicate that information contained therein is subject to change

---

<sup>1</sup> <http://www.uea.ac.uk/calendar>

throughout the academic year. For example, the School of Education Handbook for the BA in Physical Education<sup>2</sup> contains the following:

'We have taken great care in compiling this Handbook, which we believe to be accurate at the time of going to press. However, the details described in this Handbook are regularly reviewed and may be subject to change without notice. Whilst the University will make every effort to offer the modules listed, changes may sometimes be made arising from the annual monitoring, review and update of modules and regular (five-yearly) review of course programmes. It is also possible that the University may not be able to offer a module for reasons outside of its control, such as the illness of a member of staff or sabbatical leave. Students will be notified immediately of any material changes likely to have a bearing on their studies.'

The course profiles on our website also contain a similar statement. See:

<https://www.uea.ac.uk/study/undergraduate/degrees>  
<https://www.uea.ac.uk/study/postgraduate/taught-degrees>

(Click on the link for each subject to see Course Profile tab)

The University prospectuses also include a relevant disclaimer. See:

<https://www.uea.ac.uk/study/postgraduate/prospectus>

In addition, the University's procedures for module and course review are outlined in links from the following website:

[http://www.uea.ac.uk/learningandteaching/documents/course\\_module](http://www.uea.ac.uk/learningandteaching/documents/course_module). Please note these documents do not set out our right to vary courses, but describe the processes required to do so.

*4. Documents (such as a policy) that evidence how, or whether, your institution acts in accordance with the documents in categories 1, 2 and 3 above.*

***[Information not held - s.1(1)(a), Freedom of Information Act]***

We hold no recorded information relevant to this question. The documents listed above are all formal documents relating to University policy and procedures.

---

<sup>2</sup><https://www.uea.ac.uk/learningandteaching/students/gettingstarted/handbooks/BA+Physical+Education+Handbook+2014-17>