



WAVERLEY ABBEY
COLLEGE

Terms and Conditions of Enrolment - 2019/20

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1. Introduction

The Terms and Conditions explains the contract between the College and the Student. The policy is underpinned by our *Statement of Vision, Mission and Values* which is available on the College website, www.waverleyabbeycollege.ac.uk, and Moodle.

This policy is based on the principles of fairness and transparency and is in keeping with the UK Quality Code and the Competition and Marketing Authority's guidance for consumer protection.

The primary aim of this document is to assist the College in its goal of delivering an exceptional student experience in all aspects of the student's relationship with the College and so, in turn, help deliver the vision and mission of the College.

2. The Contract between the College and the Student

This document outlines the key aspects of the relationship between you, the student, and Waverley Abbey College. Enrolment forms the basis for a contract between the student and the College, it is therefore important that you read and confirm agreement of the Terms and Conditions and the terms contained in your offer letter by signing the Enrolment form. You have the right to cancel this contract within the timescale specified in section 6.

The offer of a place will be confirmed in writing and is made on the basis of information supplied on your application form and accompanying documentation. The College reserves the right to accept original documents only. If you are found to have misrepresented your circumstances or qualifications the offer may be withdrawn and enrolment may be deemed null and void.

3. Student Enrolment and Registration

We are committed to ensuring that you are able to complete your programme of study and achieve your award. This Student Protection Plan (SPP) outlines the measures that Waverley Abbey College will take to protect you in the unlikely event that change is made to a programme or a risk to the continuation of your studies should arise. Copies of the SPP and the Refunds and Compensation Policy are included with your offer letter and are available on the College website (www.waverleyabbeycollege.ac.uk) and within our Virtual Learning Environment (Moodle).

4. Programme fees

Programme fees are payable annually. Fees, including University registration fees, are likely to increase over the period of the programme due to external factors, for example inflation, regulatory authority fee increases.

Following enrolment you will be sent an invoice for the fees showing the balance to pay. For programmes of one-year or more length: if you choose to pay the full balance in advance we will deduct £100 from the invoice as a discount. Discounts are not given for payment of short programmes

Refunds or reductions are not given if meals are not taken or if part/all of a teaching block is not attended.

4.1 The Student's Liability for Fees

By enrolling on the programme you accept liability for the payment of your fees and charges whether paid by yourself or by a third party (for example: Student Finance England, or grant awarding body). You are also liable for any additional expenses incurred during the course of your programme. Please see section 7 below for a full list of additional expenses.

4.2 Registration Fees

The College currently validates its programmes with two universities: Middlesex University and Roehampton University. Middlesex University registration fees are payable for the first two years of study from the point of entry. Roehampton University registration fees are paid each and every year of study.

4.3 Direct Entry Administration Fee

Applications for direct entry based on recognition of prior learning (RPL) incur an administration fee of £100. The fee covers the credit transfer process, and is payable in advance. This fee is **non-refundable**. If you are applying for direct entry you will be required to provide documents, certificates, transcripts and curriculum that demonstrate your prior learning. Guidance for making an application for direct entry can be found on the College website www.waverleyabbeycollege.ac.uk.

5. Payment of fees

5.1 Programmes of one-years length or more

For programmes of one-year or more in length a £500 deposit is payable when you enrol on the programme. **Deposits are non-refundable** unless the programme is cancelled.

The initial deposit may be paid by bank transfer, cheque, or by credit/debit card over the phone (see bank details below)

Once we receive your deposit, enrolment form and your preferred method of payment, we will send you an invoice for the balance of your fees. If you have elected to pay the full fee in advance you may pay this by bank transfer, cheque or by debit/credit card, using the details in section 5.3 below.

If you have chosen to pay by instalment payments must be made regularly and on time. We will send you a standing order form which you can take to your bank. For further information on paying by instalments please contact the Student Finance Officer (01252 784739).

The full fee, or the first instalment of a standing order, is due **four weeks** prior to the start of your programme.

5.2 Short programmes (less than one-year's length)

For short programmes such as a single modules or CPD modules, all fees must normally be paid prior to the start of the programme. Payment by instalment may be accepted where a booking is made sufficiently in advance of the programme start date.

5.3 Payment details

Bank transfer

Account name: CWR;

Account no: 20309087;

Sort code: 20-31-06;

Your ref: include your reference found on the enrolment form and your surname (eg 1234567/surname)

Cheques

Please make payable to CWR.

Debit/credit card by phone

Please phone the Student Finance Officer 01252 784739

6. Student loans and third party funding

Where students are applying for a student loan it is important to note that students retain the ultimate liability for the payment of fees and charges whether paid by themselves, by Student Finance England or by another third party.

6.1 Student loans - Student Finance England

If you intend to apply for a student loan through Student Finance England (SFE) you must declare your intention on the application form and you should send the University or College Payment Advice to us by post or email (registry@waverleyabbeycollege.ac.uk).

SFE loans are available for tuition fees (which includes registration fees and library fees). SFE loans **do not** cover residential costs. For the 19/20 academic year the loan is capped at **£4500** and students should be aware that the loan may not cover all your tuition fees. Therefore, you will need to pay the difference between the loan amount and the full tuition fee and any residential costs (payment plans are available from the College's Student Finance Officer – 01252 784739).

You may only apply to SFE for the tuition fees charged to you by the College and as shown on your invoice. If you are unsure about the amount to apply for, please refer to the fee sheet, email registry@waverleyabbeycollege.ac.uk or phone 01252 784739 for further information. Fee applications in excess of the invoice amount will be adjusted by the College.

6.2 Third Party Funding

If funding is provided by a commercial or charitable organisation, an official letter of sponsorship is required. This should include the organisations contact address details, the applicant's name and amount of sponsorship. (Parents and family members are not classed as sponsors.)

7. Unpaid fees

If you have difficulty paying your fees please contact Registry as soon as possible to discuss options. We will do our best to help you. If you are late paying, or you have failed to meet an agreed arrangement, we will send a reminder to your College email address. If you do not respond, we will send a second reminder by email. If you do not respond a third final warning letter will be sent to your home address. This final letter will include information on any action that we may take.

Students with outstanding tuition fees will not be permitted to continue on the programme, progress to the next year, receive awards, or graduate while fees remain outstanding.

(N.B. Bursary awards are divided into three equal amounts and applied at the beginning of each term.)

8. Withdrawal and interruption of studies

It is important that students are aware of the financial implications of withdrawing during the course of the academic year.

Students retain the ultimate liability for the payment of fees and charges whether paid by themselves, by Student Finance England or by any other third party.

Student Finance (SF) – if you withdraw from the programme SF will ask the College for your last date of attendance. If the date of your last attendance is within two weeks from the start of a term they will reclaim that term's payment from the College. You will however, be liable for any outstanding balance of fees remaining after the SF reclaim.

All withdrawals or interruptions must be notified to Admissions in writing. New applicants must notify the College in writing. Current students should notify the College by completion of the appropriate form which is available on Moodle.

HE programmes – Please see Dates and Fee sheets for term start dates. For withdrawal and interruptions within the following time periods the following adjustments will apply:

Prior to start of first term	Admissions must be notified in writing. Refund of programme fees paid, excluding non-refundable application fees and deposits.
First term (within first 2 weeks of start of term)	A Withdrawal or Interruption form must be completed. Refund of programme fees paid, excluding non-refundable application fees, deposits and any residential costs incurred.
First term (after first 2 weeks of start of term)	A Withdrawal or Interruption form must be completed. You will be liable for 25% of the annual programme fees and residential costs incurred.
Second term (at any point during term)	A Withdrawal or Interruption form must be completed. You will be liable for 50% of the annual programme fee, all registration fees and any residential costs incurred
Third term (at any point during term)	A Withdrawal or Interruption form must be completed. You will be liable for 100% of the annual programme fees, all registration fees and any residential costs incurred.

CPD or single modules

Prior to start of first module	Admissions must be notified in writing. Refund of programme fees paid, excluding non-refundable application fees and deposits.
After start of part one of the first module	A Withdrawal or Interruption form must be completed. You will be liable for 50% of the module fee and any residential costs incurred.
After start of part one of the second module	A Withdrawal or Interruption form must be completed. You will be liable for 100% of the module fees, all registration fees and any residential costs incurred.

9. Additional Expenses

Please note that in addition to the fees outlined above, students are required to pay for the following items:

Counselling programme

- text books marked Essential for each module and selected Recommended text books. Degree level textbooks usually cost between £20 - £50 each (you may be able to source second-hand books cheaper);
- personal therapy for a minimum of 15 hours during each of years 1 and 2 of the programme; please note that counsellors used for personal therapy should be qualified to a minimum of diploma level and be a member of a professional body e.g. BACP or ACC. Fees charged by counsellors vary between £25 - £60 per hour;
- supervisor to supervise client work during years 2, 3 and 4 of the BA (Hons) Counselling programme and years 1 and 2 of the MA Counselling programme. Some supervisors offer their services free others will make charge on average of £20 - £50 per hour;
- professional indemnity insurance (unless covered by your placement) during each of year of clinical practice;
- Disclosure and Barring Service (DBS) check prior to the first year of clinical practice (ie from year 2 onwards);
- professional body membership fees.

Spiritual Formation programme

- text books marked Essential for each module and selected Recommended text books;
- a three day retreat.

(NB All costs above are approximate only and you are advised to obtain estimates.)

10. How we use your Data

The College processes information about you in order to make decisions about admissions and for administration and educational purposes. Some of the data is 'Sensitive Personal Data' as defined by the General Data Protection Regulation (2016). We also have a statutory duty to pass some of your data to the Higher Education Statistics Agency (HESA). A copy of the HESA Student Data Protection Notice will be sent to you along with your offer letter. The notice can also be found on the HESA website (see link below). You can view our Privacy Policy by following the link below. Acceptance of our Terms and Conditions includes acceptance of the above usage of your data.

https://www.hesa.ac.uk/files/HESA_Student_Collection_Notice_2017-18.pdf

<https://www.waverleyabbeycollege.ac.uk/privacy-policy/>

11. Student support

In order that we can support you and enable you to participate as fully as possible in your programme of study, we encourage you to discuss any specific learning support needs, for example dyslexia, or disabilities that you have with the Disability Tutor (01252 784724, (koverton@waverleyabbeycollege.ac.uk). This will enable the College to make reasonable adjustments for you. Our Disability Policy is available on the College website (www.waverleyabbeycollege.ac.uk) and Moodle.

12. Accommodation

All bedroom accommodation at Waverley Abbey House is shared.

All bedrooms are en-suite and shared, however, single rooms may be provided for students with a significant disability or medical condition, subject to availability. Requests must be supported by a hospital or GP letter confirming the disability or medical condition. A letter, or email, requesting a single room should be sent, along with the supporting evidence, to the Registrar registry@waverleyabbeycollege.ac.uk.

You will have an opportunity to state your preference for sharing your residential accommodation with another student when you enrol at beginning of each academic year. Bedrooms are then allocated prior to the start of each academic year and we regret that, once allocated, bedrooms cannot be changed unless a bedroom becomes unusable for some reason. We aim to offer students the same room for each week/weekend, however, we may need to change bedroom occupation when more than one group is on campus at the same time.

We are aware that you may not want to share a bedroom and we have negotiated reduced rates with a small local hotel. Other modestly priced bed and breakfast accommodation is available close by. If you book accommodation at Waverley and subsequently prefer external accommodation we will reimburse payment of any unused residential cost. If you would like contact details of local hotel or B&B accommodation please email registry@waverleyabbeycollege.ac.uk for further information.

13. Copyright

The College retains copyright to all its published materials whether on the College website, Moodle or hard-copy materials. Intellectual property created by you while you are a student at the College is retained by you.

14. Library resources

The library operates a very simple check out/in register. You are required to log any books borrowed in the register and to note the date of return. Loans are for a maximum of four weeks. If you have a learning support adjustment provided by the College (Summary of Adjustments) you may loan books for up to eight weeks.

The library will have at least one copy of all the texts contained within the bibliographies. Some books are marked as reference only and should not be removed from the library. Books marked for loan may be borrowed on the understanding that they are returned in good time and in good condition. If you lose or damage books you will be required to pay for a replacement copy. Research students may need to purchase books specific to their chosen topic of research.

15. College Email and Moodle

15.1 College mailbox

Upon enrolment you will be issued with a College email account, a username and a password. We will address all email correspondence to your College email account. It is therefore crucial that you check it regularly.

15.2 Moodle

Upon enrolment you will be issued with a further username and password. This will enable you to access Moodle. Moodle is a virtual learning environment. It contains all the resources you will need to complete your programme, for example it contains your

lecture notes, handbooks and policies. You will also be required to upload your assessments to Moodle.

Enrolling on the programme includes your agreement to check your College email and Moodle regularly.

16. Reciprocal Rights and Expectations

Waverley Abbey College is committed to enabling you to develop and achieve your goals for study by providing you with a high-quality learning experience. You will be provided with academic tuition, support and pastoral care whilst studying with us.

It is important to maintain a good learning environment for all students and staff, therefore students and staff are expected to treat each other with mutual respect and dignity while studying at Waverley. The College sets its standards of behaviour in two policies: Staff Code of Conduct and the Student Code of Conduct, both policies can be found on Moodle. The College's disciplinary policy will be followed in instances where there is a breach of these codes.

The following policies and procedures are available on our website and you are advised to become familiar with these prior to accepting a place on a programme of study:

Access and Participation Statement

Accreditation of Prior Learning Policy and Guidance

Admission Policy

Disability Policy

HESA Student Collection Notice can be found here:

https://www.hesa.ac.uk/files/HESA_Student_Collection_Notice_2017-18.pdf

Privacy Policy

Refund and Compensation Policy

Student Protection Plan

CWR