

Terms & Conditions

For Higher Education Students

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OVERVIEW

This document constitutes NESCOL's overall terms and conditions for higher education students.

Section A describes matters relating to the obligations of students and the College in relation to registration, the offer of a place to study at the College, tuition fees, the conduct of students, students' professional status and the standards, academic misconduct, withdrawal and interruption of study, health and safety, equality and diversity, fraud, data protection, freedom of information and other matters.

Section B sets-out the provisions designed to ensure that students' consumer rights are protected. It also describes the information that students shall expect to receive in order that they can make informed decisions about their choice of study.

Section C describes the College policies in respect of HE fees including refunds and compensation, where applicable.

Section D describes the College's policies and procedures in relation to the withdrawal of students and interruption of study.

SECTION A: TERMS AND CONDITIONS

1. STUDENT'S DECLARATION

All students are required to read the statements listed below and must agree to the set terms and conditions at the point of accepting an offer to join a programme of study. Prospective students must acknowledge that they have read, understood and agree with the North East Surrey College of Technology ('the college') to abide by the undertakings, terms and conditions contained in this document. Definitions of the terms in *italics* are contained in [Appendix A](#).

2. REGISTRATION

I shall retain details of completing the college's registration process, and where applicable the registration process of my programme of study's validating Higher Education Institution, for the whole of the academic session and note that the identification number shown is my unique College student ID number which will be quoted on all college documents. I understand that I am required to register in each academic year that my programme of study runs and that my registration should be completed within two weeks of the start of my programme of study. I further understand that the college is entitled to terminate my registration if I fail to complete the process in full, which includes tuition fee payment; Disclosure and Barring Service (previously known as Criminal Records Bureau) and medical health clearance where required; verifying my identity and previously attained qualification documents. ID documents should be photographic ID such as a passport, National ID card or driver's license. Should you not have any suitable photo ID, please contact the Admissions team for alternative evidence. Photo evidence of all qualifications declared at application should be uploaded to your application portal.

I understand that if I have accepted an 'Offer of Place' at the college and I subsequently wish to change the conditions of this offer, for example change the programme of study, mode of study, or my tuition fee status, the college reserves the right to refuse such a request. A new application

may need to be made for the revised programme of study which is subject to relevant entry requirements and availability of places.

If I am supported by Student Finance England, its regional equivalent, or another approved sponsor I shall provide full details and verification at enrolment. If I am not so supported, I understand that I am responsible for the payment of my own fees, which I shall pay either annually at registration or in instalments during the academic session as described in the statement [Fees for Higher Education Courses](#) (available on the college website). Arrangements for the refund of fees are described later in this document.

3. TUITION FEES PAYABLE

At the point of offer acceptance, I confirm I have checked and agree with the amount set out on the college [website](#) and understand the total fees due for the number of modules/credits I am studying and any other registration fees associated with my programme of study. I understand that should I make accepted alterations to my programme of study or my mode of study this may affect the rate of tuition fees that I am charged which will be payable to the college. Should the fees outlined on the learning agreement differ from those published on the above fees table due to administrative error, I agree to pay the course fees as published on the College website (as per the table above).

I understand that if I have taken out a maintenance loan through the Student Loan Company, the College will not confirm attendance to release the first instalment until I have fully completed the College enrolment process. (The dates on your Student Finance Notification letter are a guide only).

I understand that fees are payable to repeat modules and as such, should decisions be made during an examination board that require the repetition of module/s, I accept that these amounts must be paid before undertaking the module for a second time.

Although there is usually no cost to the student for Advanced Standing, Credit Transfer, Articulation and Accreditation of Prior Certificated Learning (APCL) for Accreditation of Prior Experiential Learning (APEL), a fee of £950 per module will be charged.

Further information on the Recognition of Prior Learning Policy is available on policies page of the college website Academic Regulations & Policies (University Level) ([Nescot's current policies and documents for reference | Nescot](#))

I understand that monies not paid by an employer/sponsor remain the liability of the student.

4. CHANGE IN PERSONAL DATA

I understand that the information given during the college's registration process and where applicable the registration process of my programme of study's validating Higher Education Institution will be used in many areas of my college experience, including details that will appear on my award certificate.

I agree that I will update my address and any other details I have provided during the registration process as and when they change via ProMonitor. If I am unable to do this then I shall inform the Advice and Guidance Centre.

I understand that a change of name must be supported by documentary evidence e.g. marriage certificate, deed poll.

I understand that the college will not be liable for any out of date information or incorrect information that I have provided and that I will be responsible for any consequences (such as the cost of re-issuing documents or certificates, if the college is able to do so) of not keeping my information correct and up to date.

5. FULL-TIME STUDENTS

I understand that full-time Students are expected to take 120 credits within an academic session.

I understand that if I take more than the prescribed modules, only those modules included in my programme of study will be used for formal assessment and progression purposes and contribute to my final award.

Should my agreed programme of study include modules/credits over and above the published 120 credits, I understand and accept that fees for these additional credits will be funded by me and payable to the college. Details of the modules required to complete any individual course and the grading scheme can be found in the programme specification.

I understand that I am required to keep my programme leader informed if I undertake additional studies or work that may impact on my ability to study.

6. PART-TIME STUDENTS

I understand that the fees charged are based on the number of credits a part-time student studies in the academic session.

I understand that if I take more than the prescribed modules, only those modules included in my programme of study will be used for formal assessment and progression purposes and contribute to my final award.

Should my agreed programme of study include modules/credits over and above the published credits as per the Programme specification, I understand and accept that fees for these additional modules will be funded by me and payable to the college.

7. CONDUCT

I agree to always comply with the College Code of Conduct as set out below:

“As a student, you play a crucial role in maintaining a respectful, inclusive, and safe environment for everyone on campus. The Nescot Student Code of Conduct outlines our expectations for your behaviour and responsibilities. Please take the time to familiarise yourself with these guidelines to ensure a positive college experience.

1. Respect and Equality

- Value Everyone Equally: Respect British Values and the democratic right of freedom of speech, different beliefs, rule of law, and individual liberty.
- Kindness and Politeness: Be kind, hard-working, and respectful at all times. Treat your peers, colleagues, staff, and visitors with politeness
- Champion Diversity: Embrace diversity and promote a sense of community and belonging among Nescot students and visitors.

2. Responsibility and Learning

- Resilience and Support: Be resilient and seek support when needed. Develop good learning habits, including attendance, punctuality, effective communication, and a willingness to learn.
- Compliance: Follow all reasonable requests, rules, and instructions from college staff, including specific campus areas like the Learning Resource Centre and Refectory.
- Maintain College Standards: Uphold acceptable standards of conduct and college performance, as outlined in this policy document.

3. Behaviour

To ensure a safe and welcoming environment, students must follow the following positive behaviour standards:

- Positive Behaviour: Treat all members of the community with respect. Engage in conduct that is considerate, non-threatening, and promotes a positive environment, including the appropriate use of social media.
- Respectful Communication: Communicate in a manner that is professional, inclusive, and free from bullying, harassment, including sexual harassment, or inappropriate comments related to protected characteristics such as race, gender, age, sex, etc. This applies to in-person and online interactions.
- Non-Violence: Foster a safe environment by refraining from physical violence, reckless behaviour, or carrying weapons of any kind. Conduct yourself with decency and respect for others.
- Upholding Reputation: Represent the institution positively through your conduct, both on and off campus premises.

4. Student Health, Safety, and Security

- ID Card and Lanyard: Always wear your current/active lanyard and ID on the campus, in public areas.
- Proper Access: Only access facilities with your own valid ID card. Giving access to others using your card is not allowed. If you need a replacement ID, obtain one from the security office.
- Safety Protocols: Adhere to all general and specific health and safety regulations, including proper fire safety practices and designated smoking areas. Prioritise your safety and that of others.
- Respect for Property: Be responsible for your property, belongings, equipment, and clothing. Respect the belongings of others. Do not take or use others' property without permission, and ensure proper payment of fees. If you find lost property, turn it over to security staff.
- Legal Conduct: Act within the law at all times when on campus and disclose any criminal

penalties, criminal convictions or cautions prior to or during your studies. Wellbeing support is available for students following legal procedures.

- **Healthy Environment:** Do not take part in gambling, possession or use of illegal substances, abusing alcohol or inappropriate prescription drug use on campus to promote a healthy and safe setting.
- **Parking:** Use college carpark facilities with care. Park in allocated spaces and follow road markings.

5. College Campus Environment

- **Respect Facilities:** Treat college buildings, facilities, equipment, and the environment with care and respect.
- **Notices and Posters:** Seek approval from college staff before displaying notices or posters.
- **Food and Drink:** Consume food and drink only in designated areas. Clear your litter, be considerate of the environment and treat our refectory staff with respect.
- **Report Damage:** Report any damage to property or equipment to a staff member.
- **No Vandalism:** Avoid causing damage to buildings, equipment, books, furnishings, or other properties.

6. Use of Information Technology (IT)

- **IT Responsibility:** Use technology responsibly, including checking college email and communication tools regularly.
- **Equipment Care:** Safeguard IT equipment, borrow and return resources responsibly, and avoid downloading inappropriate files.
- **IT Usage:** Do not misuse IT by taking part in online bullying, accessing inappropriate content, abusing email facilities, or interfering with computer software.
- **Recording:** Recording of classes or college staff may only take place with the consent of the Head of Curriculum or Curriculum Lead.

7. Generative AI (e.g. ChatGPT, Claude, Bard etc)

- **Academic Honesty:** Ensure assessments are in your own words and properly attributed to sources, including generative AI technology
- **Prohibited Use:** Avoid inappropriate use of generative AI, such as copying and pasting answers without proper referencing.

In order to ensure professional standards of conduct between College staff and students, students should be aware that staff will not:

- Staff will not issue their personal details such as home/mobile phone numbers, personal e-mail address to students, or engage with students via personal social media sites (for example face book). Students should contact staff using College email and telephone numbers.
- Staff will not provide treatment to students at their personal business premises. Treatment can only occur in College at student clinics and must be booked using normal clinic procedures.”

I agree to abide by decisions resulting from any disciplinary process under the college's and validating Higher Education Institution's regulations and agree, subject to any appeal under the appropriate appeal regulations, to comply with any fine, suspension, expulsion or other restriction or sanction resulting from any disciplinary action under those regulations and procedures. The College's Student Charter, Positive Behaviours and Interventions Policy is available on the policies page of the [college website](#).

8. PROFESSIONAL STATUS & OTHER REQUIREMENTS

I am aware that it is the college's policy not to check if students have criminal convictions, with the exception of students studying qualifications, attending placements, or carrying out voluntary work which brings them in to contact with children and/or vulnerable adults, or as required by law or a professional body. Such students must receive clearance from the Disclosure and Barring Service (DBS) before being able to proceed with relevant areas of study.

I agree to provide all such information as is necessary for the college to process a request for clearance from the DBS, as and when required. If any of my circumstances change that are relevant to such clearance from the DBS I will inform my department immediately and understand that such checks may need to be repeated.

I understand that if I do not receive such clearance, or my clearance is revoked on any subsequent check, my student status at the college and my registration on my programme of study may be terminated. I also note that in such circumstances I will be charged for the tuition I have received (please refer to section C of this document).

I understand that if I wish to use the qualification for which I am studying to obtain professional status then it is my responsibility to ensure that I meet the requirements of the professional body including those relating to criminal records. I also note that should my circumstances change, I must notify my department.

I further understand that if at any point during my studies I fail to meet the requirements of the professional body it may result in my student status at the college and my registration on my programme of study being terminated. The full implications of this will depend on the nature of the breach of requirements and may range from suspension of study to cancellation of registration with the professional body. I also note that in such circumstances I will be charged for the tuition I have received (please refer to section C of this document).

I understand that for entry to specific courses there may be a requirement to be physically and mentally fit to enter the profession, and that it is my responsibility to ensure that I meet the requirements set by the applicable profession. Should there be any question of a student's fitness to practice on these programmes, the procedures shall follow those outlined in the Nescot Fitness to Practice Policy which can be found on the [policy page of the College website](#).

9. FRAUD

I understand that if the college has reason to believe that I, or any person acting on my behalf, has provided false information, omitted relevant information, made any misrepresentation and/or provided counterfeit or forged documents relating to my place at the college, including but not limited to those in respect of an application for a place at the college, tuition fees assessment, Fees Assistance Award, college bursary or other such funds administered by the college or a Student Support provider, the college will take whatever steps it considers necessary to establish the authenticity of that information and/or documentation which I have submitted in support of my application and on-going relationship with the college. Students' attention is drawn to the Student Charter, Positive Behaviours and Interventions Policy, available on the policies page [college website](#).

I accept that if the college suspects that fraud may have taken place it is entitled to share information with appropriate outside agencies as defined in its [Data Protection Policy](#), (as available on the policy page of the college website) or as required or permitted by law. If the college concludes that a fraud has taken place it is entitled to cancel my application, withdraw any offer of a place and to terminate my student status and registration on my programme of study. I also note that in such circumstances I will be charged for the tuition I have received (please refer to section C of this document).

At the request of the college I shall provide such further information or documentation as may be requested in relation to my application or my student status.

10. PLAGIARISM

I understand that the college and its *validating Higher Education Institutions* take the offence of plagiarism extremely seriously, as set out in the [Academic Misconduct policy](#) (available on the policies page of the college website). I understand that the college may take measures to ensure that plagiarism is detected and dealt with, by for instance providing information to outside agencies for monitoring purposes, and taking any investigation and/or disciplinary action the college deems appropriate.

11. STUDENTS STUDYING AWARDS VALIDATED BY A PARTNER UNIVERSITY

Students following university validated programmes taught at the college are required to conform to the university's registration process.

Students are subject to the disciplinary regulations of the college. However, it is the university's academic rules and regulations (which are available on the university websites) which apply to all academic matters (including academic misconduct). The college's higher education procedures and policies can be found at <https://www.nescot.ac.uk/policies>

12. STUDENT COMMUNICATIONS

I note that the college will channel all formal student communications through my college student email account which could include information about tuition *fees*, registration, examinations and notification of formal results. I note that my college student email account and Google Classroom account will be terminated three months after I leave the college.

I understand that important announcements and information will be broadcast on the college's website and student portal (i.e. Google Classroom). You are advised to check the college Student Portal on a regular basis to keep yourself informed on college matters.

13. INTERNATIONAL STUDENTS

I understand that the classification for payment of International student tuition fees will be determined in accordance with The Education (Fees and Awards) Regulations 2007 and The Student Fees (Qualifying Courses and Persons) (England) Regulations 2007 and any subsequent amendments, or replacement regulations.

If applicable, I understand that it is my responsibility to ensure that I have obtained all necessary immigration clearances to complete my studies at the college and am in receipt of an appropriate visa for the purposes of study on a programme.

I understand that I am required to provide evidence of the outcome received from the UK Visas and Immigration of any visa application made during the course of my studies within 10 working days of the outcome.

If I am supported by an approved sponsor, I shall provide full details and verification at registration. I understand that my approved sponsor will be required to pay fees annually at registration. If I am not so supported, I understand that I am responsible for the payment of my own fees, which I shall pay annually at registration.

I understand that monies not paid by an employer/sponsor remain the liability of the student.

I understand that if I am refused the necessary immigration clearance to complete my studies, if I decide to withdraw from the programme, the college has the right to terminate my registration as a student on a programme of study. I also note that in such circumstances I will be charged for the tuition I have received as per the HE Fees Refund policy of the College included later in this document.

To enable the college to meet the compliance requirements as a student visa Sponsor, in accordance with student visa immigration regulations, I understand that the college will retain copies of the following documents for all non-EU nationals: passport, visa and/or UK Biometric ID card; an up-to-date record of my contact details

I understand the college is required to regularly monitor the attendance at the college of students with a student visa and is expected to report to the UKVI if:

- I fail to complete the college's registration process in time;
- I am absent from the college without consent;
- My circumstances change;
- I change programme or the period of study becomes shorter or longer;
- The college is no longer my sponsor;
- It has evidence that I am breaking the terms of my visa;
- I interrupt or withdraw from my programme of study; or
- The college interrupts or withdraws me from my programme of study.

14. WITHDRAWAL / INTERRUPTION OF STUDY

I understand that I am required to abide by the college's policy and procedures on Withdrawal/Interruption of Study described later in this document, should the situation arise.

I understand that if I am not maintaining sufficient attendance to achieve satisfactory academic progress without notifying my department, the college reserves the right to withdraw my student registration on a programme of study. I also note that in such circumstances I will be charged for the tuition I have received per the [HE Fees Refund Policy of the College \(see section C\)](#).

15. HEALTH & SAFETY

I understand that the college provides a safe and healthy working environment for staff and students and ensures, so far as is reasonably practicable, that the college's activities do not adversely affect the health and safety of visitors and contractors. I agree to adhere to Nescot's Health and Safety policy & procedure, available on the [college website](#) and agree to familiarise myself with, and follow, the Health and Safety requirements and procedures of my programme of study from time to time.

In particular, I agree:-

- to take care that my actions do not put myself or other people at risk;
- to follow all health and safety instructions/rules;
- to report any faults or shortcomings in health and safety arrangements that I become aware of to my programme leader;
- not to damage or deliberately misuse any equipment provided for the health and safety of members of the college, contractors and visitors; or
- to provide and keep up to date on my College profile an emergency contact number which the college can contact should specific circumstances arise.

16. EQUALITY AND DIVERSITY

I understand that the College values the diversity of its staff and students and I will agree to act in accordance with the Equality & Diversity Policy available on the policy page of the [college website](#). I understand I have a responsibility as part of the college community to promote equality of opportunity, to help eliminate unlawful discrimination and to promote good relations between different groups.

I understand that the college monitors the implementation of its equality scheme and that providing the necessary equal opportunities information at registration, while not compulsory, will help this monitoring take place. This will also benefit policy development and action planning.

17. DISABLED STUDENTS

I understand that for the college to provide appropriate reasonable adjustments and guidance, I have a responsibility to declare at registration any disabilities or learning difficulties I may have.

I understand that any disability information is held and monitored by the learning support service. If necessary, this information will be shared with relevant College staff to enable them to provide advice, support and guidance.

I understand that if I have difficulties leaving a building unassisted in an emergency I will need to have a Personal Emergency Evacuation Plan (PEEP) drawn up at the start of my programme of study and at the start of each new academic year, so that suitable arrangements can be made for me. I understand that it is my responsibility to initiate the PEEP process by notifying the learning support service.

I understand that I am also expected to cooperate with the college on the implementation and the review of any arrangements, to report any problems which may arise and to provide information on changes to circumstances or my disability so that arrangements can be revised if necessary.

I understand that I may need to apply to Student Finance England for Disability Student Allowance (DSA) and that if my application is successful, support will be arranged and delivered accordingly.

I understand that if I have an Education Health and Care Plan (EHCP), I have a responsibility to contact the college learning support service to discuss my support needs and potential application for DSA.

Further detail about learning support and reasonable adjustment can be found in the Learning Support Policy on the [policy pages of the Nescot website](#).

18. COMPLAINTS REGULATIONS

I note that the college has a Student Complaints Procedure (HE) (as available on the [policy page of the college website](#)) which I must adhere to and follow.

Should the situation arise, I understand that any dispute howsoever arising between the college and myself will be settled in accordance with English law, exclusively in the English courts.

19. DEBT

I understand and accept that if I am in debt to the College I will be subject to the college Debt Policy (appendix 4 of the Fees policy – available on the [policy page of the Nescot website](#)) as outlined below.

“To complete their enrolment, students are expected to either:

- Pay their fees in full.
- Pay 50% and complete a Recurring Card Payment plan (following the Credit Policy for Fees at Appendix 1).
- Provide evidence of an HE or FE loan with Student Finance England.
- Provide a purchase order, email or letter from their employer.
- Provide evidence of fee remission.

Failure to do so, or defaulting on payments, will result in the implementation of the College's Credit Control Procedure as follows:

- Debtors will be contacted by email and telephone once the debt becomes overdue.
- Statements/copy invoices will be sent once the debt once becomes overdue.
- Tutors or staff requesting invoices will be contacted if there is no response to the above.
- First debtor letter will be sent one month after first contact with debtor.
- Second debtor letter will be sent one week after letter 1
- Final warning letter will be sent one week after letter 2 quoting the date the account will be referred to the independent debt collector.
- The student will be asked to leave the course and access to resources will be removed.
- Debt will be transferred to an independent debt collector if there has been no response.
- Legal action may be taken.”

I understand that debt to the college includes (but is not restricted to) tuition fees, field trip contributions, library and other fines, damages and other miscellaneous debts.

20. INTELLECTUAL PROPERTY

I understand that the college seeks to ensure that students, researchers and staff directly involved in the creation of Intellectual Property are properly rewarded in the event of successful commercial exploitation.

I understand and agree that:-

- The development of Intellectual Property is a collaborative event, the benefits of which should be shared.

- While the College recognises the student as the owner of any IPR they produce while registered as a student at Nescot, in some circumstances (such as in the case of dissertations, projects and contributions made as a joint inventor in an invention in which the College has an interest, or if a Sponsor or provider of a placement opportunity has stipulated that all rights must be transferred to it) the College will require a student to assign all of his or her rights. This includes student projects that derives from the IP of an individual academic members of staff or involves substantial collaboration with a group of academic staff, the College will retain the IPR arising during or from the project to ensure it is able to benefit from the exploitation of commercial opportunities, in which case the student will be required to assign any IPR to the College. Assignment will be required at the onset of the student project.
- Principle b) may be subject to variation in the case of collaborative or externally sponsored work e.g., charities, or other exceptional circumstances.
- Staff employed at the College are subject to contractual obligations in relation to IPR. These are described in their contracts of employment, the relevant clauses of which are set out in **Annex A** and differ to the rights of student

The College claims the following rights in relation to students' creative work produced while they are registered at Nescot: -

- a. To reproduce, without fee, artistic works for educational and promotional use, including databases, websites, academic publications, exhibition catalogues, leaflets, prospectuses.
- b. To borrow, for a reasonable period of time, the material element of any works produced by students and/or a suitable reproduction of these works in publications by the College and its staff, and/or purposes of showing these works to professional statutory bodies for the validation of appropriate degree programmes.
- c. For the avoidance of doubt, the copyright of such artistic works shall remain with the student and any reproduction by the College intended for commercial purposes will be subject to an individual licence to be negotiated with the student and subject to the College's revenue sharing arrangements.

Unless a Student specifically requests to the contrary, the College will have the right to digitise and make public dissertations and theses. This will be controlled by the College in accordance with its normal academic practice.

21. LEARNING RESOURCES

I agree that I will make use of the Library and Computing facilities, resources and services in accordance with the E-safety policies available on the [policy page of the college website](#).

I understand that I shall require a college student ID card to gain access to library and computing facilities and to the college's buildings.

22. COPYRIGHT

I agree to use all photocopying and other reproduction facilities within the law, to follow any copyright restrictions on materials, and follow the guidance provided in the notices displayed by the relevant machines.

23. DATA PROTECTION

I recognise that for the purposes of data protection law including the General Data Protection Regulations (GDPR), NESCOL is the 'data controller' of personal information about you. I have certain rights concerning the processing of my data, including getting it corrected or deleted, and getting a copy of it. I recognise that I have a right to complain. I acknowledge that a privacy notice published on the College's website at <https://www.nescot.ac.uk/privacy> has been prepared in accordance with the GDPR (EU) 2016/679 and the Data Protection Act 2018 which describes how the College processes information that may be held about me and with whom it can legitimately share that information.

I understand that I am responsible for keeping my own Higher Education Achievement Record (HEAR)/Diploma Supplement/Academic Transcripts. If I request a replacement HEAR/Diploma Supplement/Academic Transcript I may be required to pay a fee of £30 (more details can be found here if required [Student Transcripts | Nescot](#)).

24. FREEDOM OF INFORMATION

I understand that the college, as a public authority, complies with the Freedom of Information Act 2000 (FOIA), aiming to improve public understanding of its operation, decision making and expenditure, by promoting a culture of openness and accountability.

I understand that the college has a [Data Protection Policy](#) (which is available on the policy page of the college website), which sets out its obligation towards properly managed record keeping, in terms of the records held, where they are kept, and what they contain.

I understand that the college has an [Freedom Of Information Publication Scheme](#) (which is available on the policy page of college website), which sets out the information that is published by the college and is available for all to look at.

I understand that these policies and schemes and further information can be obtained from the college website.

I understand that in principle any work that I submit to the college, including dissertations, or any correspondence that I have with college staff, or any research that I undertake while under the supervision of the college, would be covered by the Freedom of Information Act and could theoretically be released to a third party. However, if it is personal data it could be excluded, and the college will use its best efforts to protect genuinely confidential information.

QUESTIONS

If you have any questions regarding these Principal Conditions of Registration please contact a member of the college staff at the *Advice and Guidance Centre*.

Further information about the college, its policies, rules and practices are available on the college website www.nescot.ac.uk

SECTION B: STUDENT INFORMATION AND CONSUMER PROTECTION

A. INTRODUCTION TO STUDENT INFORMATION AND CONSUMER PROTECTION

This section of the policy describes: -

- i. How the College will ensure that prospective students (applicants) and current students are able to access timely and accurate information in order to make informed decisions.
- ii. The obligations of the College to applicants and current students in relation to the modules/units that are offered on its higher education programmes and the arrangements that will be made if changes to the course offer are required.
- iii. The exceptional circumstances that will give rise to a decision by the College to withdraw an unconditional or conditional offer of a place on a higher education programme and the arrangements that will be put in place in such an eventuality.
- iv. The arrangements to be put in place in the event of changes to the validation arrangements for a course i.e. 'teach out'.²

This policy and the associated procedures seek to ensure that students are given up front, clear, timely, accurate and comprehensive information as described in the Competition and Market Authority (CMA) 2023 guidance to students and higher education institutions³.

The College has sought to follow, wherever possible, the good practice guide published by the Quality Assurance Agency (QAA) and comply to conditions of registration set by Office for Students (OfS).

B. INFORMATION FOR STUDENTS

Students should expect to receive up front, clear, timely, accurate and comprehensive information at all points during the student journey. The student journey is defined as covering the student experience as a prospective student or applicant to enrolled student and finally to Graduation at the end of their studies.

² 'Teach out' means where a university who accredits a NESCOT course will cease do so beyond a specified date and where arrangements will need to be put in place to transfer a student to a cognate course under separate accreditation arrangements.

³ Competition and Markets Authority 'UK higher education providers – advice on consumer protection law' (May 2023)

NESCOT will seek to ensure that it provides clear, timely, accurate and comprehensive information to prospective students.

The information provided to prospective students comprises -

- a) Course title and final award (certificate)
- b) Name of the awarding body i.e. the validating university
- c) Length of the course
- d) Start and end dates of the course
- e) Details of work and study placements
- f) Details of any accreditation by a professional, statutory or regulatory body (PSBR) e.g. General Osteopathic Council, British Association for Counselling and Psychotherapy
- g) Timetable information – if not available details of when information will be provided to students
- h) Entry requirements including arrangements for the recognition of prior learning or experience where applicable, additional requirements such as Disclosure and Barring Service (DBS) report etc.
- i) Overview of the course
- j) Course/academic year structure
- k) Details of modules/units including those that are mandatory and those that are options. Information will also be given about how and when decisions are made about which modules are to be offered in any year and how students will be advised of these matters.
- l) An overview of teaching and learning activities
- m) Indicative class sizes
- n) Details of taught hours and independent study required (workload)
- o) Support available for students i.e. learning and disability support that can be accessed by students
- p) Details of the teaching team wherever possible.
- q) Information about assessment and feedback arrangements on the course including informal (formative) and formal (summative) assessments.
- r) Details of the assessment components of each module/unit including how they contribute towards the final award if applicable.
- s) Tuition fees, other course-related costs if applicable.
- t) Financial support that is available to students.

Prospective students will be supplied with this information via

- e. The College website
- f. Offer letter(s) and related communications
- g. The Student Handbook – provided to students at induction
- h. On-programme course communications – typically provided to students by the Programme Leader

The College will seek at all times to ensure that information on the College website is up-to-date. Appropriate website information maintenance arrangements are in place. The College will seek to ensure that information is up-to-date in time for the internal HE progression events that take place at the College in the Spring term.

Information provided by the College such as in presentations, in the prospectus, leaflets and brochures and on the College website, is accurate at the time of first disclosure. However, courses, College services and content of publications remain subject to change. Changes may be necessary to comply with the requirements of accrediting bodies or to keep courses contemporary through updating practices or areas of study. Circumstances may arise outside the reasonable control of the College, leading to required changes. Such circumstances include, industrial action, unexpected student numbers, significant staff illness (where a course is reliant upon a person's expertise), unexpected lack of funding, severe weather, fire, civil disorder, political unrest, government restrictions and serious concern with regard to the transmission of serious illness making a course unsafe to deliver. Where this is unavoidably the case, the College will contact applicants or current students at the earliest opportunity and enact contingency arrangements as per our student protection plan if necessary. Where material changes to the qualification are made in advance of delivery, the College will seek the express consent of prospective students at the earliest opportunity. Where students do not consent, they will have the right to withdraw their application without penalty.

C. THE COURSE OFFER – WITHDRAWAL OF MODULES/UNITS

Wherever possible the College will make available the advertised modules/units to students.

In some cases, such as qualifications pending validation, this may not be possible until after validation has been completed. For applicants on these programmes, details of modules should be shared with applicants at the earliest opportunity after the validation event and express consent of prospective students will be sought. Where students do not consent, they will have the right to withdraw their application without penalty.

WITHDRAWAL OF ADVERTISED PROGRAMMES

When a programme of study is advertised on the College website, UCAS and other published channels including the higher education prospectus, the College will always seek to honour unconditional or conditional offers to applicants. In exceptional circumstances the College may be obliged to withdraw an advertised programme. The specific circumstances that will give rise to the withdrawal of a programme of study will be limited to a) course viability b) staff availability c) serious concerns regarding course quality or d) the absence of approval by the external validating partner.

The College is mindful of the serious consequences of the late withdrawal of an advertised course for applicants and it is not a decision that will be taken without extremely careful consideration and as a matter of the last resort. Such a decision will require the approval of the College Senior Management Team after all other options have been considered. In order to be fair to applicants and their future study options, the College will seek to make decisions about whether to close entry to a course at the earliest possible opportunity. Such a decision will be taken at the no later than the end of the summer term and earlier whenever possible.

When a higher education programme of study is to be withdrawn from offer all course applicants will be contacted in writing. The reasons for the withdrawal of the course offer will be clearly described. If possible, applicants will be given an alternative course offer at the College. If there isn't a suitable alternative or the student does not wish to take up the offered alternative, the College will endeavour to arrange a transfer to another suitable course at a neighbouring college or higher education institution. If the student has applied through UCAS, the student will be released to make an application elsewhere.

Please see Student Protection Plan on Nescot website for more details about how the College plans to mitigate against withdrawal of programmes.

END OF VALIDATED PROGRAMME

On rare occasions a higher education course with enrolled students may become no longer available. This could occur because: -

- a) the validating HEI partner has decided to cease to provide the validation for that course
- b) the College has decided to cease offering the course
- c) the College has decided to change the validation arrangements for the course

When a course is to be closed to new applicants, arrangements will be put in place to continue to deliver the course to continuing students until they have exited their programmes i.e. 'Teach out'. So that this process can be managed efficiently teaching will continue to be offered until the last cohort of students would normally have completed their course i.e. at the end of the third year for a three-year degree programme. So that students who may have interrupted their studies because of properly authorised illness or deferral or who are retaking parts of a course are not unreasonably disadvantaged, 'teach out' will normally be extended by one further year i.e. 'teach out'+1 year.

When the validation arrangement for a course are to change and enrolled students have

failed to complete their programme before the end of the 'teach out' or 'teach out + 1' arrangements, the College will endeavour to ensure that any remaining continuing students can transfer to the new course. This will require the development of suitable 'articulation'⁵ arrangements to be agreed between the validating partners of the old and new course.

In cases where there is no new validating partner, programmes will be withdrawn from offer for subsequent academic years. In the unlikely event that this occurs after applications have been made to a programme of study, applicants will be contacted at the earliest possible opportunity (see withdrawal of advertised programmes section above).

⁵ Where students are admitted to a course with advanced standing recognising prior achievement from another course.

SECTION C: FEES, REFUND AND COMPENSATION POLICY

All Higher Education students are responsible for all their fees and other charges. For undergraduates, in most cases, this will be funded by Student Finance England (SFE). It is still, however, the responsibility of students to make the necessary application to SFE and to keep SFE informed of any changes. Please note that academic staff are not empowered to vary fees or agree payment schedules on behalf of the College. Students who have not paid their tuition fees by the due dates will be subject to sanctions and College debt management procedures (see detail in section 19 of this document).

If you have taken out any maintenance support through Student Finance England, we will confirm your enrolment to the Student Loan Company who in turn will release the first payment to you on or after the date in your Student Finance Notification Letter.

A) WITHDRAWAL FROM A PROGRAMME OF STUDIES

This applies to all undergraduate and postgraduate students. Students who withdraw from their programme of studies or who have an agreed absence, remain liable for a percentage of the fees for the remaining academic year as set out below. Any students thinking of withdrawing should discuss this with their programme leader and Advice and Guidance.

Home/EU Students

Official course start date ⁶	Cut off period	Fee Liability	Refund
September-December	Withdrawal within 3 weeks of the official start Date	0%	100%
	Withdrawal after 3 weeks of the official start date but before the end of the Autumn term	25%	75%
	Withdrawal after the end of the Autumn term and before the end of the Spring term	50%	50%
	Withdrawal on or after the start of the Summer Term	100%	0%
January – March	Withdrawal within 3 weeks of the official start Date	0%	100%
	Withdrawal after 3 weeks of the official start date but before 3rd May	25%	75%
	Withdrawal after 3rd May but before 18th October	50%	50%
	Withdrawal on or after 18th October	100%	0%
April - June	Withdrawal within 3 weeks of the official start Date	0%	100%
	Withdrawal after 3 weeks of the official start date but before 18th October	25%	75%

	Withdrawal after 18th October but before 7 th February	50%	50%
	Withdrawal on or after 7th February	100%	0%

*** NOTE: Students who have funded their course with an advanced learner loan and who withdraw after the first three weeks of enrolment will be liable to pay back the full yearly tuition fees. The above fee liability table does not apply to these courses. No fee will be applicable within the first three weeks of enrolment.**

⁶The applicable dates are adjusted in the case of programmes that have alternative start dates.

1. Where the fees have been paid by the SFE, any refunds will be made direct to the SFE and not the student.
2. Where a student transfers to another course within the College, the fees paid for the original course will be transferred to the new course, subject to the rules set by SFE. Where the fee for the new course is higher than for the original course the balance of fees must be paid.
3. In the case of students who do not notify their programme leader (or Advice and Guidance) of their decision to withdraw, the date used for the official withdrawal date will be the date of the date of last attendance.
4. Where the course fees have been paid by a sponsor and the sponsored student leaves before the start of the course, the sponsor will be allowed to transfer the fees paid to a replacement student.
5. Applications for a refund of any fees for any other reason must be submitted in writing to the Deputy Chief Accounting Officer. All refunds must be approved by the Principal or her representative.

B) International Students

Fees for international students will differ from UK fees as outlined on the course information and HE fees pages of the Nescot website.

If a student withdraws because their student visa is revoked during their period of study, withdrawal fees will be payable as per the table above.

C) Non-Payment of Fees

It is the responsibility of the student to ensure that their fees are paid either by a student loan, personal payment or employer (sponsor) payment. If you fall behind with an instalment plan, your employer fails to settle their invoice or you do not provide the required evidence to enable your student loan to be approved, the College has the right to:-

1. Withdraw a student from their programme of study at any point;
2. Withdraw access to student facilities such as IT, printers and other services;
3. Not present the student's results to the Assessment (Examination) Board; and
4. Suspend the student from attending until the necessary steps have been taken to ensure that their fees are paid.

If you are struggling to make payments due to financial difficulties, please do contact the finance team as soon as possible to discuss payment options. The college also has hardship funds available to students which the finance team can discuss with you.

SECTION D: STUDENT WITHDRAWAL AND INTERRUPTION OF STUDY POLICY AND PROCEDURES

Help and guidance is available to students who are thinking of withdrawing or interrupting from study.

Withdrawal from studies is when you have decided to discontinue your studies at the college and are sure that you cannot or have no intention of returning to continue your studies in the future.

Interruption of studies means that you are either considering or intending to interrupt or suspend study for a specific period of time, but that you intend to resume studies with the college at a future date which has been agreed by the college and if appropriate, your programmes validating Higher Education Institution. It is also recognised that an interruption to study could occur due to an outcome from an academic misconduct case. The maximum period of interruption of studies is generally limited to a period of no more than 12 months, although exceptional circumstances may allow for an extension of this. Please note that this decision may be at the discretion of validating University partners.

Students considering withdrawing or interrupting should read the information in this document to gain a full understanding of the process, the implications of withdrawal or interruption, and also for sources of advice and support should you wish to discuss your options with an adviser.

Should you decide to interrupt or withdraw you will need to have a meeting with your tutor informing them of this decision. Your tutor will complete an online form (via Promonitor) stating why you would like to interrupt or withdraw from your programme of studies (including evidence uploaded). This form when completed will be sent centrally to the Head of Department, Director of Faculty and CIS to confirm that your decision has been accepted.

Students withdraw from the college or interrupt their studies for many reasons. Some students are unaware at the point they leave that there is a lot of help and support available from the college which may have enabled them to stay. Please take a moment and read through the support available below before you commit to withdrawing or interrupting, or call in to the advice and guidance centre for help.

WHO CAN I TALK TO ABOUT MY OPTIONS?

Student Welfare Service

The college has student welfare officers you can talk to if you are feeling lost, unsure or homesick.

Financial support

If you are experiencing difficulties with money you can make an appointment to see a student finance adviser. The adviser can help you plan your budget, see if there is additional funding available if you are experiencing hardship and explain the effect of withdrawal or interruption on your student support. The student finance team are based in the Learning Resource Centre.

Wrong course or programme?

Perhaps you feel you have chosen the wrong course or programme of study? Your Personal Tutor or Programme Leader can help you, or you may prefer to speak to a careers adviser within the Advice and Guidance Team. It is worth remembering that academic and careers support are available before you make a final decision. The Advice and Guidance team are based in the Skills Park Reception

Academic advice including study skills

If you are struggling with the course the college can offer study skills advice in the Learning Resource Centre. If you have extenuating/mitigating circumstances that are impacting on your ability to study you can contact the Quality Office (quality@nescot.ac.uk) for advice.

Please note: If you are planning to 'transfer' to another university there are limitations to the regulations governing students' entitlement to student support when transferring. You are advised to discuss these with your student support provider and student finance at the college.

IMPLICATIONS OF WITHDRAWAL

Once you have made the decision to withdraw and had a meeting with your personal tutor, your record will be deactivated. Your finance record will be recalculated in line with the college policy to determine the fee due for the period you attended for. The relevant dates and percentages of fee payable are available in the HE Fees Refund Policy (see section C).

Students in receipt of government student support packages

If you are in receipt of student support from Student Finance England or other regional equivalent, withdrawing from your studies has a number of consequences on your entitlement to student support.

We will notify your student support provider of your withdrawal. Upon reassessment of your entitlement, they will determine the appropriate tuition fee loan you are entitled to. The level of fee they will pay to us will depend on the date of your withdrawal. The college will not charge you a fee higher than the tuition fee loan entitlement.

You will also be reassessed in relation to your entitlement for maintenance loan and grants. If it is deemed that you have received too much support, you may be required to make a repayment as soon as possible. Any further support for the remainder of the year will be rescinded.

In addition, withdrawal would mean that, should you return to higher education in the future, you will be treated as a new student and will be assessed for the student support package available in the year you re-enter education, this will include the relevant new entrant fee. Furthermore, you will be assessed as having already utilised some of your student support entitlement which could affect the level of support you receive in the future. Guidance is available from the [student finance team](#).

Students who are self-payers or employer-sponsored

Upon submission of withdrawal form (completed by your personal tutor), we will recalculate the fee due for the period of attendance. We will determine whether the account is settled, whether there is a refund due or whether there is still an outstanding balance. If the account is settled there will be no further action for you to take. If there is a refund due we will repay the funds in line with section C of this document, however if there is a balance due, you or your employer/sponsor will be required to make the payment as soon as possible to clear the account. Please note monies not paid by an employer/sponsor remain the liability of the student.

In addition, withdrawal would mean that should you return to higher education in the future, you will be treated as a new student and will be required to pay the new entrant rate tuition fee for the year of your return.

Government Means Tested Benefits

Students that withdraw from their studies are no longer considered students and so you may be eligible to apply for government means-tested benefits depending on your personal circumstances and you should check with the appropriate benefit office. Advice and information is available from the student finance team.

Implications for your student visa

If you hold a student visa and are withdrawing or interrupting from your studies, this has implications for your visa. The college is required to report to UK Visas and Immigration (UKVI) if a visa student discontinues their studies, even if this is temporary. Students are expected to return home as UKVI will curtail the visa. To ensure your withdrawal/interruption complies with college and UKVI regulations you are required to make an appointment with the Student Finance Team, Learning Resource Centre. To make an appointment you can either call in person, or telephone 020 8394 3033.

E-mail

Your college e-mail account will be terminated once we have processed your withdrawal.

College Student ID card

Your college ID card must be handed in to the Advice and Guidance Centre when you leave the college and your student ID account will be terminated once we have processed your withdrawal.

Library

You must return all books on loan from the library and pay any fines that are due

Student Oyster Card

If you have a student discount Oyster card then Transport for London (TFL) will be informed that you are no longer a student, and the card will be made invalid by TFL.

WITHDRAWAL PROCESS

After taking all this into consideration if you feel you still need to continue with withdrawing from your programme of study, you should discuss it with your personal tutor who will complete the withdrawal form (via Promonitor) giving your details and the reason(s) why you wish to leave.

Note that students studying for an award validated by University of Greenwich or University of West London must also complete the withdrawal process with that institution which is the student's responsibility.

IT IS VERY IMPORTANT THAT YOU DO MORE THAN SIMPLY STOP ATTENDING.

IMPLICATIONS OF INTERRUPTION

When should I return to study?

You would normally be expected to return to your studies at the start of the next academic session. If you require an extension to your period of interruption i.e. for another academic year, you should seek advice from your personal tutor or your programme leader to see if this is going to be permissible, your student support provider and student finance at the college as this may affect the type of student support that you are eligible for and the rate of tuition fee that you are required to pay.

Once you have made the decision to interrupt your studies and had a meeting with your personal tutor, your record will be suspended. Your finance record will be recalculated in line with the college policy to determine the fee due for the period you attended for. The relevant dates and percentages of fee payable are available in section C of this document.

Students in receipt of government student support packages

We will notify your student support provider of your interruption. Upon reassessment of your entitlement, they will determine the appropriate tuition fee loan you are entitled to. The level of fee they will pay to us will depend on the date of your interruption. The college will not charge you a fee higher than the tuition fee loan entitlement.

You will also be reassessed in relation to your entitlement for maintenance loan and grants and future payments will be suspended. If it is deemed that you have received too much support, you may be required to make a repayment as soon as possible.

Upon your return to your studies you would normally be entitled to receive the same student support package that you were in receipt of prior to your interruption. This would include your tuition fee rate. You will however, be assessed as having utilised a year of your student support entitlement. You would normally be expected to return to your studies at the start of the next academic session. If you require an extension to your period of interruption i.e. for another academic year, you should seek advice from your personal tutor or your programme leader to see if this is going to be permissible and your student support provider and student finance at the college as this may affect the type of student support that you are eligible for and the rate of tuition fee that you are required to pay. If you are in receipt of student support from Student Finance England or other regional equivalent, interrupting from your studies has a number of consequences on your entitlement to student support.

Students who are self-payers or employer sponsored

Upon your return to your studies you would normally be entitled to continue to pay the relevant fee band you were paying prior to your interruption. You would normally be expected to return to your studies at the start of the next academic session. If you require an extension to your period of interruption i.e. for another academic year, you should seek advice from your personal tutor to see if this is permissible.

Upon submission of the relevant form (completed by your personal tutor), we will recalculate the fee due for the period of attendance. We will determine whether the account is settled, whether there is a refund due or whether there is still an outstanding balance. If the account is settled there will be no further action for you to take. If there is a refund due we will repay the funds in line with section C of this document. If however there is a balance due, you or your employer/sponsor will be required to make the payment as soon as possible to clear the account. Please note monies not paid by an employer/sponsor remain the liability of the student.

Government means-tested benefits

Students that interrupt from their studies are considered to still be students and so are not eligible to apply for government means-tested benefits, unless there is already an underlying eligibility for example, some single students with children. If you are considering interrupting for financial reasons it is imperative that you seek advice from student finance at the college.

Implications for your student visa

If you are a student visa holder, withdrawing or interrupting from your studies has implications for your visa. The college is required to report, to UK Visas and Immigration (UKVI) if a visa student discontinues their studies, even if this is temporary. Students are expected to return home as the Home Office UKVI will curtail the visa. To ensure your withdrawal/interruption complies with college and UKVI regulations you are required to make an appointment with the Student Finance Team, Learning Resource Centre. To make an appointment you can either call in person, or telephone 020 8394 3033.

Implications for your finances

Upon submission of the relevant form, we will recalculate the fee due for the period of attendance. We will determine whether the account is settled, whether there is a refund due or whether there is still an outstanding balance. If the account is settled there will be no further action for you to take. If there is a refund due we will repay the funds in line with section C of this document. If however there is a balance due, you or your sponsor will be required to make the payment as soon as possible to clear the account.

E-mail

Your college e-mail account will be suspended once we have processed your interruption to studies.

College Student ID card

Your college ID card must be handed in to the Advice and Guidance Centre when you leave the college and your student ID account will be terminated once we have processed your interruption.

Library

You must return all books on loan from the library and pay any fines that are due.

Student Oyster Card

If you have a student discount Oyster card then Transport for London (TFL) will be informed that you are no longer a student, and the card will be made invalid by TFL.

Interruption of study process

After taking all this into consideration if you feel you still need to continue with interrupting your programme of study, you should discuss it with your personal tutor who will complete the interruption of study form (via Promonitor) giving your details and the reason(s) why you wish to interrupt. Note that students studying for an award with University of Greenwich must also complete the interruption process directly with the University (available on their websites) which is the student's responsibility.

IT IS VERY IMPORTANT THAT YOU DO MORE THAN SIMPLY STOP ATTENDING.

SECTION E: TRANSFER INFORMATION

Nescot is committed to ensuring that every student is satisfied with their chosen programme of study. However, we also recognise that some may question their decision to stay on their enrolled programme and may wish to move to another programme or transfer to another provider altogether. Likewise, students from other providers may wish to join Nescot.

Nescot has no formal process for the transfer of students to/from other institutions and individual cases will be considered in line with the College's admissions policy and Recognition of Prior Learning policy.

Outgoing student transfers:

Should a Nescot student decide to withdraw from their studies for any reason and transfer to another provider, it is the responsibility of the student to ensure that they check the admissions policy of the new provider to assess the viability of this decision. It may be possible for students to claim credit for completed modules where appropriate, but these claims must align with the examination or assessment boards of the relevant validating University or awarding body. It is at the sole discretion of the new provider to accept or decline applications from students with partial credits from their qualification in line with their own Admissions and Recognition of Prior Learning policies.

Incoming student transfers:

Should a student external to the College wish to apply for a transfer into a Nescot programme of study outside of the advertised start date, this will be considered under Nescot's Recognition of Prior Learning Policy. Discretionary consideration will also be made as to a student's suitability for a programme where there is evidence of significant gaps in attainment or tuition.

Internal transfers:

Where a student identifies within the first two weeks of a programme start date that they wish to transfer to another Nescot qualification, they can seek advice from the Advice and Guidance team as to their suitability and the availability of places on the alternative programme. Should they meet the entry requirements in full and receive approval to transfer from the Programme Lead on their new programme, they can complete transfer documentation to make the necessary changes. Students will also need to inform the Student Finance Team where student loans have been granted.

Applications for transfer between courses are generally not considered more than two weeks after a programme start date.

COMPENSATION POLICY

In a very small number of exceptional cases, it may be necessary to withdraw the offer of a place on a higher education course. The circumstances that could give rise to this situation include: a) course viability; b) staff availability; c) serious concerns regarding course quality; and d) the absence of approval by the external validating partner. Section 31 describes the steps that the College will take to mitigate the possibility of such a situation arising.

Where it has not been possible to provide suitable alternative arrangements and as described in the Student Protection Plan (SPP), the College will consider the provision of compensation in respect of maintenance costs and lost time where it is not possible to preserve continuation of study and/or tuition fees and maintenance costs where students have to transfer courses or provider and these are not otherwise provided for by the usual arrangements. Students in scope for compensation will have their circumstances considered on an individual basis with relation to relevant costs. More detail can be found in the Student Protection Plan, available on the [HE Terms and Conditions page of the Nescot website](#)

APPENDIX A: Glossary of Terms

Academic Year / Session

This refers to a particular year of study and normally will comprise of three terms. Details of term dates can be found on the college website.

Accreditation or Recognition of Prior Learning (APL/RPL)

The Accreditation or Recognition of Prior Learning (APL/RPL) is a process for assessing prior learning from which a credit-value is derived (whether certificated or experiential learning). This credit can be counted towards the completion of a programme of study.

Advice and Guidance Centre

There is an Advice and Guidance Centre on campus offering students access to guidance, information and advice on all aspects of student administration, welfare and support.

Appeal Regulations / Procedures

College or Validating Higher Education Institution regulations governing an appeal by a student against a decision of the Progression and Award Board (academic appeals), Fitness to Practice Panel and Academic Misconduct Panel or against exclusion from a programme of study because of lack of academic progress.

Approved Sponsor

An approved sponsor is permitted to pay tuition fees on behalf of a student. The college will accept letters from approved sponsors such as Local Education Authorities, government departments or employers as a form of guarantee that fees will be paid. Letters of sponsorship from individuals (i.e. parents, relatives, friends etc.) are not acceptable. Please note students are ultimately responsible for any fee payment not made by the approved sponsor.

Credits

Each module is defined in terms of the number of credits obtained by a student who successfully achieves the learning outcomes through the assessment task(s).

College Student ID card

Student identity card issued by the college at registration.

Department

A programme or group of programmes in the college specialising in one or several fields of study.

Fees

The tuition fees charged for full-time and part-time modules/programmes, as specified on the college website, which is updated annually.

Final Award

The final outcome of your study, as conferred by the Progression and Award Board (PAB).

Formal Compliments Suggestions and Complaints Procedure

The Formal Compliments Suggestions and Complaint Procedure outline the processes and guidance for dealing with complaints.

Full-time Student

A student who is studying a normal workload of 120 credits within an academic session.

Higher Education Achievement Record (HEAR)/Diploma Supplement

The Higher Education Achievement Report (HEAR) provides a single comprehensive record of a learner's achievement. This may also be presented in the format of a Diploma Supplement, which is more widely recognised throughout Europe (for certain programmes only).

Intellectual Property

Any patents, rights to inventions, copyright and related rights, trade marks, trade names and domain names, rights in get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database rights, topography rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications (or rights to apply) for, and renewals or extensions of, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

Mode of study

The mode of study of a student describes the student's attendance on a programme of study. It can be full- time or part-time. Each programme of study is validated for certain modes of study.

Modules

A module of study. These are the basic components of your programme. Each module has its own self- contained learning outcomes, teaching programme and assessment criteria. A module has an intended difficulty (level) and a value depending on the programme of the student (credit).

Named Award

The title and type of award for which you are studying.

Part-time Student

A student who is studying a maximum workload of 90 credits within an academic session.

Programme Leader

The academic staff member responsible for managing the programme.

Programme / Programme of Study

A programme or programme of study is the curriculum followed by an individual student to meet the requirements of a named award, ie a collection of validated modules which leads to a named award or awards. The programme of study should satisfy the requirements set out in the Academic Regulations.

ProMonitor

The college software facility by which students can use the internet to view and update certain parts of their student record.

Validating Higher Education Institution

A University with which the college has associated institution/college status. The University is the awarding body for a programme of study which is approved for delivery at the college, as an award of the University using the University protocols

INTERRUPTION OF STUDIES FORM

IMPORTANT NOTE

This form should be completed having first read the withdrawal and interruption of studies procedure which gives information and advice for students thinking about withdrawal or interruption of studies. The procedure is available on our website /weblearn and should be read in conjunction with the college's HE Fees Refund Policy.

Interruption of studies means that you have decided not to continue your programme of study in the current academic year, but that you intend to resume studies at a future date. Interrupting your studies will have financial implications.

In addition to this withdrawal form, international students must also provide an international withdrawal/interruption form signed by the college's student finance team, as a decision to withdraw from your studies may have serious implications on your right to remain in the country.

It is the student's responsibility to deliver this form in person or send it by post to the central information services team (room N304) within two weeks of the form being signed. If received later, the effective withdrawal date will be the date of receipt, not the date on the form.

Interruption of Studies Form

1. For completion by student

Last Name		First Name	
Student ID No.		Date of Birth	
Personal email		Domicile	

Course code	CourseTitle <i>Please specify HND, FD, BA, BSc, MSc etc</i>	Cohort (e.g.15/18)	Last Date of Attendance

Reason for withdrawal

Academic reasons		Health reasons	
Financial reasons		Personal reasons	
Gone into employment		Transfer to another university	

I have read and understood the withdrawal and interruption of studies procedure and HE Fees Refund Policy

I am funded by Student Finance England

Yes ☐

No ☐

2. For completion by personal tutor or College representative

Please outline the discussion between the member of staff and the student:

3. Declaration (student and staff)

Students name in full _____

Staff members name in full _____

Student's signature _____

Staff members signature _____

Date _____

Date _____

FOR CENTRAL INFORMATION SERVICES USE ONLY

CIS OFFICER

This student has also provided a copy of the withdrawal/interruption form signed by the college's student finance Office.

Staff member's name and signature: _____ Date: _____

FINANCE OFFICER

Is the student entitled to a refund or partial refund of his/her tuition fees? No Yes, of

£ _____

Consequences on SLC/SFE etc.: _____

Finance staff name and signature: _____ Date: _____

STUDENT RECORDS OFFICER

Date CIS notified: _____ Withdrawal from study entered on system by:

Records staff name and signature: _____ Date: _____

Further notes on interrupting your studies

You must inform the college immediately by completing this form.

It is not sufficient to verbally inform your tutor or programme leader. If you **interrupt** your studies, your record becomes temporarily inactive and holds marks for all modules completed up to the agreed date of interruption.

The college will inform your student support provider for example Student Finance England that you have interrupted and you should inform them also.

In the case of International students, the college will also inform UK Visas and Immigration (UKVI) of the interruption of study.

IF YOU ARE INTERRUPTING STUDY, YOU MUST DO MORE THAN SIMPLY STOP ATTENDING.

First, discuss your situation with your tutor as there may be reasonable adjustments that can be made to support you to continue your studies. Should you decide to interrupt you will need to complete the above form and return it to quality@nescot.ac.uk

If you need further advice on interrupting your studies, please contact the Advice and Guidance Team (Skills park reception).

College Data Protection Policy

The College is collecting the personal data about you which is on this form, for the purpose of administering your interruption from study. It will be held securely along with your student record. Further information can be obtained from the college's Data Protection Policy published on the website.