

CRAVEN COLLEGE

HIGHER EDUCATION STUDENTS - TERMS AND CONDITIONS

1. INTRODUCTION

- 1.1 These terms and conditions represent a contract between Craven College ("**the College**") and you, a prospective student. By accepting the College's offer of a place on a programme (whether through UCAS or otherwise), you accept these terms and conditions in full, which along with:
- (i) your offer letter from the College ("**Offer**");
 - (ii) the College's rules, regulations, policies and procedures located in the [Reports and Policies](#) section of the College website (as amended from time to time);
- 1.2 The College works with our partner university, the University of Hull and also with awarding organisations AAT and Pearson. By agreeing to these terms and conditions you are agreeing with the terms and conditions held jointly between the University and the College and the awarding organisations.
- 1.3 All students are expected to respect the rights of others and take responsibility for their own actions. Students' responsibilities are to conform to academic rules and regulations and comply with acceptable standards of behaviour. Where there are instances of non-compliance, disciplinary action will be taken. The College's Student Positive Behaviour Policy can be found in the [Reports and Policies](#) section of the College website. One of the possible outcomes of such an action is that your Contract with us may be terminated and you may be removed from your programme.
- 1.4 If you do not enrol within 14 days of the start of the term that your programme begins, the College reserves the right to refuse to enrol you and withdraw you from your programme (without liability). Students who are not enrolled are not entitled to attend classes or participate in assessments for any modules.

2. APPLICATIONS

- 2.1 All applicants have a responsibility to ensure the information submitted on their application to the College is accurate and up-to date. The decision to offer a place is based on the information contained in the application.
- 2.2 Where it is discovered that an applicant has submitted incorrect or inaccurate information as part of their application, the College will investigate further and reserves the right to withdraw the offer of admission, or terminate the enrolment at the College, according to the circumstances, without liability to the applicant. The College also reserves the right to refer cases for further investigation (where applicable), for example for UCAS applications to the UCAS Verification Team.
- 2.3 The Offer the College makes to you will be conditional or unconditional. If your Offer is conditional, the College will set out the conditions which you will need to fulfil in order to be admitted onto your chosen programme. The College may set minimum entry requirements for levels of attainment at GCSE or equivalent, particularly in English language and/or mathematics. This information will be clearly stated within entry requirements for specific programmes.

- 2.4 If you have not fulfilled the conditions of your Offer before the date notified to you in your Offer or any other date notified to you, the College reserves the right to withdraw your Offer.
- 2.5 You will be required, at the request of the College, to provide satisfactory evidence of your qualifications (including English language qualifications if required) before admission. Failure to provide such evidence to the College's reasonable satisfaction may result in the termination of your Offer or enrolment as a student of the College and the termination of the Contract.

3. CONDITIONS OF ENROLMENT AND REGISTRATION

- 3.1 Your enrolment and admission to the College, attendance on a programme, and right to enjoy any of the privileges of membership of the College, including access to services and facilities, is subject to you complying with the terms of the Contract and enrolling with the College.
- 3.2 All student details are shared with the partner university or the awarding organisation as appropriate.

4. TUITION FEES AND OTHER CHARGES

- 4.1 The programme fees and information in relation to how to pay for your programme, can be found on the course page on the website and in your Offer Letter. You may be eligible for a student loan for your programme. Information about how and when to apply for student finance can be found at <https://www.gov.uk/student-finance>. The College can help with the completion of loan applications to Student Finance England. All responsibility for the initial application, the progress of the application and approval of the loan remains with the student. Until such a time as funding from a student loan is confirmed, you are personally liable for the payment of your tuition fees for your programme.
- 4.2 If you accept an Offer, you agree to pay all programme fees (and other related costs as applicable, as per clause 4.8), as and when they fall due, in accordance with the payment terms agreed by you and us. If you fail to pay your programme fees, as and when they fall due, the College reserves the right to withdraw you from your programme.
- 4.3 You will not be deemed to have completed enrolment until the College has received payment of your tuition fees, either in full or the first instalment, or satisfactory evidence has been produced that such fees will be paid by a sponsoring authority or scholarship. Without this confirmation, students will be expected to pay a deposit at enrolment or will not be enrolled on to the programme. You will be personally liable to pay your tuition fees if a sponsoring authority fails to do so.
- 4.4 In the event that your programme fees have not been paid in full by their due date, the College shall be entitled, but not bound to, refuse to permit you to continue on your programme of study and terminate the Contract.
- 4.5 The College may pursue legal proceedings in relation to non-payment of programme fees.
- 4.6 All students accept responsibility for payment in full of programme fees and examination / registration fees (if applicable) by signing a College Student Enrolment Form or completing online enrolment. Fees paid in advance shall generally not be refundable and outstanding fees may remain payable. The circumstances where refunds / credits may be made may be found in the [Fee and Refunds Policy](#) found on the College website

4.7 If you have any concerns regarding payment of fees or require further information about programme fees (including the refund of programme fees), please contact Central Admissions at customerservices@craven-college.ac.uk

4.8 In addition to your tuition fees, you may incur additional expenditure during your time at the College, depending upon your chosen programme. Please see the course page on the website.

4.9 **Deposits**

If you are not using a student loan to fund your programme, you will be required to pay a deposit to secure a place (in addition to meeting any conditions). If you do not pay the deposit monies in accordance with the payment terms advised in your Offer, your application shall normally be withdrawn without further notice. It is therefore essential that you have funding for your deposit in place before you apply to the College.

Deposits are non-refundable unless you cancel the Contract in accordance with Clause 5 and Clause 6

5. CANCELLATION RIGHTS

5.1 Once you have enrolled you have a legal right to cancel the Contract at any time within 14 days of completing enrolment.

5.2 In order to cancel the Contract in accordance with Clause 5.1, you must notify the College (in writing) within the timescales referred to in Clause 5.1

5.3 If you have made any payment under the Contract prior to the date of cancellation of the Contract then the College will provide you with a full refund as soon as reasonably possible but in any event within 14 days of the College receiving your cancellation form.

6. CHANGES TO YOUR PROGRAMME

6.1 **Withdrawal of a programme prior to enrolment**

The College will use all reasonable endeavours to deliver all programmes described on the College Website. However, if there are not sufficient applications to make a programme viable, the College may be forced to cancel the programme. Applicants will be advised of potential closure by the end of July (for full time applicants) and at least a month before the start date (for part time applicants). If you have received an offer for any programme described on the College Website which the College discontinues prior to you enrolling at the College, the College will notify you as soon as possible and will use reasonable endeavours to provide a suitable replacement programme for which you are qualified. If you do not wish to take up the replacement programme provided by the College, or if the College is unable to provide a suitable replacement programme, you may cancel the Contract and withdraw from the programme.

6.2 **Changes to a programme prior to enrolment**

The College will use all reasonable endeavours to ensure that changes are kept to a minimum, but if we are required to make any material changes to the terms of the Contract or your programme (as described in your Offer and/or College website) before you enrol at the College, the College shall bring these to your attention as soon as possible. If you reasonably believe that a proposed change will prejudicially affect you, you may either cancel the Contract and withdraw from the programme without any liability to the College for tuition fees where fees are paid directly to the College (even if the cancellation period

referenced in Clause 5.1 has expired), or transfer to such other programme as may be offered by the College for which you are qualified.

6.3 Programme changes after enrolment

6.3.1 The College reserves the right to vary elements of your programme from that described in the College website once you are enrolled on the programme for the same reasons as set out in Clause 6.2.

6.3.2 Changes are not made mid-year. Should changes be planned for the following academic year, the College will undertake suitable consultation with students. The College undertakes not to make any changes to programme content within two months of the start of the first academic year affected

6.4 Withdrawal of a programme after enrolment

6.4.1 The College may make a strategic decision to close a programme due to poor recruitment or because it has been suspended from the College portfolio. In cases such as these a 'teach out' programme will exist for those currently enrolled on programmes. Where numbers are low this will involve individual supervision.

6.4.2 If you choose to cancel the Contract (and withdraw from your programme) in accordance with Clause 6.4 the College will use reasonable endeavours to assist you in finding an alternative comparable programme with another Higher Education provider in the UK.

7. EDUCATIONAL PROVISION

7.1 The College will

- deliver your programme with reasonable care and skill
- clearly explain the academic requirements of your programme to you

7.2 You must use all efforts to fulfil all the academic requirements of your programme in accordance with the terms of the Contract, including submission of programme work and other assignments, attendance at examinations and attendance at lectures, seminars and any other such teaching sessions provided by the College. Attendance for your programme may be in person or at times, may be remote using an online learning platform, as directed by the College.

8. COMPLAINTS PROCEDURE

8.1 If you have a complaint about the College, you should follow the College's [Complaints and Compliments Policy](#) which can be found on the College website. This procedure has been produced to help the College resolve any complaints you may have as promptly, fairly and amicably as possible.

8.2 If the complaint cannot be resolved to your satisfaction, you may apply for a review of the case to the relevant partner University or awarding organisation (as detailed in the Complaints and Compliments Policy). If, after consideration of the case by the partner University / awarding organisation you continue to be dissatisfied, you can make a formal complaint to the Office of the Independent Adjudicator for Higher Education (OIA). For more information go to: <http://www.oiahe.org.uk>

9. LIABILITY

- 9.1 Whilst the College takes all reasonable care to ensure the safety and security of its students whilst on the College's premises, the College cannot accept responsibility, and expressly excludes liability, for loss or damage to your personal property (including computer equipment and software). You are advised to insure your property against theft and other risks.
- 9.2 The College shall not be held responsible for any injury to you (financial or otherwise), or for any damage to your property, caused by another student, or by any person who is not an employee or authorised representative of the College.
- 9.3 The College shall not be liable for failure to perform any obligations under the Contract if such failure is caused by any act or event beyond the College's reasonable control including acts of God, war, terrorism, industrial disputes (including disputes involving the College's employees), fire, flood, storm and national emergencies ("**Force Majeure Event**"). If the College is the subject of a Force Majeure Event, it will take all reasonable steps to minimise the disruption to your studies.
- 9.4 Nothing in these terms and conditions shall limit the College's liability to you for fraud or wilful default or for death or personal injury caused by the College's negligence. Subject to the foregoing sentence, the College shall not under any circumstances whatsoever be liable to you for any special, indirect or consequential losses.

10. TERMINATION

- 10.1 The College reserves the right to terminate the Contract and exclude you from the College:
- 10.1.1 If, in accordance with the College's Academic Regulations or respective partner university's / awarding organisation's Academic Regulations (as appropriate), the Board of Examiners determines that you have failed your programme. You should also note that your progression on your programme and your final award are not guaranteed and are dependent upon your academic performance;
- 10.1.2 For non-enrolment, for non-payment of programme-related debt, or for inadequate attendance or academic performance on your programme, in line with the information contained in your course handbook and with the relevant College and/or partner university / awarding body policies and procedures. Details of the College's [policies and procedures](#) can be found on the website
- 10.1.3 If you are considered to have breached the College's Student Positive Behaviour Policy, which can be found on the [College website](#).
- 10.1.4 If you fail to disclose relevant information to the College or have produced false, incorrect or misleading information, whether in the course of your application or whilst on your course.
- 10.2 If you have been withdrawn from the College, you will no longer be entitled to attend lectures, classes or seminars, use the College's facilities or services, submit assessments, take tests/examinations, or proceed to any degree, diploma or other award that is offered by the College.
- 10.3 If you have been withdrawn from the College in accordance with clause 10.1 you will personally be liable for any outstanding programme fees owed to the in accordance with the [Fee and Refund Policy](#) (where your fees are paid to the College).

11. DATA PROTECTION

- 11.1 The College holds information about all applicants to the College and all students at the College. The College uses the information provided by applicants and/or students (including information from application forms):-

11.1.1 to administer applications; and

11.1.2 to compile statistics about applicants and/or students that may be published or passed to third parties for legal and operational purposes. This may include government organisations, the Office for Students (OfS) and Higher Education Statistics Agency (HESA) or equivalent organisations, Student Loans Company, and partner universities / awarding organisations.

- 11.2 If your application is successful the College will also use the information:-

11.2.1 to deliver your programme and provide educational services to you, to administer your studies, to provide you with College facilities and services, to monitor your performance and attendance, to provide you with support, to conduct research and to identify ways to enhance learning, teaching, assessment and the broader student experience;

11.2.2 to send communications to you;

11.2.3 to process any payments made by you to the College;

11.2.4 for credit scoring, credit assessment, debt tracing or fraud and money laundering prevention and the College may disclose this information or data about you to credit reference agencies or other credit assessment, debt tracing or fraud prevention organisations or solicitors as appropriate;

11.2.5 for legal, personnel, administrative and management purposes and including the processing of any sensitive personal data (as defined in the Data Protection Act 2018) relating to you, which may include, as appropriate: information about your physical or mental health or condition in order to monitor leave from study or extenuating circumstances and take decisions as to your fitness for study or for other uses as may be required by law; and

11.2.6 for other activities that fall within the pursuit of the College's legitimate interests (including the development and maintenance of an Alumni Programme).

- 11.3 In certain circumstances the College may be under a duty to disclose or share your personal data in order to comply with any legal or regulatory obligation, and to protect the College's rights, property, or safety of our employees, students or others.

- 11.4 The College will only process your personal data in accordance with (i) the specific purposes notified to you above; (ii) the College's Data Protection Policy (as amended from time to time); and/or (iii) otherwise as permitted by the Data Protection Act 2018.

- 11.5 By submitting your application form and/or accepting your Offer, you consent to the use of your personal data in accordance with this Clause 11. You should refer to the College's data protection policies for more information, which are accessible via the following links:

11.5.1 [Data Protection Policy](#)

12. INTELLECTUAL PROPERTY

- 12.1 You shall own any intellectual property you generate and provide to us during your programme including, without limitation, the content of examination scripts and assignments.
- 12.2 All teaching materials produced by the College will remain the intellectual property of the College

13. GENERAL

- 13.1 The terms of the Contract shall only be enforceable by you and the College.
- 13.2 The Contract constitutes the entire agreement between you and the College in relation to its subject matter.
- 13.3 No failure or delay by the College or you to exercise any right or remedy provided under the Contract or by law, shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the exercise of that or any other right or remedy.
- 13.4 If any provision or part-provision of the Contract is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision shall not affect the validity and enforceability of the rest of the Contract.
- 13.5 The courts in England and Wales will have exclusive jurisdiction to settle any dispute or claim arising out of or in relation to the Contract and that in any such proceedings these terms and conditions and the Contract into which they are incorporated will be governed by and interpreted in accordance with the laws of England and Wales.