

# Waltham Forest College

## TERMS AND CONDITIONS 2018-19



### GOVERNANCE AND CONTROL

|                                      |                            |
|--------------------------------------|----------------------------|
| Date approved by Group CEO           | August 2018                |
| Scheduled review date                | May 2019                   |
| Accountable member of Executive Team | Stella McManus/Lynda Croft |
| Responsible member of staff          | Colin Johnson              |
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## **PURPOSE**

These terms and conditions on offer are part of the College's Student Protection Plan and reflects our commitment to the student experience and to supporting our students to achieve their academic outcomes. The Student Protection Plan can be found [here](#)

## **GENERAL INFORMATION**

- When you are offered a place at the College on a Higher Education programme you will be notified of these terms and conditions between Waltham Forest College and students on our courses of study.
- When you accept an offer of a place on the course at Waltham Forest College a legal contract is formed between you and the College on the basis of the terms and conditions outlined in your offer letter which are also given below.
- Your offer letter and the terms and conditions contain important information which you should read carefully before accepting any offer.
- On the day you accept an offer from the College the contract will be formed and a 14-day cooling-off period will begin on the following day if you accepted your offer via the internet.
- The College will acknowledge your acceptance on the day it is received.

## TERMS OF ADMITTANCE AND OFFER

- a. The offer of a place as an undergraduate student at Waltham Forest College is made on the understanding, that in accepting it, you undertake that if you subsequently enrol, you will agree to observe the Regulations of the College as outlined below.
- b. If you accept our offer (firm or insurance) any conditions attached to your offer must be met by 31 August in the academic year of your application. Places may not be held after this date.
- c. If you accept our offer as your firm choice and meet the full conditions by 31 August in the academic year of your application your place is guaranteed.
- d. By accepting our offer (firm or insurance) you are indicating that you understand the conditions of the offer made to you and undertake responsibility for meeting these conditions. If there is any part of the offer that you do not understand, or do not know how to fulfil, you are advised to contact our Admissions Office as soon as possible using [myfuture@waltham.ac.uk](mailto:myfuture@waltham.ac.uk)
- e. In accordance with the College Regulations Waltham Forest College reserves the right to withdraw an offer of a place or terminate enrolment if it discovers subsequently that a candidate has given false information in their application or has omitted to declare information requested or has attempted to tamper with the original offer letter or email.

## FEES AND PAYMENTS

- f. It is your responsibility to make sure your tuition fees and other expenses relating to your course are paid in a timely manner. The tuition fee is as stated in your offer letter. The fee quoted is revised each academic year. In accepting an offer of a place at Waltham Forest College you agree to abide by the Tuition Fee Policy available at (hyperlink to Tuition Fees Policy)
- g. If the courses described in the college prospectus are not provided, the College will take such steps as are available to it to minimise the effect of any alteration or withdrawal of a course.
- h. You will be entitled to decline to accept the changes to the programme and withdraw but not to receive a refund for those parts of the programme that you have completed whether or not you have passed any assessment. Please refer to our refund policy

## STUDENT CONDUCT

- i. Students are required to attend lectures, seminars, examinations and other activities, which form part of the course of study. Students must also be aware of the College's Code of Conduct and Discipline Regulations

## TERMS AND CONDITIONS OF THE OFFER

The following are the terms and conditions of the offer, which form the contract between you and the college

1. You agree to observe the following Waltham Forest College Regulations:

- Student Complaints Policy and Procedure
- Access and Participation Statement for 2018-19
- Student Protection Plan 2018-19
- Academic Misconduct Policy
- Higher Education Fee Policy 2018/19
- Admissions Policy
- Appeals Policy
- Student Compensation and Refund Policy
- Terms and Conditions of Offer

2. You agree to pay tuition fees and additional charges relating to your course by the date of registration or your Start Date set out above. The tuition fee is as stated in your offer letter. The fee quoted is revised each academic year in accordance with the College's Tuition Fee Policy. Unless otherwise stated the fee quoted in your offer letter does not include any charges for residential accommodation, examination re-sits or retakes, extension to the designated period of study, or travelling expenses and other miscellaneous expenses which may be related to your course of study.

3. You are expected to regularly attend classes and attend all formal learning opportunities of the course or programme of study. The college expects students to conduct themselves in a manner that does not interfere with the proper functioning of the College, its activities or those of those who work or study at the College, and which does not have the potential to damage the reputation of the College or its student body. Breaching the Students' Code of Conduct and Disciplinary Policy could lead to expulsion from the College and the termination of the contract.

4. You agree to register on your Course by attending at a date and time to be notified. If asked to, you must bring your original academic certificates, acceptable identification documentation (which are up to date photographic identification, normally a passport) and (where relevant) sponsorship letters and which are letters from employers). Students must be able to demonstrate that they have the appropriate level of English for their course. The College will check these documents before you can be admitted to your course. The College reserves the right to terminate the contract if you do not have or cannot produce the required evidence set out in this paragraph. In such circumstances, the College may also make a charge of £100 to cover administration.

5. You agree that if the College refunds you any monies, then such refunds are returned to the account from which the fees were remitted including where fees have been overpaid.

6. The College has a Complaints Procedure

7. You may cancel the contract without penalty within 14 days. If you wish to withdraw after that date, you should contact the college admissions team on 020 8501 8501 or email to [myfuture@waltham.ac.uk](mailto:myfuture@waltham.ac.uk)

8. It may be necessary for the College to make changes, for example programme content or course delivery and fees, due to legitimate staffing, financial, regulatory and academic reasons including (but not limited to) industrial action, lack of demand, departure of key personnel, change in government policy, withdrawal or reduction in funding, the requirements of the Quality Code of the Quality Assurance Agency or a change of law. The College will endeavour at all times to keep such changes to a minimum and to keep students informed appropriately.

## **CHANGING YOUR MIND AND YOUR CANCELLATION RIGHTS**

If you accept an offer of a place with us, we naturally hope that you will remain with us until the end of your course. We appreciate however that there may be circumstances when you change your mind about studying with us after accepting an offer, or when you want to withdraw early from your course after you have joined us.

If you withdraw early from your course, your liability for unpaid tuition fees and/or your entitlement to a refund of paid fees generally depends upon the date when you withdraw in the relevant academic year. Full details of this can be found in the Student Fees Procedure.

In addition, you have a specific cancellation right which is given to you by law if you accept our offer of a place, as set out under sub-sections (a) and (b) below:

### ***Right to cancel***

If for any reason you change your mind about joining us after you have accepted our offer (which is the point when your contract to study with us is formed), you have a legal right to cancel your contract for a period of 14 days starting on the day after you accepted our offer. To exercise this right to cancel, you must inform us of your decision to cancel by way of any clear statement (e.g. a letter sent by post or e-mail to [myfuture@waltham.ac.uk](mailto:myfuture@waltham.ac.uk)). To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

### ***Effects of Cancellation***

If you cancel your contract in accordance with the previous sub-section, we will reimburse to you all payments received from you in respect of the cancelled contract. We will make the reimbursement without undue delay, and not later than 14 days after the day on which we are informed about your decision to cancel the contract. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed with us otherwise; in any event, you will not incur any fees as a result of the reimbursement.