

Keele International Student Support Package 2021/22

Eligibility Criteria

Welcome to Keele University's International Student Support Package.

Please read and ensure that you understand the information below. If you have any questions, please get in touch using the contact details at the end of this document.

We understand that moving abroad to study can be challenging, particularly in these difficult times. Keele wishes to make this transition as easy as possible for you and therefore are offering you an International Support package based on the government's traffic light system (red, amber and green). We hope this will both support you with your travel and help settle you into your new home at Keele University.

The International Support Package includes the following benefits based on the country traffic light classification as detailed by the government (<https://www.gov.uk/guidance/red-amber-and-green-list-rules-for-entering-england>).

Red List Countries:

- Free Taxi pick up from quarantined hotel to campus
- Quarantine hotel cost (£2,285 discounted from your fees)
- Buddy scheme
- Support registering with the on campus Health Centre (if staying in on campus accommodation)
- Welcome pack (includes bedding, kitchen utensils, adapter, thermometer etc.) if staying in 'on campus' accommodation once your hotel quarantine has finished

Amber List countries:

- Free Taxi airport pick up
- 10 days free accommodation for quarantine in University Halls of Residence, including food package
- Welcome pack (includes bedding, kitchen utensils, adapter, thermometer etc.) if staying in on campus accommodation
- Laundry pick up and collection during quarantine period
- Testing package costs (discounted from fees up to £200)
- Buddy scheme

Green List countries:

- Free Taxi airport pick up
- Welcome pack (includes bedding, kitchen utensils, adapter, thermometer etc.)
- Testing package costs (discounted from fees up to £100)
- Buddy scheme

This International Support Package is in addition to any Keele scholarships you may already have successfully gained. You do not need to do anything to apply for the Support Package and more information will follow in due course on our website and via email.

If you are a student from a red list country, then you will need to arrange payment for your government approved hotel quarantine package through the gov.uk website. When at the University, you must show proof of purchase and commence your studies prior to reimbursement (tuition fee discount).

The costs will be reimbursed to students by means of a tuition fee discount, which will be applied to the tuition fees for each student's second semester of study with the University. **The costs will not be met up-front and there is no cash-alternative.** Further information will be provided during International Welcome Week and on the Welcome pages on the Keele website regarding the process you will need to undertake to receive your tuition fee discount.

Transport from the following UK airports will be provided: Manchester, Birmingham and Heathrow or quarantine hotels associated with these airports.

For the Amber package, the catering package will be provided for 10 days during your quarantine period in on campus accommodation. Your care box will be provided on arrival.

Contact with Keele Students will be provided through a student buddy scheme. Further information about this scheme will be detailed on our website nearer to enrolment.

All International Student Support Package benefits are subject to availability of funds, and details given here are subject to change at any time. Full eligibility criteria relating to this package are listed below. Receipt of the Support Package is also subject to the International Student Support Package terms and conditions which are set out in Schedule 1.

1. Eligibility Criteria

In order to receive the International Student Support Package, you must fulfil the following criteria:

- You must have an overseas fee status and be enrolling onto or continuing to study a full-time (on-campus) UG or PG programme starting in September 2021 or January 2022 and travelling from a red, amber or green listed country as detailed on the gov.uk website at time of travel.
- For Study Abroad students and travelling from an amber or green listed country as detailed on the gov.uk website at time of travel.
- Study Abroad students travelling from red listed countries will not be eligible for the red list quarantine hotel cost.
- In order to be eligible, PGT students must be registered on, and attending, a taught postgraduate course that equates to at least one year's full-time study at postgraduate level and is of at least 180 credits.

- It is unlikely that any claims from students who travel prior to 16th August 2021 for a September 2021 start will be accepted, unless there are particular circumstances which require an early departure.
- You must have satisfactorily engaged with your studies for your first semester (in accordance with the terms of your Visa (if you have one) along with the Academic Warning and Student Engagement Policy's plus remaining enrolled for your second semester

2. Contact

If you have any queries about the International Support Package please contact us:

enquiries@keele.ac.uk

Schedule 1

INTERNATIONAL STUDENT SUPPORT PACKAGE TERMS AND CONDITIONS

The Support Package as defined below shall be provided to the Recipient in accordance with the following Terms and Conditions which supplement any terms set out in the Keele International Support Package Eligibility Criteria.

Definitions

"Academic Year"	means the University's year of academic study.
"Code of Conduct"	means the University's code of conduct as in force from time to time governing the standards of behaviour and conduct expected of students.
"Regulations"	means the University's academic regulations as in force from time to time.
"Recipient"	means the student in receipt of the Keele International Student Support Package.
"Support Package"	means the support package as set out in the Keele International Support Package Eligibility Criteria.
"University"	means the University of Keele.

The Recipient's Obligations

- 2.1 Unless the Recipient informs the University in writing that they wish to withdraw their consent for future use, the Recipient agrees to allow their name (and potentially a photograph and profile) to be used in University publicity material.
- 2.2 The Recipient will be expected to abide by the Regulations, Code of Conduct and policies relevant to their status and area of study.
- 2.3 The Recipient will also be required to meet the eligibility requirements as set out in section 1 of the Keele International Student Support Package Eligibility Criteria in order to be eligible for the Support Package.

The Support Package

- 3.1 The Support Package may not be deferred for later commencement without the University's prior written agreement.
- 3.2 If the Recipient wishes to transfer to a different programme at the University, the Support Package may (at the University's sole discretion) be transferred subject to the Recipient continuing to comply with these terms and conditions.
- 3.3 If the Recipient wishes to transfer from full to part time study the Support Package may (at the University's sole discretion) be allowed to continue providing the circumstances are exceptional. In such cases the length and amount of the Support Package will be adjusted, and the Recipient may be asked to repay the tuition fee element within the Support Package.

Leave of temporary absence

- 4.1 The Recipient must promptly inform the University if they need to take a temporary leave of absence for any reason e.g. illness, family or domestic emergencies, maternity, paternity or personal problems.
- 4.2 The Recipient must follow the university regulations for taking a Leave of Absence; these can be found at www.keele.ac.uk/regulations/regulation10/

Withdrawal

- 5.1 Any periods of unauthorised absence lasting more than 15 days which are not subsequently explained or are not justified for one of the reasons set out in Clause 4 will result in the Support Package being terminated, and Clause 6 will then apply.

Suspension and Termination

- 6.1 The University has the right to terminate or suspend the Support Package if the Recipient:
 - 6.1.1 permanently leaves or is withdrawn from their course of study at the University
 - 6.1.2 is absent from their course of study without authorisation
 - 6.1.3 is absent for one of the reasons set out in Clause 4 but has failed without good reason to follow the authorisation procedure
 - 6.1.4 is absent for another reason but the University has refused to allow the Support Package to continue.
 - 6.1.5 has been found to be in breach of the University's Regulations or Code of Conduct and told to leave the University.
 - 6.1.6 has been found to have secured the Support Package through fraud or misrepresentation
 - 6.1.7 has been convicted of a criminal offence involving violence, sexual misconduct, race or hate crime, harassment or dishonesty or been made subject to an order restraining anti-social behaviour such that their presence at the University cannot be tolerated
 - 6.1.8 has not satisfied the University that they can progress to the next level of study at the first sit unless the University is satisfied that there are mitigating circumstances in accordance with the University Regulations
 - 6.1.9 owes any money to the University and has failed, without good reason, to comply with a payment plan
 - 6.1.10 has breached any of the terms and conditions of the Support Package or is no longer eligible.
- 6.2 The University reserves the right at its discretion to demand the repayment by the Recipient of the tuition fee discount element of the Support Package if any of the circumstances set out in 6.1 apply.

General

- 7.1 The University reserves the right to vary these terms and conditions as it deems appropriate. The University will not change the terms and conditions without providing due notice to the Recipient.
- 7.2 By accepting the Support Package, a Recipient is deemed to have accepted these terms and conditions.
- 7.3 The validity, construction and performance arising out of or in connection with these terms and conditions, their subject matter or formation shall be governed by English law and shall be subject to the exclusive jurisdiction of the English courts.
- 7.4 The University shall not be liable under or be deemed to be in breach of these terms and conditions for any delays or failures in performance which result from circumstances beyond its reasonable control.