



WAVERLEY ABBEY
COLLEGE

Terms and Conditions of Enrolment 2023/24

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www.waverleyabbeycollege.ac.uk

Terms and Conditions of Enrolment

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1. Introduction

The Terms and Conditions document 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](#) and our student portal (Moodle).

This policy is based on the principles of fairness and transparency and is in keeping with the UK Quality Code for Higher Education and the Competition and Markets 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 in any study programme forms the basis of a contract between the student and the College, it is therefore important that you read and agree the Terms and Conditions and the terms contained in your offer letter at the time of completing your online offer acceptance. You have the right to cancel this contract within the timescale specified in section 8.

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 If you are found to have misrepresented your circumstances or qualifications the offer may be withdrawn and enrolment may be deemed null and void.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. The Student Protection Plan (SPP) outlines the measures that Waverley Abbey College will take to protect you in the unlikely event that a 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 available on the College website and our student portal (Moodle).

4. Programme fees

Programme fees are payable annually. Fees are likely to increase over the years of the programme due to external factors, for example inflation and registration fee increases.

Following enrolment you will be sent an invoice for the fees showing the balance to pay.

Absence from any part of the programme does not warrant a refund.

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 9 below for a full list of additional expenses.

4.2 HE only: Registration fees

Registration fees are payable for Higher Education courses only and are payable from the point of entry. These are included in the tuition fee.

4.3 Direct entry administration fee

Applications for direct entry based on recognition of prior learning (RPL) incur an administration fee as listed on the relevant fee sheet. 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 should provide documents, certificates, transcripts and curriculum that demonstrate your prior learning. Guidance is available for making an application for [Recognition of Prior Learning](#) here, on the College website and on Moodle.

5. Payment of fees

5.1 Deposit

A deposit is payable when you enrol on a programme; see the website for breakdown of costs. **Deposits are non-refundable** unless the programme is cancelled.

If the course you are enrolling on has the option to pay by instalment, payments must be made regularly and on time. We will send you a standing order form which you can send to your bank. For further information on paying by instalments please contact the Student Finance Officer (01252 784726) or studentfinance@waverleyabbeycollege.ac.uk.

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

5.2 Payment details

Bank transfer

Account name: Waverley Abbey Trust

Account no: 20309087;

Sort code: 20-31-06;

Your reference: include your reference number which can be found on your online offer acceptance details on the Student Gateway.

Debit/credit card by phone

Please phone the Student Finance Officer 01252 784726 or student services on 01252 784784

6. HE programmes only: 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 Student Finance Wales) or by another third party.

6.1 Student loans

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

Student Finance loans are available for tuition fees (which includes the registration fee). Tuition loans **do not** cover other costs, therefore, you will need to pay other costs (including accommodation, food, transport etc) yourself or you may be eligible to apply for a Maintenance Loan from the Student Finance Loan company. If you are not applying for a student loan, payment plans are available from the College's Student Finance Officer studentfinance@waverleyabbeycollege.ac.uk.

You may only apply to SFE / SFW 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 studentfinance@waverleyabbeycollege.ac.uk for further information. Fee applications in excess of the tuition fee 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. HE Only: unpaid instalments of fees

If at any point in your HE studies if you are self-funding and paying in instalments, and have difficulty paying your fees, please contact studentfinance@waverleyabbeycollege.ac.uk 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 or other fees will not be permitted to continue on the programme, progress to the next stage, receive awards, or graduate while fees remain outstanding.

8. HE and Waverley Award equivalents only: withdrawal and interruption of studies

It is important that students are aware of the financial implications of withdrawing from their programme at different points in 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 another third party.

Student Loans Company (SLC) - if you withdraw from the programme SLC 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 SLC reclaim.

All withdrawals or interruptions must be notified to the College by completion of the appropriate form which is available on Moodle. New applicants wishing to defer or withdraw prior to starting must notify Admissions by email.

For withdrawal and interruptions within the following time periods the following adjustments will apply:

Prior to start date of course	Programme fees paid will be refunded (excluding any non-refundable deposits), upon receipt of written notification of your decision to withdraw. admissions@waverleyabbeycollege.ac.uk
Within first two weeks of the start date of your course	Programme fees paid will be refunded (excluding any non-refundable deposits and any other costs incurred), upon receipt of a Withdrawal or Interruption form registry@waverleyabbeycollege.ac.uk
Between two-twelve weeks from the start of the course	You will be liable for 50% of the annual programme fees and any other costs incurred. A Withdrawal or Interruption form must be completed and submitted to registry@waverleyabbeycollege.ac.uk
At any subsequent time.	You will be liable for 100% of the annual programme fees, all registration fees and any other costs incurred. A Withdrawal or Interruption form must be completed and submitted to registry@waverleyabbeycollege.ac.uk .

Please see Dates and Fee sheets for term start dates.

Non-HE (excluding Waverly Award Equivalents), Continuing Professional Development (CPD) or other short courses

Up to four weeks prior to start of course	Course fees paid will be refunded (excluding any non-refundable deposits), upon receipt of written notification to student.services@waverleyabbeycollege.ac.uk
Four weeks or less before the start of course	50 per cent of course fees paid will be refunded (excluding any non-refundable deposits), upon receipt of written notification to student.services@waverleyabbeycollege.ac.uk
After start of the course	No refunds will be made.

9. Additional Expenses

Please look at your specific course information on the website for additional items that may be needed for a course of study, for example:

- purchase of textbooks
- personal therapy (for undergraduate Counselling programme: a minimum of 15 hours during each of years 1 and 2 of the programme; personal therapy; for MA Counselling: a minimum of 20 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 £30 - £60 per hour;
- supervisor to supervise client work during years 2, 3 and 4 of the undergraduate 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 £30 - £70 per hour;
 - professional indemnity insurance (unless covered by your placement) during each year of clinical practice, for undergraduate and postgraduate Counselling programmes only
 - Disclosure and Barring Service (DBS) for students doing placement
 - a three-day retreat as part of the Spiritual Direction module (Spiritual Formation only)
 - professional membership costs or affiliation registration fees
 - for most courses, and particularly for distance education courses, you will need access to a computer with internet connection

10. How we use your data

The College processes information about you in order to make decisions with regards to 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), if you are a higher education student. A copy of the HESA Student Data Protection Notice will be sent to you along with your offer letter. The HESA notice can be found by following the link on the final page of this document. You can view our Privacy Policy on our website. Acceptance of our Terms and Conditions includes acceptance of the above usage of your data.

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 Learning support tutor via the email address below. This will enable the College to make reasonable adjustments for you. Our Disability Policy is available on the College website and on Moodle.

12. Library resources

It is not possible to graduate if you have books not returned or unpaid library fees.

13. 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: [HESA](#)

Privacy Policy

Refund and Compensation Policy

Student Protection Plan

14. 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.

15. Contact us

Finance: studentfinance@waverleyabbeycollege.ac.uk

Admissions: admissions@waverleyabbeycollege.ac.uk

Registry: registry@waverleyabbeycollege.ac.uk

Student services: student.services@waverleyabbeycollege.ac.uk

Learning support: learningsupport@waverleyabbeycollege.ac.uk

16. Link to college policies

College Policies are found on the college website: [Waverley Abbey College](#)