

**Student Contract - Material Changes Summary (Continuing Students and Offer Holders):**  
**2026/27 Academic Year**

**University of Kent (Part of the London and South East University Group (LASE))**

**Important Information regarding the Student Terms**

As part of the merger of the University of Greenwich and the University of Kent on 1 August 2026, forming the London and South East University Group (“LASE”), LASE has updated its student terms (the “Terms and Conditions for Students”) (the “**Previous Terms**”) for the 2026–27 academic year onwards.

The updated Terms and Conditions for Students (the “**New Terms**”) take effect from the start of the 2026–27 academic year and apply to all new and continuing students.

The updates to the student terms ensure compliance with the latest laws and regulations and provide greater clarity on the terms governing your contractual relationship with LASE.

Below is a summary of the key changes between the Previous Terms and the New Terms. This summary is not a substitute for reviewing the New Terms in full, and we strongly recommend that you read both this summary and the New Terms in their entirety.

*Who is your contract with, and how is your award described?*

1. **Who your contract is with.** Your contract will now be with LASE which is a single legal entity currently made up of two academic divisions: the University of Greenwich and the University of Kent. Your degree will still be awarded in the name of the University of Kent (with a note that it is part of LASE), and your day-to-day student experience remains with the University of Kent. However, your legal agreement is now with LASE as the overall group.
2. **Contract documentation.** Under the Previous Terms, the documents forming part of your contract were not fully listed. The New Terms address this by setting out at Clause 3 exactly which documents form part of your contract. These are: (a) the Terms and Conditions; (b) your Offer; (c) your Course Information; (d) the Tuition Fee Increase Policy; (e) the Tuition Fee Refund Table; (f) the Debt Management Procedures; (g) the Changes Policy; and (h) all other Policies, Procedures and Codes listed at Annex A. If there is any conflict between these documents, the Terms and Conditions take priority.

*Your Obligations as a Student*

3. **Your obligations.** Under the Previous Terms, your obligations were only broadly mentioned across the document and by reference to University Regulations. Clause 5.1 of the New Terms brings them together in one place. Your obligations include following the Terms and Conditions for Students and all related policies; maintaining your immigration status (where relevant); meeting academic requirements such as attendance and assessments; and keeping your login details and password confidential. The requirement to keep login details confidential is new and did not appear in the Previous Terms.
4. **Enrolment requirements.** The New Terms set out at Clause 5.2.1 what you need to do before starting your course or continuing each academic year. You must: enrol by the date shown on the website; pay any amounts due at enrolment; give full details of how your studies are funded; show valid identification and immigration documents; provide DBS and occupational health clearance (if required for your course); provide written confirmation from a parent or guardian if you are under 18; and register for your Kent One card. The Previous Terms did not contain an equivalent consolidated

enrolment requirements provision, though some provisions such as providing proof of identity and documentation were set out in the Previous Terms.

5. **Change of term-time address.** Under Clause 5.3.2 of the New Terms, if your term-time address changes, you must notify LASE within 14 days. This requirement was not contained in the Previous Terms.
6. **Disability support.** Clause 4.3 of the New Terms sets out LASE's commitment to making reasonable adjustments and encouraging early disclosure of any disability. LASE is committed to creating an inclusive learning environment and meeting its duties under the Equality Act 2010. You are encouraged to tell us about any disabilities, specific learning differences, mental health conditions or long-term medical conditions as early as possible. These clauses also explain what happens when reasonable adjustments are needed. The New Terms expand and clarify the provisions contained in the Previous Terms.
7. **DBS checks.** Clause 4.4 of the New Terms explains what happens when a DBS check is required for your course and acknowledges the statutory requirements regarding disqualification by association. If your course requires a DBS check, you must start the application before completing registration; otherwise, a hold may be placed on your record, which could restrict your access to facilities. The New Terms also explain that previous DBS certificates are accepted only in limited cases, and that you must report any criminal convictions during your studies to the relevant University contacts. The Previous Terms contained only a brief reference to DBS checks to recognise their requirement for certain professional courses.
8. **Equality, Diversity and Inclusivity Policy.** Clause 4.3.7 of the New Terms adds a new requirement for all students to follow the Equality, Diversity and Inclusivity at Kent Policy. This was not made clear under the Previous Terms.

#### *Tuition Fees*

9. **Fee increases.** Under the Previous Terms, your course fees were set out mainly in separate documents, including your offer letter, the University's website and the Tuition Fee Increase Policy. No substantive changes have been made to the fee arrangements or your obligations to pay fees – the Tuition Fee Increase Policy has not changed and continues to apply in the same way. However, to comply with consumer law, key information about fee increases has been included directly in the New Terms – in particular, how annual fee increases may be applied and what deposits are required. The Tuition Fee Increase Policy, the Tuition Fee Refund Table and the Debt Management Procedures are now expressly listed as contract documents.
10. **Your right to leave if fees increase.** Under the Previous Terms, tuition fees could increase each year within the limits set out in the Tuition Fee Increase Policy, and you had the right to end your contract if you were told about an increase. The New Terms keep this right and make it clearer by including it directly at Clauses 7.2.4 and 7.2.5. If LASE plans to increase your fees, it will tell you by 30 June in the current academic year. If you do not accept the increase, you can end your contract by contacting the Engagement Support team. If you do this, you will not have to pay fees for future terms and your studies at LASE will end. You will still owe fees up to the day before the increase takes effect, but nothing after that.
11. **Additional costs.** Clause 7.3 of the New Terms makes clear that you are responsible for your own living expenses, travel and accommodation costs, unless LASE has agreed otherwise or it is stated in your Course Information. Any extra costs on your course – for example, for compulsory field trips – will be set out in your Offer and/or Course Information, including those covered by the Debt Management Procedures. The Previous Terms did not include an equivalent provision.
12. **Deposits.** Clause 7.4 of the New Terms includes a section on deposits. Whilst LASE does charge deposits, this was not stated explicitly in the Previous Terms and so this clause has been included to clarify the position. The amount of any deposit you are required to pay, and the date by which it

must be paid, will be set out in your Offer. Deposits are generally non-refundable except in certain circumstances explained on the LASE website.

13. **Tuition Fee Refund Table.** The Tuition Fee Refund Table is now expressly part of your contract with LASE. This document has not changed, and the inclusion in the New Terms is to ensure transparency and clarity of these provisions. It explains how much of your fees you will need to pay if you withdraw or take a break from your course, depending on when you leave. For most September-start undergraduate students, the amount charged increases at set points during the year. For all other students, refunds are worked out on a daily basis, with a full refund available if you leave within the first two weeks of your first term (first year only).

#### *Non-payment or late payment of tuition fees*

14. **Debt Management Procedures.** In line with consumer law, certain existing rules from the Debt Management Procedures (which has not changed) have been included in the New Terms at Clause 7.6. The New Terms make clear that, if you miss a fee payment, you will be subject to a debt management process in line with the Debt Management Procedures.
15. **Sanctions for non-payment.** The New Terms clearly set out and expand on the sanctions that may apply if you do not pay your fees. In addition to, and expanding upon, the sanctions in the Previous Terms, Clause 7.6.3 of the New Terms includes sanctions such as preventing you from submitting coursework or sitting exams; withdrawing your access to University facilities and online content; suspending your studies; withholding your results and academic transcripts; and removing your membership of the Students' Union.
16. **Suspension for non-payment.** The New Terms also state that, if you are suspended and do not pay your outstanding fees within 28 days, LASE may cancel your registration. The New Terms explain how you can apply to re-register if your registration has been cancelled.

#### *Your Cancellation Rights*

17. **Your 14-day cancellation period.** The New Terms keep the existing 14-day cancellation period and clarifies the procedure to do so directly in the terms rather than referring to a separate policy. To cancel, you must tell LASE in writing – either by completing the model cancellation form at Annex B to the New Terms, by emailing [information@kent.ac.uk](mailto:information@kent.ac.uk), or through the applicant portal. The New Terms clarify the refund process contained in the Debt Management Procedures, specifying at Clause 9.3 that LASE will refund any tuition fees paid within 14 days of receiving your cancellation notice.
18. **Cancellation after the 14-day period.** In line with consumer law guidance, the New Terms make the position on fee liability after withdrawal clearer and more transparent. This confirms that if you withdraw after the 14-day cancellation period, any payments already made may not be refunded, and any remaining fee liability will be calculated in accordance with the relevant fee policy, including where charges are based on the number of weeks attended.

#### *LASE's Cancellation Rights*

19. **LASE's right to cancel your contract.** The New Terms bring together LASE's cancellation rights into a single section. Clause 8.1 confirms that each ground takes immediate effect on written notice, provided LASE follows the relevant Policies, Procedures and Codes. The existing grounds are largely unchanged, but there are some additions, including a new right to cancel if you seriously breach your contract and do not put it right within 14 days, and clearer grounds relating to criminal convictions, DBS clearance, regulatory requirements and serious health and wellbeing concerns.

#### *Changes to your Course*

20. **Changes to your course.** In line with consumer law guidance, LASE is creating a standalone Changes Policy to sit alongside the New Terms. This gives a more detailed and organised framework for how course changes are handled. The New Terms therefore refer to this Changes Policy at Clause 6.3, rather than setting out the procedures in the New Terms themselves. The Changes Policy explains the difference between minor and substantial changes, when LASE will consult students, and what options you have if substantial changes are made.

#### *Visa Requirements*

21. **Visa requirements.** The New Terms set out the rules on visa requirements for international students, which were previously in a separate policy document. The New Terms include: a requirement to provide updated passport details and tell LASE about any changes to your immigration status within set timeframes; confirmation that self-employment is not allowed under a Student Visa; and a note that LASE is not responsible for helping you meet Graduate Route requirements or for changes to UK immigration rules. This clarification has been made to support transparency and compliance.

#### *Events Outside LASE's Reasonable Control (Force Majeure)*

22. **Your options if something outside LASE's control disrupts your course.** The New Terms expand your protections if LASE cannot deliver services because of events outside its reasonable control (a "force majeure event"). The New Terms (Clause 10.3) place a more express obligation on LASE to mitigate the effects of a force majeure event. In addition, Clauses 10.4 and 10.5 say that, if a force majeure event prevents LASE from delivering your course entirely for six weeks or more, you can: defer your start date (if you have not yet enrolled); take a break from your studies; or end your contract. Depending on the circumstances, you may be entitled to a full or partial refund of fees you have paid.
23. **LASE's right to cancel after a force majeure event.** Under Clause 8.1.11 of the New Terms, if a force majeure event stops LASE from delivering your course for longer than one academic term or 16 weeks (whichever is shorter), LASE may cancel your contract. This right was not expressly included in the Previous Terms.

#### *Limitation of Liability*

24. **Limitation of LASE's liability.** The New Terms include a dedicated section on liability at Clause 11, which goes further than the Previous Terms. The New Terms list specific types of loss that LASE is not responsible for. These include: loss of or damage to your personal belongings (unless caused by LASE's negligence); loss or injury caused by another student or someone who does not work for LASE; financial loss from theft, fire or flood (unless caused by LASE's negligence); loss caused by policy changes from the Home Office, Department for Education or Student Loans Company; and losses that could not reasonably have been foreseen when the contract was made, such as loss of opportunity.

#### *Complaints and the Office of the Independent Adjudicator*

25. **Right to complain to the Office of the Independent Adjudicator.** Clause 15.3 of the New Terms confirms that, if you have been through the full Student Complaints Procedure and are still not satisfied, you can complain to the Office of the Independent Adjudicator for Higher Education. The Previous Terms mentioned the Admissions Complaints Policy and procedures, and the Student Complaints Process but did not specifically name the Office of the Independent Adjudicator as an option.

#### *Apprenticeships*

26. **Apprentices.** Clause 16 of the New Terms adds provisions that apply specifically to apprentices to aid understanding and ensure transparency and compliance. As well as the New Terms, your apprenticeship is governed by: the Service Agreement between your employer and LASE; the

apprenticeship agreement between your employer, you and LASE; and the training plan between your employer, you and LASE. You must follow both LASE's Policies, Procedures and Codes and any disciplinary procedures set by your employer. The Previous Terms did not include a section for apprentices, and its inclusion here is to aid understanding and ensure transparency and compliance.