

Coventry University Branch
at
The Knowledge Hub Universities

Student Contract

Undergraduate students

www.tkh.edu.eg

What you need to know

The Knowledge Hub Universities (referred to as “TKH”) hosts the Coventry University Branch (together referred to as “CUB-at-TKH” in this document). TKH provides administrative services and facilities and the Coventry University Branch is responsible for academic matters.

CUB-at-TKH believes it is important that you understand the key terms, conditions and regulations that TKH and CUB-at-TKH will apply and rely upon in our relationship with you. We have tried to make our small print user friendly but it is important that you read the following sections so that you understand the ‘legal bits’ of the Student Contract.

By accepting the offer of a place with CUB-at-TKH, a Student Contract (“the Contract”) will be formed between you and CUB-at-TKH. The Contract will detail your rights and the obligations you will be bound by during your time as a student. It will also contain the obligations that CUB-at-TKH owes to you. The terms and conditions of the Contract are set out in the documents listed below:

- Your offer letter
- CUB-at-TKH Academic Regulations
- TKH General Regulations
- TKH’s Refund Policy
- CUB-at-TKH Undergraduate Admissions Policy
- CUB-at-TKH Data Protection and Privacy Policy
- CUB-at-TKH Student Handbook and Course Programme Specification
- Specific course requirements as detailed on our website: www.tkh.edu.eg/coventry

For further information on these regulations and all university policies, please visit: <https://tkh.edu.eg/policies/>

Your guide to the small print

Application and admission to CUB-at-TKH

You must provide accurate and complete information in your application form. If you do not, CUB-at-TKH has the right to withdraw the offer made to you or, if you have begun your course of study, CUB-at-TKH has the right to withdraw you from your course. *[Refer to CUB-at-TKH Undergraduate Admissions Policy]*

Specific course entry requirements

The entry requirements for your chosen course are detailed on the website and/or in the offer letter. Please review these requirements to ensure that you are eligible for entry to your chosen course. If you are found not to have all of the relevant entry requirements, CUB-at-TKH has the right to withdraw its offer to you or, if you have begun your course of study, CUB-at-TKH has the right to withdraw you from your course. *[Refer to CUB-at-TKH Undergraduate Admissions Policy]*

Duration of registration

As a full-time undergraduate student you must complete your degree **within six years**. This period includes periods of suspension, interruption of studies and withdrawal from CUB-at-TKH. *[Refer to CUB-at-TKH Academic Regulations]*

Your cancellation/withdrawal rights

Once you have accepted the offer of a place at CUB-at-TKH and paid the tuition fees, you have 14 days in which to cancel your acceptance (“the Cancellation/ Withdrawal Period”) and you can do so for any reason. To exercise the right to cancel/withdraw, you must inform CUB-at-TKH of your decision to cancel this Contract by a clear statement (e.g. a letter sent by post, or e-mail sent to the Admissions Office).

If you cancel your acceptance within the Cancellation/ Withdrawal Period, fees paid by you to TKH will be refunded (except for the non-refundable down payment and application fee). *[Refer to TKH’s Refund Policy]*

After the Cancellation Period, CUB-at-TKH will not refund payments received from you. Depending on when you cancel the Contract, you may be obliged to pay a proportion of your tuition fees. You will find CUB-at-TKH cancellation/withdrawal policy and details regarding payment of tuition fees and refunds in the *TKH Refund Policy*.

Changes to course modules or services

CUB-at-TKH will make all reasonable efforts to deliver courses and research opportunities leading to Coventry University awards as described in the materials published by CUB-at-TKH.

CUB-at-TKH reserves the right to vary arrangements in exceptional circumstances which are beyond CUB-at-TKH’s reasonable control. Examples of such circumstances may include:

- (a) where the numbers recruited to a course and/or module are so low that it is not possible to deliver an appropriate quality of education to students enrolled on it
- (b) the unexpected absence or departure of a key member of staff
- (c) acts of God, flood, earthquake, windstorm or other natural disaster, including epidemics of infectious disease

- (d) fire, explosion or accidental damage
- (e) collapse of building structures, failure of machinery, computers or vehicles
- (f) labour disputes, including strikes and industrial and other action
- (g) interruption or failure of utility service, including but not limited to electric power, gas or water
- (h) the acts, decrees, legislation, or restriction of any government

Where such events occur, CUB-at-TKH will seek to minimise the impact on the student learning experience by, for example:

- (a) delivering a modified version of the same course
- (b) making available to affected students such learning or other support and other services and facilities as it considers appropriate
- (c) offering affected students the opportunity to transfer to another course or to withdraw and be given reasonable support to move to another university

but, to the full extent that is possible under law, CUB-at-TKH excludes liability for any loss and/or damage suffered by any applicant or student as a result of those circumstances. Note that CUB-at-TKH does not exclude or limit in any way its liability for (a) death or personal injury caused by its negligence or the negligence of its employees, agents or subcontractors; or (b) fraud or fraudulent misrepresentation.

In addition to the circumstances described above, CUB-at-TKH is entitled to make reasonable changes to its courses where that will enable CUB-at-TKH to deliver an equivalent or better quality of educational experience to students enrolled on the course. Examples of such circumstances may include changes to:

- (a) the content and syllabus of the course where developments in the subject area make that necessary
- (b) the location of the course
- (c) the method of delivery of the course

In making any such changes, CUB-at-TKH will aim to keep the changes to the minimum necessary to achieve the required quality of experience. If CUB-at-TKH changes a course, students who are not satisfied with the changes will be offered the opportunity to transfer to another course or, if required, to withdraw and be given reasonable support to move to another university. *[Refer to CUB-at-TKH's Admissions Policy].*

CUB-at-TKH will provide continued assurances of the standard and quality of the award. You will be informed of any changes to learning support, services and facilities by CUB-at-TKH as soon as is practicable.

Programme specifications

A detailed guide to the content of each course is provided in the Programme Specification. Any changes to the course content will be reflected in the Programme Specification and you are strongly recommended to review the Programme Specification at the point of application and **before** you accept an offer and enroll onto your chosen course.

Fees, deposits and consequences of non-payment

For students beginning their studies, TKH will charge the tuition fees that are stated in your offer letter and on the course webpage. TKH will review tuition fees each year. TKH may increase fees for each subsequent year of study but such increases will be no more than 5% above inflation.

It is your responsibility to pay any deposit and your fees on time in the amount stipulated in both your conditional and/or final offer letter. TKH has the right to withdraw the offer of a place to study if you fail to pay any deposit owed before you commence your studies.

International students should also note that TKH reserves the right to keep any deposits paid in the instance where a study visa is refused due to an application being rejected due to fraud or as a result of incomplete information being given [\[Refer to TKH's Refund Policy\]](#)

TKH further has the right to impose sanctions potentially leading to it preventing your progression to the next year of study and/or your withdrawal from study, if you fail to pay your tuition fees once you are a student at CUB-at-TKH. Where there is an outstanding tuition fee debt, TKH reserves its right to withhold evidence of your award and/or to take legal action against you. If you fail to pay any other (non-tuition fee) sums you owe to TKH, TKH reserves the right to take action to recover those sums. This may include in certain circumstances removing the services available to you such as use of the library or sports facilities, and in certain circumstances taking legal action to recover debts owed. [\[See TKH General Regulations\]](#).

Your non-tuition fees include access to required key materials (such as core textbooks, software and technical equipment), mandatory field trips and 200 photocopying credits per year. The details of what you will receive depends on which course you are studying and this is outlined on individual course pages. Course fees do not include charges for accommodation, some examination re-sits, extensions to the designated period of study, optional field trips, materials for some art and design courses and any other miscellaneous expenses that may be incurred during your period of study. [\[Refer to TKH Refund Policy\]](#).

Scholarships

TKH offers a range of merit and sports scholarships designed to help students meet the challenges of funding their studies. Each type of scholarship has its own criteria which applicants must meet in order to qualify, including academic and sporting achievement, and all awards are made subject to TKH's discretion.

Attendance monitoring

CUB-at-TKH believes that students achieve their full potential if they commit to attending lectures, tutorials, examinations and other activities which form part of their course. CUB-at-TKH reserves the right to impose disciplinary measures on any student found to have poor attendance. [\[Refer to CUB-at-TKH Attendance Policy\]](#).

Extenuating circumstances

You must inform CUB-at-TKH **in advance** of any extenuating circumstances, such as a family emergency, that prevent you from submitting an assessment or attending an examination. CUB-at-TKH reserves the right not to take into consideration any extenuating circumstances you inform us about after the event that prevented you from sitting an examination/submitting coursework. [\[Refer to CUB-at-TKH Attendance Policy\]](#).

Conduct

CUB-at-TKH expects that its students should conduct themselves appropriately both in academic and non-academic environments. CUB-at-TKH has a right to take disciplinary action against any student who fails to observe rules and regulations, codes of conduct and codes of practice. Disciplinary action could include withdrawal from studies.

CUB-at-TKH will take disciplinary measures against any student found guilty of academic misconduct in the delivery of their academic work. Disciplinary measures could include withdrawal from studies. Students are expected to have familiarised themselves with CUB-at-TKH's Academic Code of Conduct and TKH's Code of Conduct for students and employees.

Students are also expected to respect CUB-at-TKH's commitment to diversity and equality. If it comes to the attention of CUB-at-TKH that a student has behaved in an inappropriate manner to a fellow student or staff member, TKH will take disciplinary action which could lead to withdrawal from studies. Students are expected to have familiarized themselves with CUB-at-TKH's *Equality and Diversity Statement*.

Students found to have disrupted, obstructed or improperly interfered with the activities of TKH, CUB-at-TKH or Coventry University and/or behaved in a manner which has damaged or could have damaged TKH's, CUB-at-TKH's or Coventry University's reputation, such as engaging in anti-social behaviour, will be subject to disciplinary measures.

Disciplinary procedure

CUB-at-TKH's disciplinary procedure is detailed at *TKH Student Code of Conduct*. A decision by CUB-at-TKH to withdraw you from study will be taken in accordance with these General Regulations and subject to any right of appeal or review. If CUB-at-TKH has good reason to expel you and does so in accordance with the relevant procedures, CUB-at-TKH will not be liable to compensate you for any loss or damage you may suffer as a result.

Criminal convictions

All applicants who accept the offer of a place at CUB-at-TKH, are required to disclose criminal convictions which fall within CUB-at-TKH's Policies. A risk assessment may be carried out to assess risk to other students and staff.

If the result of a risk assessment is unsatisfactory, or it is found that any convictions or other information supplied is incompatible with the requirements of the course, CUB-at-TKH will notify you and withdraw its offer to you / withdraw you from the course. *[Refer to TKH General Regulations]*

Any change of circumstance should be brought to the attention of the admissions tutor or, if you are already studying with us, the course director.

Complaints

CUB-at-TKH has a comprehensive complaints procedure which includes both informal and formal options which students can use to resolve complaints. Full details of the complaints policy can be found in CUB-at-TKH *Student Handbook*

Data protection

CUB-at-TKH has a comprehensive Data Protection Policy which can be found on our website at CUB at TKH Data Protection Policy.

You can find out more about how TKH, Coventry University and CUB-at-TKH handle student data and your rights in relation to data protection in our Fair Processing Notice for students a copy of which can be found on our website at www.tkh.edu.eg/policies. It is important that you read this Fair Processing Notice as it will tell you what personal information we collect from you, why, what we do with it and who we may share it with.

In some circumstances, we may recommend certain online systems and tools to you for use in your studies which may require you to input your personal data, whether as part of a sign up process or otherwise. Where this is the case, you should note that you are not required to use these systems or tools and CUB-at-TKH does not require you to provide the operators of such systems and tools with your personal data. However, if you choose to do so it is important that you carefully review the privacy policies or fair processing notices of the operators concerned so as to satisfy yourself that you are comfortable with the manner in which they will handle your personal data. TKH, CUB-at-TKH and Coventry University are not responsible for the manner in which your personal data is used by any third party where you directly supply such information to them. Furthermore, TKH, CUB-at-TKH and Coventry University are not responsible for any data breach which may occur as a result of your provision of your personal data to such third parties.

CUB-at-TKH's Academic and General Regulations

Reference to TKH's General Regulations and CUB-at-TKH's Academic Regulations (the "Regulations") in this Contract are those that are in force at the time of drafting.

As the Regulations are updated from time to time, the references to the relevant paragraphs of the Regulations within this Contract may differ, however, if the substantive terms of the Regulations change, we shall seek to inform you of those changes as soon as possible.

General

If any provision of the Contract between you and CUB-at-TKH is held to be void or unenforceable in whole or in part by any court or other competent authority, the Contract shall continue to be valid as to the other provisions contained in it and/or the remainder of the affected provision.

The Contract shall be governed by and interpreted in accordance with the laws of Egypt.