



HIGHER EDUCATION STUDENT AGREEMENT

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Introduction

The nature of Higher Education is that students and providers need to co-operate in order to achieve the best possible educational outcomes. It is therefore important that both parties have a clear understanding of the nature of their relationship and their obligations to each other.

This is as true at Telford College (**the College, we, us or our**) as it is anywhere else and the offer (**Offer**) of a place on a programme of study or services (**Programme**), these terms and conditions (and the documents referred to in them) and any of the College's rules, regulations, policies and codes that are in force from time to time and made available via the Virtual Learning Environment (**VLE**) or otherwise on the College's website (**Policies**) comprise the agreement (**Agreement**) between you, a higher education student (**you, your**) and the College. The Agreement sets out what you can expect of the College and what the College expects of you.

The College wants your experience of Higher Education to be positive and to help you to reach your full academic potential. To do this we must, to the best of our ability, deliver and support your Programme in a competent and professional manner. In doing so we have to balance the interests and entitlements of many other students and stakeholders including the obligations we have, as a substantially publicly funded institution, to manage finite resources in a way which is efficient and cost effective. Your obligations include pursuing your studies diligently and abiding by the College's rules and regulations, and those of any external body linked to your Programme.

The purpose of this document is to identify the principal terms and conditions of the Agreement which you will have with the College if you accept the Offer and you satisfy any conditions which the College may impose. You will be asked to sign and return a copy of the enrolment form on registration and by doing so you warrant that you have read, understood and agree to the terms of this Agreement and understand that a legally binding contract is then formed between you and the College. You will accordingly be deemed to be registered with the College.

If you do not act in accordance with the Agreement, the College may take disciplinary action against you in accordance with its student disciplinary procedures. You hereby agree that all relevant staff will be advised of the outcome of any such action. Please be fully aware that one of the possible outcomes of disciplinary action is that your registration at the College may be terminated.

The College reserves the right to make reasonable changes at any time to the terms and conditions of the Agreement as it deems appropriate or necessary. Copies of the current terms and conditions will be made available by electronic means and any substantial changes will be brought to your attention.

If you have secured a place in any accommodation sourced or provided by the College, your right to that place is subject to your continued registration as a student at the College. The specific terms and conditions regarding the provision of accommodation and your payment of accommodation fees are subject to separate agreements.

Delivery of Your Programme and Exclusion of Liability

Delivery of Your Programme

The College will provide you with tuition, learning opportunities and other related services which will lead to the appropriate award, subject to you successfully fulfilling all of the requirements of your Programme. Specific details relating to the delivery of your Programme will be provided before or at the time of your registration on your Programme.

Where circumstances change outside the reasonable control of the College, the College reserves the right to change or cancel parts of, or the entire Programme at any time without liability to you, even after students have registered at the College. Circumstances outside of the College's reasonable control include but are not limited to, acts of God, industrial action or disputes (including action or disputes involving the College's employees), over or under demand from students, staff illness, lack of funding, war, terrorism, severe weather, fire, flood, natural

disaster, tempest, explosion, national emergencies, civil commotion or disorder, political unrest, failure of our suppliers, government restrictions and concern with regard to the transmission of serious illness (**Event Beyond Our Control**).

Changes to the Programme

Information provided to you about the academic content, delivery and assessment of your Programme is indicative only. The College does not undertake to offer the Programme precisely as stated nor does it undertake to adhere to indicated delivery arrangements. The College does, however, undertake that you will be provided with a route to the named award for which you are registered over the same time period as was agreed at registration.

The College further undertakes that the fees for your studies will not rise by more than 5% or the current rate of inflation (whichever is the greater) during your period of registration for your named award unless such a change is the result of legislation or changes in the external funding of Higher Education.

We have the right to alter the timetable, location, number of classes, method of delivery, content, assessment and syllabus of your Programme, provided such alterations are reasonable. In particular:

- Students on full-time Programmes, that is students registered for 90 credits or more in one academic year, are expected to be available between 9:00am and 9:00pm from Monday to Friday during term time. The College reserves the right to amend full-time timetables within these limits but will not timetable outside these limits without your explicit consent.
- Students on part-time programmes have a reasonable expectation that the College will require attendance only within the time-slots stated at the time you registered. The College reserves the right to amend part-time timetables but will not timetable outside these limits without your explicit consent. Where a programme of study extends over more than one academic year, the College does not undertake that the dates and times of attendance set for the first year will remain the same through all subsequent years.

The College will give reasonable notice, consult you and give you an opportunity to provide feedback to us in relation to any proposed material changes to your Programme. We will take account of your feedback in our decision and will attempt to minimise any adverse impact on you.

We have the right to discontinue or decide not to provide the Programme or to merge or combine it with other Programmes of study, if such action is reasonably considered to be necessary by the College in the context of its wider purposes (for example, because too few students apply to join, or continue on, the Programme for it to be viable in our reasonable opinion).

In withdrawing a Programme:

- The College will not normally withdraw a Programme until all students registered on that Programme have reached the original expected end dates of their studies. The College does not undertake to keep a Programme open for students who have extended their studies beyond their original expected end date.
- Wherever reasonably practicable the College will maintain a pathway to the named award for which you have registered over the period of time implied by your registration at the time the Programme is withdrawn.
- If the College withdraws your Programme before you have completed it **and** while you would otherwise still have a right to continue your studies **and** does not provide a pathway to the named award for which you registered over the period of time implied by your registration at the time the Programme is withdrawn it will explore with you the opportunities for transferring to another Programme at the College or another institution,

and will seek to ensure that you receive recognition or credits for any modules you have successfully completed.

In the event of any discontinuance of or fundamental changes to your Programme we will give you reasonable notice and you will be entitled to withdraw your application or withdraw from your Programme by telling us in writing. You may make a claim for a refund of any tuition fees and deposits you have paid.

Exclusion of Liability

We will be liable to you for any direct loss or damage you suffer if we either fail to carry out our obligations under this Agreement to a reasonable standard; or breach any relevant duties that we owe to you that are imposed on us by law (including if we cause death or personal injury to you by our negligence), but not to the extent that such failure is attributable to:

- i. your own fault;
- ii. the fault of a third party;
- iii. an Event Beyond Our Control.

The College does not accept responsibility, and expressly excludes liability to you, for the following, in respect of which you are advised to arrange appropriate insurance cover:

- any loss or damage to your property (including but not limited to any motor vehicle or cycle) while that property is on the premises of the College, unless caused by the negligence of the College or its employees;
- death or any personal injury suffered by you unless caused by the negligence of the College or its employees;
- loss of profit, loss of earnings, loss of opportunity, loss of business or contract, loss of goodwill or reputation, disappointment, distress or injury to feelings, living expenses and any indirect, special or consequential loss or damage, unless these were reasonably foreseeable at the commencement of your studies and were the result of a failure on the part of the College to act reasonably.

Although the College shall endeavour to ensure that computer equipment and software available for your use has reasonable security and anti-virus facilities and protections, you do use such computer equipment and any software provided by the College at your own risk. The College shall not therefore be liable for any loss or damage suffered by you as a result of use of any computer equipment or software provided or made available by the College to you, including (but without limiting the general nature of this condition) any contamination of software or loss of files as a result of using the College equipment or software.

If the College is found liable to you for any breach of this Agreement or for any other act or omission of the College or its employees or agents the liability of the College shall be limited to the fees actually paid by you to the College in respect of the Programme.

Nothing in this section or in the rest of this Agreement shall operate to exclude the College's liability for death or personal injury caused by the College's negligence, fraud or for fraudulent misrepresentations.

Payment of Fees

The responsibility for the timely payment of tuition fees and all other charges incurred at the College lies exclusively with you unless otherwise agreed in writing.

You must make payment promptly on demand for fees and charges due to the College.

In line with Telford College fees policy; students eligible for Student Finance must first get a funding and information letter from Student Services on receipt of a course offer so that you can apply for their Student Loans from the Student Loans Company (SLC) prior to their enrolment. The Student must bring proof the loan has been approved on their start date. If a student cannot provide this

evidence they are required to pay a 50% deposit which will be refunded once the loan is approved. Any student whose loan has still not been approved by October half term may be removed from their course of study.

The learner must be:

- a) Resident in the UK for 3 years or more
- b) Aged 19 or older as of 31st August in the teaching year in which they start their course
- c) Aged 19 or older on the first day of their course and;
- d) The course must be an approved and legible course.

Further details on Student Loans can be obtained from Student Services on 01952 642237.

Where someone else is responsible for payment on your behalf, you must ensure that they do so. You remain responsible if they do not pay. Demand for payment will be made within 6 weeks of the course start date in any academic year in line with fees published and updated on our website on an annual basis, and additional charges may be levied if payment is not made as required.

The course fees can be found on the College website www.telfordcollege.ac.uk.

If arrangements have been made whereby periodic payments fall due on agreed dates, you must make payment on such dates without any further notification from the College. If any fee or charge remains outstanding after the due date, the College reserves the right to terminate services and terminate the Agreement. The College may take such action (including legal action) as it deems necessary to recover such fee or charge. If you do not pay academic fees when they become due the College may exclude you from the College, prevent your re-registration and/or exclude you from ceremonies but will not apply any academic penalty.

Other Obligations and Expectations

Programme of study and learning environment	
You can expect us to:	We expect you to:
act openly and in good faith at all times.	be honest and truthful in all your dealings with the College. In particular, you should note that this agreement can be terminated if it is discovered that you provide false statements to the College or have failed to disclose significant information.
provide you with the tuition and learning support associated with your Programme of study with reasonable care and skill.	take responsibility for your own learning, working in partnership with staff to become a self-reliant, independent learner.
make reasonable efforts to deliver your Programme of study.	pursue your studies diligently, contributing effectively to your Programme and not to hinder the studies of others.
let you know as soon as possible if we need to alter anything related to your Programme, such as a change in timetabling, location, type of class, assessment or syllabus.	attend teaching and learning events (lectures, seminars, tutorials, lab classes, etc.) associated with your Programme, subject to absence for medical or other agreed reasons. Unauthorised absence can lead to disciplinary action and/or exclusion.
give you access to all formal College policies, including regulations, codes of practice and guidelines, within which your Programme will be delivered.	familiarise yourself and comply with relevant College rules and regulations, including those relating to your Programme and the award for which you are registered.
make available appropriate infrastructure to support your learning, including teaching and learning space, library and ICT facilities.	make appropriate use of all the resources available, including staff, other students and library and ICT facilities, and comply with the College usage policies.
provide clear information about your Programme and modules, and about our expectations of what you need to achieve to complete your Programme successfully.	be aware of the information provided to you about the College and your Programme and know where to look for reference to detailed information and guidance, whether electronic or paper based.
communicate with you by post or via your College email address as appropriate.	check your College email account regularly and frequently both during and outside of term time.
return marked work in a timely manner and according to the guidance set out in the College's HE Assessment Policy.	complete and submit by the required deadlines any work to be assessed as part of your Programme, including any assignments, laboratory or project work related to individual modules.
encourage a professional and responsible learning environment and suitably support you, academically and pastorally.	play an effective part in the academic community and respond to requests to give your opinion about your learning and other experiences at the College.
carry out regular monitoring of the quality of learning and teaching offered as part of your Programme.	contribute to internal and external procedures for assuring the quality of learning, teaching and assessment provided for you and other students.
Accountability and conduct	
You can expect us to:	We expect you to:

Programme of study and learning environment	
treat you professionally and with respect.	<p>at all times whilst you are a student of the College to co-operate with members of staff and to behave appropriately, responsibly and with respect for, and not to harass any other student, staff or member of the public and to refrain from causing damage to property.</p> <p>to act in accordance with any reasonable instructions or requirements issued to you from time to time by or on behalf of the College.</p>
<p>act in accordance with College Policies & Procedures:</p> <p>allow you the right to make a complaint about matters that affect you and allow you the right to appeal decisions made about you; and</p> <p>operate a fair and transparent disciplinary procedure.</p>	be aware of the College's Policies & Procedures, including the rules relating to submission of extenuating circumstances, complying with deadlines by which representations have to be made.
give you the right to be represented in College's academic governance and to encourage student representation on relevant College committees, boards and working groups.	when acting as a student representative on College committees, take care to consult fellow students and to represent their views accurately and in a balanced way.
take reasonable care to keep your personal details secure at all times, and to comply with our obligations under the Data Protection Act.	ensure that the personal details the College holds about you, including your current term-time and home address, are accurate and updated as soon as they change. This will help us to contact you quickly as and when needed.
conduct fair procedures for dealing with students who disclose criminal convictions either before or after registration, and other non-academic programme requirements.	<p>disclose any unspent criminal convictions and cautions when applying to us and during your studies. "Unspent convictions" is defined in the Rehabilitation of Offenders Act 1974.</p> <p>For some Programmes, you will also be required to disclose spent convictions and obtain a criminal records check.</p> <p>Your Programme may also be subject to other non-academic requirements set in the light of the expectations of relevant professional, statutory or regulatory bodies. Your continuing registration on such a Programme of study may be dependent upon your continuing to satisfy these requirements.</p>
make publicly available (and annually update if required) details of the tuition fees and any other expenses relating to all the Programmes of study offered by the College.	make sure all tuition fees and other expenses relating to your Programme are paid in time and agree to be bound by our regulations on the payment of fees.
provide you with a fair, equitable and supportive environment in accordance with the College's Equality and Diversity policy.	comply with College rules and regulations regarding student behaviour and attendance.

Data Protection and Recording

The College will hold and process your personal data including some sensitive personal data whilst you are a student of the College and after you have left the College in accordance with the provisions of the General Data Protection Regulation 2016. Sensitive personal data includes information held by the College as to your physical or mental health, sexual life, racial/ethnic origin, the commission or alleged commission of any offence by you and any proceedings for an offence committed or alleged to have been committed by you (including the outcome or sentence in such proceedings).

You agree to this personal data being processed in accordance with the College's GDPR policy, as set out via the VLE and/or on the College website. The College will process your data necessary for completion of your studies and use of College services. Your data may be disclosed to third parties such as the Higher Education Statistics Agency and other Government agencies. The College may record educational activities in which you may be involved. Please note that generally you are not entitled to record College educational activities yourself.

You hereby give explicit consent for the College to check, verify or communicate with any government department, agency or similar body, any personal data that you have provided at any time during and in support of your application for admission to, and continued studies with the College.

In some circumstances, the College uses data in the form of photographs of classroom situations, including students in a classroom setting, as part of general marketing materials, for example in the College's annual report, prospectus or Programme materials. Personal data alongside photographs will only be used with your explicit consent.

Confidentiality

You undertake to keep confidential and not disclose to any third party, or use yourself (other than for the purposes permitted under or in accordance with this Agreement), any:

- confidential or secret information in any form directly or indirectly belonging or relating to the College, or our business or affairs and whether disclosed by the College and received by you or otherwise gathered by you and whether or not such information has been developed, modified or improved;
- any issues which you have experienced or are experiencing at the College or in relation to your Programme;
- any disciplinary or investigative proceedings;
- the terms of this Agreement;
- anything else which the College notifies to you as being confidential from time to time, **(Confidential Information)**.

These confidentiality obligations shall survive the expiry or termination of this Agreement for any reason, but shall not apply to any Confidential Information which:

- is publicly known at the time of disclosure; or
- becomes publicly known otherwise than through a breach of this Agreement by you; or
- can be proved by you to have reached you otherwise than by being communicated by the College including being known to you prior to disclosure, having been developed by or for you wholly independently of the College, or having been obtained from a third party without any restriction on disclosure on such third party of which you are aware, having made due enquiry; or
- is required by law, regulation or order of a competent authority (including any regulatory or governmental body or securities exchange) to be disclosed by you, provided that, where practicable, the College is given reasonable advance notice of the intended disclosure.

You shall not use any of the College's Confidential Information for any purpose other than to perform your obligations under this Agreement.

Notices

Any formal notice that is required to be given by either the College or you relating to this Agreement must be given in writing, which for the avoidance of doubt shall not include electronic communications and where and transmitted either by hand, by registered or recorded delivery service. A notice shall be deemed to have been received by the other party either at the time at which it was delivered by hand or otherwise at the time at which the registered or recorded delivery services has recorded.

Less formal communications between the parties may be given in accordance with the above paragraph or otherwise by email or by posting to your VLE account.

The College may also draw your attention to important information through announcements on the College's website, VLE and through messages displayed on the computer desktop displayed when you log-on to the College network.

You may give any notice required by this agreement to the College by post or by email to the College's Director of Higher Education.

Intellectual Property

According to the College's policy on intellectual property rights as set out via the VLE and/or its website, the intellectual property rights in all ideas, materials or work produced by you and submitted as part of the requirements of the Programme will belong to its originator(s), unless specifically agreed to the contrary. Assignment of these rights to the College may be a requirement of certain programmes, projects, etc. but where this is the case it will be made clear to you and covered by separate written agreements.

We either own or have licensed to us the intellectual property rights in all Programme materials produced by us or on our behalf and such materials should only be used for your own personal study purposes. For the avoidance of doubt, they must not be reproduced or otherwise used for commercial gain without our prior written consent, which consent may be subject to a separate written agreement.

You hereby grant us without cost and in perpetuity a non-exclusive licence for the use of any intellectual property rights generated by you in connection with your Programme.

Complaints

If you wish to make a complaint about the College, you must use the College's HE Complaints & Academic Appeals policy that outlines the procedure to follow. The policy has been devised to help to resolve any complaints made by you as promptly and fairly as possible.

If you remain dissatisfied after following the College's complaints procedure to completion, you may have the right to ask the Office of the Independent Adjudicator for Higher Education (OIA) to review the complaint.

Termination

This Agreement will end automatically:

- if you withdraw from your Programme at the College;
- if you are required to withdraw in accordance with our Disciplinary Policy or by a decision of the appropriate board based on your academic performance.

and/or

- for non-payment of fees in accordance with the Colleges' requirements.

We may terminate our relationship with you in writing with immediate effect if:

- you are expelled or refused admission or membership by any organisation which you are expected to attend or be a member of as part of your Programme;
- between accepting the Offer and starting your Programme there is a change of your circumstances which, in our reasonable opinion, makes it inappropriate for you to study on your Programme;

- we become aware of information about you which we did not know before and which, in our reasonable opinion, makes it inappropriate for you to study on your Programme;
- in our reasonable opinion you have failed to provide us with all relevant information, or have supplied false or misleading information, relating to your application for your Programme;
- where your behaviour represents a significant risk to the health, safety or welfare of yourself or others;
- you have committed a material breach of this Agreement which is irremediable or, if remediable, you have failed to remedy within such period of time that we have afforded you;
- you repeatedly commit breaches of this Agreement such that we are of the opinion that your conduct is not commensurate with an intention to comply with this Agreement;

You will have the right to submit a complaint via the procedure set out above should the relationship between you and us be terminated under this sub-section.

If you fail to meet the conditions of the Offer or if you have not already registered at the time of termination, we shall be entitled to refuse to register you on your Programme. If, at the time of termination you have registered, we shall be entitled to require you to stop studying on your Programme and leave the College immediately.

On termination, you are required to return all property owned by us. You must pay all outstanding fees immediately.

Any action we take under the above provisions will not restrict our ability to take any other action against you that we have the right to take.

The College will not be liable for any loss or damage of whatever nature which you may suffer as a result of any action taken against you by the College to terminate this Agreement or disciplinary action by the College (provided the action by the College is taken properly in accordance with these terms and conditions or the College's procedures).

Cancellation

For the purposes of the Consumer Contracts Regulations (Information, Cancellation and Additional Charges) Regulations 2013, if this Agreement constitutes an "off-premises" contract or "distance contract", then as a consumer, you have the right to cancel your acceptance of the Offer within 14 days thereafter without giving us any reason.

To exercise the right to cancel, you must inform us of your decision to cancel this Agreement by a clear statement. To meet the cancellation deadline, it is sufficient for you to send your communication exercising your right to cancel before the 14 day cancellation period has expired.

If you cancel this Agreement within the cancellation period, we will reimburse to you all payments received from you. 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 this Agreement. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise with us in any event you will not incur any fees as a result of the reimbursement.

If, due to the scheduled nature of the Programme, we began with the performance of the Programme during the cancellation period, you will pay us an amount which is in proportion to what has been performed until you have communicated us your cancellation in accordance with this Agreement in comparison with the full performance of this Agreement.

General

This Agreement constitutes the entire agreement between the parties and supersedes and extinguishes all previous agreements, promises, assurances, warranties, undertakings and any other communication, document or representation made between the parties, whether in writing or orally. All representations, warranties, terms and commitments not expressly set out in this

Agreement (whether implied by law, conduct, and statute or otherwise) are excluded to the maximum extent permissible at law and each party agrees that it shall have no remedies in respect of them.

This Agreement is only enforceable by the Student and the College. No other person shall have any rights in connection with this Agreement. You are prohibited from assigning or transferring it or any of the rights and obligations under it to a third party. We may assign, transfer, charge or deal in any other manner with this Agreement or any of our rights under it without your consent. Neither party intends that any of the terms of this agreement will be enforceable by any third party, by virtue of the Agreements (Rights of Third Parties) Act 1999.

If you breach this Agreement and the College chooses not to exercise any right which it may have against you, that shall not prevent the College from taking action against you in the future in respect of that breach or any further breaches by you.

If any part of this Agreement becomes illegal or invalid, the parts of the Agreement which are not illegal or invalid shall remain in force and the part which is illegal or invalid shall be 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.

Except as expressly provided in this Contract, the rights and remedies provided under this Contract are in addition to, and not exclusive of, any rights or remedies provided by law.

A reference to a statute or a regulation shall include any amendments made from time to time under that statute or regulation.

This Agreement shall be governed by and construed in all respects in accordance with the laws of England and Wales and the parties agree to submit to the jurisdiction of the courts of England and Wales.

Signed by the Student

Signed for and on behalf of the College

Name

Name:

Title:

Date

Date