

Terms and Conditions for Croydon College HE students 2018/19

1. Introduction

1.1 These terms and conditions represent an agreement between you, a prospective student ('you'), and Croydon College ('College' or 'we' or 'us' or 'our'). These terms and conditions and any procedures or policies referred to in them - together with: (i) any offer letter from our Admissions Office comprising the offer ('offer') made by us to you for a place on your prospective or registered course of study at the College ('course(s)'); (ii) the letter issued by UCAS that confirms acceptance of the offer ('confirmation letter'); and (iii) the online prospectus as at the date we make an offer to you ('prospectus') – form the contract made between you and us ('contract').

1.2 In the event that the provisions of these terms and conditions conflict with or there is any inconsistency with the provisions of any other documents forming part of the contract, the provisions of these terms and conditions shall prevail.

1.3 By accepting the offer through UCAS, you signify your consent to the incorporation of the terms in the contract and agree to be bound by its terms.

1.4 If you do not act in accordance with the contract, or if you do not meet our expectation that you will maintain a good standard of conduct in line with the College's regulations, we may take disciplinary action against you under the regulations for student discipline which can be found in our [Respect for All Policy and Student Disciplinary Procedures](#) and the **Student Code of Conduct**. One of the possible outcomes of such an action is that your contract with us may be terminated resulting in your removal from your course.

2. Admissions and the contract

2.1 The offer we make to you is subject to you satisfying the academic and other requirements for admission prescribed by the College's relevant school of studies in the offer. The offer may be conditional or unconditional. If the offer is conditional, we will set out the conditions in the offer that you need to fulfil in order to be admitted to the course. If you have not fulfilled the conditions of your offer before the start of the course, we reserve the right to withdraw the offer.

2.2 We may withdraw or amend any offer or revoke your subsequent registration as a student of the College, without liability to you, if we discover that your application contains material inaccuracies or fraudulent information or if you are found to have omitted key information from your application.

2.3 Your admission to the College is subject to you complying with the terms of the contract. At our request, you will provide satisfactory evidence of your qualifications (including English language qualifications if required) before admission. Failure to provide such evidence to our reasonable satisfaction will result in the termination of your offer, the revocation of your registration as a student of the College and/or the termination of the contract. We will verify the authenticity of documentation required to evidence your qualifications prior to admission as appropriate.

2.4 As the contract between you and us is made exclusively by means of distance communication, you may cancel the contract by informing us in writing within fourteen (14) days of you accepting the offer ('the cancellation period'). In order to cancel the contract within the cancellation period, you should give us written notice of your cancellation by contacting he.admissions@croydon.ac.uk. If any payment has been made under the contract prior to the date of cancellation pursuant to this paragraph (including the payment of any deposit), we will provide you with a full refund in accordance with our [Fees Policy](#).

2.5 If you are a student from outside the European Union applying to study at the College you will need to demonstrate, at the point of registration, that you have a valid immigration status to undertake the proposed studies. If you fail to demonstrate that you have a valid immigration status we reserve the right to prevent you from registering on your course (without liability to you). You are responsible for ensuring that you comply with the terms of your student visa whilst studying at the College. We are required to withdraw sponsorship of your Tier 4 visa if you do not comply with the terms of your visa and/or the Home Office rules, including but not limited to: (i) failure to meet the minimum attendance requirements; (ii) your registration has been terminated, or you withdraw or commence an interruption of studies; (iii) you successfully complete your Course in a shorter period than originally planned; (iv) failure to register or re-register at the College; and (v) failure to provide evidence that you have valid leave to remain in the UK. If your visa is revoked for any reason, we will remove you from your course. On occasion, the College will

need to contact the UK Home Office to clarify details on outstanding visa applications and previous immigration history. By accepting these terms and conditions, you consent to us contacting the UK Home Office on your behalf and the UK Home Office releasing such information to us.

2.6 We shall deliver your course with reasonable care and skill and in accordance with the description applied to it in the prospectus and we shall explain the academic requirements for the course to you.

2.7 You agree to fulfil all the academic requirements of your course in accordance with the terms of the contract including, without limitation, submission of course work and other assignments, attendance at examinations and attendance at lectures, seminars and any other such teaching forums provided by us. You agree to comply with the Academic and Assessment Regulations which can be found in the Students and Curriculum section at <https://www.croydon.ac.uk/about-us/policies-and-procedures>

3. Course fees and other costs

3.1 Your course fees are dictated by your fee status. Details of your fee status, your course fees and information in relation to how to pay for your course, or for modules within it, can be found in our [Fees Policy](#). If you accept an offer, you agree to pay all course fees as and when they fall due, in accordance with the payment terms agreed by you and us. Exceptionally, there may be other related costs and expenses for some courses, such as materials for projects and options to participate in field trips and visits.

3.2 If you fail to pay your course fees and other related costs and expenses as and when they fall due, we reserve the right to withdraw you from your course. In the event that a third- party sponsor has agreed to pay all or part of your course fees, you will still remain primarily liable for the payment of the course fees. Course fees are due for each full term of attendance - if you attend only part of a term you may still be charged the full-term rate. Any refund of course fees will be made in accordance with our [Fees Policy](#).

4. Withdrawal or variation of courses and modules

4.1 Due to the period between prospectus publication and registration, circumstances may change due to factors beyond our reasonable control and therefore it may sometimes be necessary to vary the content of the course or services described in the prospectus. We 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 your course (as described in the offer letter and/or prospectus) before you register at the College, we shall bring these to your attention as soon as possible and if you reasonably believe that the proposed change will prejudicially affect you, you may either cancel the contract and withdraw your application for the course without any liability to us for course fees (even if the cancellation period has expired) or transfer to such other course (if any) as may be offered by us for which you are qualified.

4.2 We will use all reasonable endeavours to deliver all courses described in the prospectus. However, if there are not sufficient applicants either to make a course viable or to deliver a quality student experience, we may cancel the course. If you have received an offer for any course described in the prospectus, but we discontinue the course prior to you registering at the College, we will notify you as soon as possible and we will use reasonable endeavours to provide a suitable replacement course for which you are qualified. If you are unhappy with the replacement course provided by us or if we are unable to provide a suitable replacement course, you may cancel the contract and withdraw your application without any liability for course fees (even if the cancellation period has expired).

4.3 Once you have registered as a student of the College we will use all reasonable endeavours to deliver your course as per the terms of the contract, but:

4.3.1 If we are forced to discontinue your course because of matters beyond our control, we will inform you as soon as is reasonably possible and will use all reasonable endeavours to transfer you to a suitable replacement course for which you are qualified. If you are unhappy with the replacement course provided by us or if we are unable to provide a suitable replacement course, you may cancel the contract and withdraw from the course without incurring any further liability for course fees and you shall be entitled to a refund of all course fees paid to date.

4.3.2 In circumstances where there is no material detriment to you, we reserve the right to vary minor

elements of your course from that described in the prospectus, in order to improve the quality of educational services, in order to meet the latest requirements of a commissioning or accrediting body, or in response to student feedback. How we notify you will depend on the nature of the changes but, in any event, such changes will be recorded in the updated course information on our website.

4.3.3 Following suitable consultation with affected students, in circumstances where it is necessary to make a material change to your course (such as the nature of the award or in relation to a material aspect of the curriculum), we will notify you as soon as possible. If you are unhappy with the material change(s) to your course, you may cancel the contract and withdraw from the course without incurring any further liability for course fees and you shall be entitled to a refund of all course fees paid to date.

4.3.4 If your course includes the option for you to have a year-long work placement or period of study, and despite both you and us using all reasonable endeavours, or due to matters beyond our control, it is not possible to secure a suitable work placement or study placement for you, we will transfer you to a three-year non-placement/non-study version of the course, provided always that you are in good academic standing. This sub-clause does not apply to courses where work placements are mandatory for the award.

4.4 If you choose to cancel the contract in accordance with paragraph 4.1, 4.2, 4.3.1 or 4.3.3, we will use reasonable endeavours to assist you in finding an alternative comparable course with another Higher Education provider in the UK.

5. Property, facilities and services

5.1 We shall provide you with access to the necessary equipment and facilities in order for you to undertake your course.

5.2 Aside from course fees, there may be additional charges such as the cost of residential accommodation. Where this is the case, we will make this clear in advance and payment for such services shall be made in accordance with any additional contract made between you and the College.

5.3 While we take all reasonable care to ensure the safety and security of our students, we cannot accept responsibility, and expressly exclude liability for loss or damage to students' personal property (including computer equipment and software), including any financial or other consequential loss where such loss or damage is a result of theft, fire, flood, computer virus or any cause related to our computer facilities, or any other cause, except where such loss or damage is caused by our negligence. It is recommended that you insure personal property against such risk of loss and damage.

5.4 We shall not be held responsible for any injury to a student, financial or other loss or damage resulting from such injury, or for damage to property, caused by any other student, or by any person who is not an employee or authorised agent of the College.

5.5 You shall own any intellectual property you generate and provide to us during your course.

5.6 We shall not be liable to you for any failure to perform any obligations placed on us under the contract if such failure arises from circumstances beyond our reasonable control. If we seek to rely on this provision, we shall take reasonable steps to ensure that the consequences of any failure to act in accordance with the contract are kept to a minimum.

6. Policies and procedures

6.1 If you have a complaint about any aspect of the way you have been dealt with, please refer to our [Complaints Procedure](#). If, having followed the complaints procedure to completion, you remain dissatisfied, you have the right to make a complaint to the Office of the Independent Adjudicator for Higher Education.

6.2 If you enter into the contract with us, we will process your personal data in accordance with the Data Protection Act 1998 (and any replacement legislation from time to time) and our policy on data protection (as amended from time to time).

6.3 Once you are registered as a student of the College, we are required to collect and provide

information to certain external agencies including the Higher Education Statistics Agency, whose data protection notice can be found at www.hesa.ac.uk/dataprot. After you complete your studies, we will retain basic registration details, results and your address, and any information that may be required in relation to matters that are still outstanding. The remaining information will be dealt with in accordance with current data protection legislation.

7. General

7.1 The contract constitutes the entire agreement between you and the College and supersedes all previous agreements between you and the College, whether written or oral.

7.2 No failure or delay by us 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 preclude or restrict the further exercise of that or any other right or remedy.

7.3 The terms of the contract shall not be enforceable by any party who is not a party to it.

7.4 The contract and any dispute or claim arising out of or in connection with it shall be governed by and construed in accordance with the law of England and Wales and subject to the exclusive jurisdiction of the courts of England and Wales.