



Recruitment & Admissions Policy

Version 2.1

City College of London



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This policy may be used in conjunction with the following policies and documents:

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|----------------------------------|----------------------------------|
| 1. Quality Assurance Policy | Agents Code Of Conduct/Agreement |
| 4. Assessment Policy | APL/APEL Form |
| 5. Malpractice Policy | CAS Letter |
| 6. Equality and Welfare Policy | Conditional Offer Letter |
| 7. Health and Safety Policy | Course Handbooks |
| 8. Complaints and Appeals Policy | Course Transfer Application |
| 9. Information Management Policy | Exemption Application |
| 10. Attendance Policy | Induction Form |
| | Interview Form |
| | Learner Application Form |
| | Non-Arrival Letter |
| | Promotional Flyers |
| | Reasonable Adjustment Form |
| | Refund Request Form |
| | Student Handbook |
| | Unconditional Offer Letter |

Quality Code Reference

A1	A2	A3	A4	A5	A6	B1	B2	B3	B4	B5	B6	B7	B8	B9	B10	B11	C
X	X						X		X		X			X	X		X



Overview

We recognise that the foundation of City College of London is its learners. In order for us to enable our learners to achieve and to facilitate growth within our organisation, strategies that enable us to recruit with integrity must be in place. This policy sets out to define the minimum standards that all applicants to the academy can expect when seeking information, advice, guidance and enrolment at the academy. To this effect, we recognise that this must be implemented through two closely related, but distinct areas: Recruitment and Admissions.

Learner Recruitment

In addition to having quality staff, it is fundamental to the function of the Academy, that the recruitment of learners is conducted in such a way so as to maximise the opportunity for a learner to be able to apply, whilst ensuring that the academic standards expected of a further education institution are met.

We approach this through encouraging as diverse a range of learners as possible to apply to the courses we offer, whilst maintaining the integrity of the educational standards set by the Academy and awarding organisations. To enable this we monitor the demographic of learner applications for each cohort, and implement strategies to widen participation, increasing participation from learners from outside the dominant demographic region.

The academy is committed to ensuring that it recruits learners with integrity irrespective of their age, ethnicity, gender, sexual orientation or any other arbitrary diversity characteristic. It will make every effort to support learners who have special requirements by detailing the support available with their studies. The only prerequisite imposed is the ability of the candidate to satisfy the entry criteria for the course.

Promotion

City College of London aims to exploit varied avenues to further promote the Academy and further our recognition in the wider community, locally and internationally. Furthermore we aim to widen participation in the local community and limit the use of educational agents. The mechanisms outlined below represent the long-term goals of the Academy's modes of promotion:

- Actively encouraging word-of-mouth promotion through learners
- Distribution of leaflets and similar promotional material
- Maintenance of an accurate and user-friendly website
- An active presence on social media (e.g. Facebook)
- Presence at events intended for learner recruitment
- Conducting of our own targeted recruitment drives

Development of Professional Relationships

City College of London recognises that further development of professional relationships is a mechanism for improving the recognition and provision of services provided by the Academy. It enables us to embed learning in a real-life context and add value to course provision. This involves the following:

- Developing mutually beneficial relationships with local businesses (e.g. advertising, discount schemes etc.) enabling us to organise opportunities for professional development with their staff
- Further develop positive relationships with accrediting bodies through regular participation at events and curricular feedback
- Develop relationships with academic institutions in the UK and overseas which conduct courses at entry level for our own (i.e. High Schools and Academics) enabling us to promote direct entry routes to a diverse audience and ensure that the entry requirements are met with integrity



- Develop relationships with UK universities and recognition of our programmes as entry routes for their courses via direct entry, foundation schemes and top-up programmes

We actively encourage wherever possible, the process of direct application by learners, minimising the use of educational agents or other intermediaries. Where agents are used, we ask them to agree to a code of conduct that we enforce and review regularly to maintain integrity. Whilst we ask all agents to check the academic history and validity of all documents submitted to them for application, and ascertain the learner's intention to study, we also conduct thorough checks on all documents ourselves. This allows us to determine the integrity and thoroughness of the agent and determines our future association. These checks may involve the conducting of Skype interviews with applicants that can be used to determine their knowledge of us as an institution, their intention to study, their intentions post-completion of study and to verify the appropriateness of their level of English.

Use of Agents

City College of London tries to avoid the use of agents wherever feasible. The academy may obtain students via other agencies and the agency will refer students to other institutions. The academy does however expect all educational agents when appointed, to abide by the following:

Agent's Code of Conduct

1. The Agent needs to ensure that applicants fully understand the academy admission procedure, fees & refund policies before they apply for a programme
2. The Agent must make clear the application process and requirements; that all applications must include a non-refundable administration fee of £200.00 as bank draft or cheque payable to 'City College of London Ltd'. Applications should include copies of all academic certificates and two passport sized photographs. The learner will need to submit a letter of intent to study and any evidence of how they will fund their study with the application
3. The Agent should carefully verify the academic certificates of learners and keep copies of all the certificates and determine that the student has genuine intention to study. Learners must be informed that anyone found to have given false information or forged documents will be expelled from the academy and the Home Office will be notified immediately
4. The Agent should advise learners in choosing subjects/courses based on the applicant's academic background and interest.
5. The Agent will not collect any money or fees of any sort from the learners. The learner should deposit all fees, including course fees and administration fees, directly to the academy. Learners will receive a receipt from the academy.
6. The Agents must inform all applicants that it is their responsibility if required to apply and register with the awarding organisations to attend a full-time course at City College of London.
7. All Agents must inform applicants that they are required to attend all lectures, take all tests and submit assignments set by their tutors. They must know that failure to adhere to these guidelines/deadlines may render the student liable to certain penalties such as re-sits, which may in turn affect the learner's duration of studies, fees, completion, etc. and that in some instances these may incur additional costs.
8. Agents must inform the applicant that if they fail to obtain a visa any payment made will be refunded in full, less the administrative charge of £200.00 Applicants should send the original copy of the refusal letter provided by the British High Commission /Embassy. The refund process may



take a minimum of three weeks. Refunds are subject to the provision of evidence that the refusal is due to the fault of the academy. There will be no refund where refusal is the learner or agent's fault.

9. Tuition fee (less £200 administration fee) will be refunded where a cancellation is received two weeks before the commencement of a course, and there are special circumstances alongside (e.g. visa refusal, serious health problems). In other cases there will be no refund whatsoever
10. If an applicant obtains a student visa using documentations of City College of London and then decides not to follow their course on arrival to the UK, they will not be eligible for a refund and the UK Visas & Immigration department will also be notified.
11. In the case of an applicant applying for a course and then deciding to withdraw prior to applying for a visa. Any letters that were issued by the academy must be returned to the academy as the original along with a letter explaining reasons for withdrawal. A refund will be given excluding £200.00 for administration costs.
12. The Agents will inform applicants that if a course is cancelled for any reason, an alternative course may be offered or the fees will be refunded in full subject to the criteria herein.
13. The Agents will inform applicants that there will be no refund if learners change their course of study during the term, and where the revised course involves fewer subjects or a shorter duration. However if the fees are higher than the initial course they will need to pay the difference.
14. The Agents will inform applicants that City College of London reserves the right to refuse admission to any applicant on the grounds of insufficient qualifications or experience, suspicion that the learner does not genuinely intend to study or that documents submitted may be fraudulent and that decisions to do so will be taken in accordance with our equal opportunities policy.
15. The Agents will inform applicants that the academy also reserves the right to suspend or dismiss any learner without refund of fees in the event of serious misconduct or unsatisfactory attendance/progress.
16. If at the start of an intake, the cohort of learners is less than 5 for a particular course then the academy reserves the right to postpone the programme until the next intake or offer an alternative course.

Agent Status:

17. During the term the Agent shall be an independent contractor and not the employee of City College of London. The Agent will represent the Academy and not mislead learners.
18. The Agent needs to be an organisation and not an individual, and should be able to attest this status through the provision of company registration documentation upon request. They should also agree with the following terms and conditions:
19. The Agent shall not put any advertisement on newspapers or other media without prior discussion with the academy.
20. The Agent shall bear exclusive responsibility for the discharge of any income tax and VAT liability arising out of remuneration for their work performed by them under this agreement.
21. The commission / fees to the Agent will be paid by the academy once we have received the learner fees in full for the first year and the learner has arrived in the UK and enrolled at SIC.



22. Commission is payable for the first year of study and in the following format: 30% upon successful arrival and enrolment of learner and a further 5% upon successful completion of the first year by the learner.
23. Additional commission is not payable where the learner opts for further studies at the academy. Where a learner changes course, commission is based upon the fees for their initial course of study.
24. The Agent will not engage in any financial deals with learners, nor on any grounds will agents collect any money or additional fees from learners.
25. The Agent and City College of London will have a signed and written agreement in relation to a fixed competitive fee for every learner enrolled by the agent.
26. The Agent will be given an ID to use in all correspondence with the academy. The Agent must ensure that all application forms submitted by them, or the learners, for enrolment following their introduction in relation to which they seek commission bear a stamp or identification of the agent.
27. The Agent will ensure as far as possible that applicants are genuine learners. Notifying the academy of any discrepancies in relation to learner intention, documents etc.
28. The Agent will be trustworthy and of good character. The Agent will act in a helpful and professional manner when engaging with potential learners of City College of London

Admissions

Criteria for Acceptance on Courses

All decisions relating to admissions will be made in the best interests of the applicant. Decisions will be made on the basis of potential to succeed and will reflect the following characteristics of the applicant.

- Prior educational attainment
- Existing qualifications including, where applicable, those in English and Mathematics
- Prior work experience (voluntary or paid)
- Specific skills required for the course (identified clearly in the course specification)

Accreditation of Prior Learning and Experience (APL/APEL)

In order to effectively deliver consistent tuition, it is essential that a candidate's ability to complete their chosen course is effectively assessed. This is done via the assessment of that candidate's prior learning (APL) which aims to ensure that learners do not duplicate previous learning during their time at the Academy, whilst maintaining the need for learners to demonstrate successful attainment of the learning outcomes appropriate to their award. In turn this process must:

- Recognise that prior learning can take place in both academic and non-academic contexts
- Be reliable, ensuring that decisions are made consistently throughout the Academy;
- Be transparent, in that it is clear to learners, staff and external auditors the criteria and methods by which applicants prior learning is judged
- Recognise and respect equality and diversity.



Principles of assessment of prior learning

- Learning, wherever it occurs, can count towards an academic qualification provided that it can be measured, authenticated and is at an appropriate level. The APL decision-making process is a matter of academic judgement.
- APL can be awarded to a student registered for a course at City College of London for learning that takes place either prior to registration or concurrent with registration but is not otherwise credited within the Academy's credit framework.
- APL can be awarded for certificated [C] or experiential [E] learning. The Academy values APCL and APEL equally.
 - i. Certificated learning will have taken place in a recognised Higher Education institution, or equivalent, and will have been internally and externally assessed. The outcome of such learning is the production of an authenticated certificate or transcript. Certificated learning may have resulted in a particular qualification.
 - ii. Experiential learning will have come from less structured contexts such as company training schemes and courses. Experiential learning does not normally result in the production of an authenticated certificate or transcript.
- Measurement of APL consists of three dimensions – the volume of relevant learning, the level at which the learning takes place and, the type of credit a learner will be awarded.
- The volume of credit that can be awarded is referenced against the normal amount of learning a full-time learner is expected to undertake in an academic year.
- The type of credit a learner will be awarded:
 - i. Specific or module credit is awarded for achieving particular learning outcomes relevant to a particular module.
 - ii. Pathway credit is awarded for achieving learning outcomes relevant to a named course of study.
 - iii. General credit is awarded for achieving learning outcomes that are not directly relevant to the named course of study, but relevant to the overall award.
- An application for exemptions from part of a course may be made on the basis of APL, however the final say for exemptions lays with the awarding body
- The learner is responsible for initiating the APL process. The learner is responsible for providing appropriate evidence and for clarifying information provided to assessors where this is necessary
- City College of London recognises a range of qualifications, which it has determined are normally acceptable for APL purposes, though other qualifications' recognition may be determined through approaching NARIC
- The award of APL credit is formally recorded on a student's transcript. Credit achieved by UK City College of London students can in many cases be added to the Learner Achievement Record (LAN) for learners. This is done upon learner request, and the learner should provide the academy with their Unique Learner Number. Where a learner does not have one, the academy will support the learner in acquiring one.



Unique Learner Numbers

The Unique Learner Number (ULN) is a 10-digit number unique to every learner and obtained by academys from the Learning Records Service (LRS). Whilst this is not a prerequisite for international learners, the academy will endeavour to maintain access to the LRS so that it is able to better offer this facility to prospective learners and make use of this service in accessing the Personal Learning Record (PLR) for local learners with their consent. The PLR is an online, lifelong record of individuals' achievements, which can be shared with other parties e.g. employers, academys and universities.

Reasonable Adjustments

The academy is committed to making any reasonable adjustments to prevent any disadvantage that an applicant with a disability or condition that may be categorised as a specific need may have compared to one who does not. This may include the provision of access to further support services in order to facilitate the equality of opportunity. Further details may be found in the Equality and Welfare policy.

Admissions Process

Following an enquiry about admission, the following procedure will apply:

1. On receipt of a request, the academy will provide a copy of its Prospectus that contains up to date information about the academy, accompanied by information about fees and course specific information as determined by the applicant's qualifications and interests.
2. If applicants wish to proceed with entry, they will be asked to complete an Enrolment Form and pay a minimum of 50% of the course fee. City College of London will then confirm that the name of the learner is on the Entry List but this confirmation does not constitute the offer of a place at the academy.
3. The academy will verify eligibility for entry in accordance with the respective awarding body's entry requirements
4. The Acceptance letter is attached to a copy of the Academy's *Terms and Conditions* which will form the basis of the contract with City College of London and which applicants are asked to retain for their records.

Admissions Relating to Visa Nationals in Compliance with UKV&I rules

Currently City College of London does not recruit students requiring Tier 4 compliance. It does however, have the facilities in place to accommodate them should this situation change. As follows:

Pre-CAS Process

The rationale behind the Pre-CAS process is to ensure compliance with the UKV&I requirements. It is of fundamental importance that the academy adequately assesses a learner's capability and intention to study. City College of London must be satisfied that the prospective learner has the appropriate motivation to study and that the learner is likely to complete the course successfully. The academy takes every reasonable step to ensure that learners recruited will progress in their studies and complete their course. Once an application form is received by the academy:

1. Prospective learners are asked to supply a copy of their passport, degree transcripts, verified by NARIC) and any secure English language certificate they may have, such as IELTS/PTE.
2. The information contained in the application form is crosschecked with the documentation given and if there is any field that is incomplete or needs clarification, the learner will be asked for clarification before any offer is made. Learners may also be asked to take part in an interview (face to face or via *Skype*) to confirm the applicant's language proficiency and/or suitability for the course. If the academy has any concern about the learner's English language capability, then a *Skype* interview is arranged wherever this is possible. Where the standard UKV&I or awarding organisation entry criteria differ, the higher set will be maintained



3. The Director of Studies makes an assessment according to (2) above as to whether the learner is considered capable of successfully completing the course and makes the final decision as to whether the learner is given a conditional/unconditional offer. The assessment of capability is based on previous attainment, qualifications and reports and evidence of appropriate experiential learning.
4. The academy has to be assured of the learner's intent i.e. that the motive for coming to the UK is to study and to improve career prospects. Intent is assessed by a mixture of email correspondence, telephone interviews and face-to-face interviews. If the learner is coming through a trusted Agent, then the academy will expect the Agent to assess capability and intent by direct interview and the submission of evidence. This will be verified by City College of London.
5. An unconditional offer will be made only if:
 - a. The applicant has supplied a valid copy of their passport details i.e. key pages.
 - b. The applicant has met English language requirements e.g. minimum IELTS in all disciplines of 5.5 for Pre-Masters, 6.0 for the bachelors and 6.5 for the masters; alternatively, the SELT equivalents for Tier 4/EU learners. Home learners will be asked for a minimum of Grade C at GCSE. If there are any concerns, verification checks can be made through IELTS.
 - c. The applicant has completed a GCE A Levels or equivalents for the bachelors and a bachelors' degree for masters and Pre-Masters. Equivalency is confirmed by NARIC.
 - d. The applicant has met (5a) and (5c) but has scored a 4.5 or 5.0 in their IELTS (meeting the minimum Tier 4 General requirements), in which case the applicant may be made an unconditional offer but asked to undertake 3 – 6 months of pre-sessional English at the Academy before commencing the a Pre-Masters course. For applicants to the bachelors' degrees this would be 5.5.
6. A conditional offer will be made if:
 - a. There are any outstanding documents outlined in (4) above.
 - b. The applicant has yet to take a secure English test and meet the minimum requirements outlined in (5b) above.
 - c. The applicant is awaiting final A-level results/examination grades. In this case a conditional offer is usually based predicted grades or mock examination results and will take into consideration the intended area of study.
7. Applicants who fail to receive an offer will be notified.
8. Applicants receiving offers will be sent a letter stating their Conditional or Unconditional status, City College of London's Terms and Conditions, guidance on accepting the place and securing a CAS/enrolment letter and information on accommodation. This includes information on UKV&I requirements for bank statements and other financial evidence necessary when submitting the visa application in accordance with the UKV&I website.
9. Once an applicant wishes to accept the offer of a place, and in order to be issued with a CAS/enrolment letter, having met all conditions in (5) or (6) above, the applicant will be asked to:
 - a. Pay the minimum deposit of 50% of the course fee
 - b. Forward copies of bank statements, as outlined in (8) above.
10. Learners will only be issued a CAS/enrolment letter if they have complied with the above.



Upon Arrival

City College of London has a duty of care to ensure that learners, once enrolled take up their course and complete it. For learners arriving internationally the academy will ask the student for details of their expected arrival and has an alert procedure to inform key staff of their imminent arrival. The academy should be concerned if a learner does not make contact for more than 48 hours after known arrival. If a learner fails to attend the academy and take up their course after 10 working days, then every attempt will be made to ascertain the reason. In such cases the learner may have their enrolment withdrawn and visa national learners must be reported to UKV&I with the reason (if known) explained in the reporting email / Sponsor Management System. Records of all reports must be kept.

Upon the learner's arrival, the Registrar or their appointed representative should:

1. Check the passport and relevant supporting documents; take a copy of the passport (cover page, personal details page, visa page and other key pages) and ensure that the copies are signed, stating "original seen and checked by (xxx) on (date)". Copies of these documents must be secured in the learner's file and be available for inspection by the relevant authorities. If the learner has a biometric ID card this must also be copied, signed and kept on file.
2. Complete all necessary enrolment details, including the learner's current address and telephone details; check the contact details given for contact abroad in case of emergency or the need to verify if a learner has returned. If the address has changed the new details must be recorded and a history of all old addresses kept.
3. Note the expiry dates of passport and visa – add them to the central tracking record. Reminders should be sent out 3 months before visa expiry dates.
4. Refer to the Finance Officer to ensure that all fees are paid.
5. Place all evidence of key documentation in a central file as well as distributing to the appropriate files. Electronic back up files should also be kept.

Non – arrival of learner

If the learner fails to show up on the expected date without a credible explanation, every effort must be made to contact that learner or their next of kin and a reason obtained. Evidence must be kept of all attempts to contact the learner e.g. telephone notes of the phone call, emails printed and put on the learner's file. Staff must keep trying to contact the student for a period of no more than 10 working days, after which - if they have not received a credible and believable explanation - an email must be sent to them explaining that their enrolment may be nullified, that they are no longer eligible for refunds and if they are a visa national, they are being reported to UK Visas and Immigration in accordance with current legislation.

Exemption from Modules/Units:

For learners who are enrolled for an external programme, their exemption is subject to the terms of the relevant awarding organisation. Exemption will take into account the learner's prior learning and experience.

Registration with Awarding Bodies

All new learners are required to formally register with their respective awarding body. ***Please note registering with the academy does not mean automatic registration with awarding bodies.*** It is the learner's responsibility to register with the awarding body. Our administrators can help learners to do this and all learners must supply a copy of their registration documents to the academy as soon as they have registered.



Transfer between courses

All learners have the opportunity to transfer course within the academy. The deadline for learner initiated transfers is the end of the third week after the class start date. All learners wishing to transfer are required to complete a Transfer Request form justifying the rationale for the decision to change course in the first instance. This is then sent to the Director of Studies or Principal for approval. Decisions will be made in accordance with the standard admission criteria, and will take into account both prior learning and experience. The academy will also notify UKV&I of these changes where they pertain to visa nationals. All learners must still meet the requisite entry requirements for their new courses.

In the event of circumstances beyond the learner's control and which necessitate the consideration of a change of course, the academy will support the learner in making alternative study arrangements. The same admission considerations must be taken into account; however there is no set window of application for such changes except where that is externally imposed e.g. an immigration requirement.

Terms and Conditions for Learners at City College of London

The following terms and conditions are the explicit responsibilities of each learner while he/she is registered at the Academy and are not the responsibility of a third party. The following are details are included in the application form to ensure that learners are fully aware of the requirements prior to enrolment. They are written in the first person. The conditions apply to all learners, although additional conditions are in place for No UK/EU/EEA visa nationals in order to comply with immigration legislation. This is subject to change.

Personal Details Requirements:

1. I agree to inform the Academy immediately and without any delay, of changes to my personal details while I am a student of the Academy. All students are required to note that this Includes: Any changes to your contact and personal details including – your UK residential address, your telephone number, your mobile number, your next of kin, your personal status or any other change where this effects my legal right or capacity to continue with studies.
2. I agree to provide the Academy with any changes to my Passport and/or immigration details. I have to inform the academy and provide proof as soon as I am granted visa or given a refusal
3. I agree to inform the Academy of any significant changes in my Personal Circumstances (Including financial circumstances)
4. I agree to immediately inform the Academy if I am found in breach or violation of any UK Laws (Including - Civil, Criminal, Immigration, or other UK Government law or regulations). I agree that my enrolment at the academy may be forfeit without recourse to refund pending the result of the legal action.

UK Immigration Department Requirements (For non EU/EEA Students)

5. I understand and agree that I am required to read and comply with the UK Visas & Immigration Tier 4 (General) student visa rules, regulations and guidelines which are located on the UKV&I Official Website at: <https://www.gov.uk/tier-4-general-visa> or <https://www.gov.uk/study-visit-visa> depending on the nature of your application.
6. I understand and agree that if I submit or have submitted, any false or forged documents, including but not limited to certificates or bank statements to the academy or commit any similar act the academy will regard this as fraud and will report this to the relevant authorities and any fees paid to, or financial commitment made by me to the academy can be forfeited to the academy.



7. I understand that the Academy is registered under the Data Protection Act 1998 and information given on this form will only be used in accordance with the terms of the registration. The information on this form will be stored in an electronic and paper format and will be used for all purposes relating to admission and studies at City College of London. Data will at all times be processed in accordance with the Data Protection Act.
8. I understand and agree that travel involving a return to my home country or outside of the United Kingdom during the scheduled term time is not permitted except in the event of exceptional mitigating circumstances. In the event of such a case, I understand that I must inform the academy prior to leaving the country. I understand and agree that if I travel overseas without a letter of authority in term time I may be detained at passport control (Non UK/EU/EAA nationals). The academy reserves the right to refuse recommencement of studies.

Misrepresentation and providing false or misleading information:

9. I understand that if I have deliberately provided misleading information or falsified in any way the information which is used to gain entry to the programme or is used to get Entry Clearance/Leave to Remain in UK then the academy reserves the right to terminate my study forthwith and require me to leave the academy immediately. All such cases will be reported to the relevant authorities

Registration Requirements:

10. I understand and agree that if I arrive/expect to arrive late into UK due to valid reason then I may be required to defer admission, commencement and registration for the programme to next available intake. I understand that all such deferrals are subject to prior agreement by and subject to the absolute discretion of the academy's academic management and that entry may not be guaranteed. I understand and agree that the academy reserves the right to take a decision not to register after the registration deadline.
11. I understand and agree the City College of London reserves the right to keep my photographic and any other required details for the administrative purposes and academy documentation including student photo ID Card, attendance, academic records and other records required by Home Office for the period stipulated by law.
12. I have no objection to City College of London contacting my prior institutions of learning for the purpose of verification of my previous academic qualifications and verifying references provided
13. I will inform the academy immediately if I decide to defer, suspend my studies or withdraw from the course.
14. I understand and agree that City College of London reserves the right not to run any programme due to an insufficient number of learners enrolled. However, I may be offered an alternative course.

Attendance and Absence from Study:

15. I understand that full course attendance is expected and that any absences should be evidenced wherever possible. I have to inform the academy prior to absence wherever feasible and provide appropriate evidence of extenuating circumstances if any.
16. Visa nationals are subject to the attendance requirements imposed as conditions of stay by the UKVI
17. I understand and agree that there is not leave of absence given for the overseas national holidays or attendance family functions during the term time.



18. I understand and agree that without prior written permission from the academy I cannot change/defer or withdraw from the programme of study offered.
19. I understand that any leave of absence from the study must be approved by the academy in writing prior to leave

Academic Requirements

20. I understand and agree that I have to attend all the lectures sessions delivered as part of the programme and that I have to submit all the assignments, coursework or other assessed work by the submission deadlines.
21. I understand and agree that if my attendance fails to meet the academy's statutory requirement this will lead to disciplinary action and may culminate in the termination of studies and exclusion from the programme of study. All relevant authorities will be notified in this event.
22. I understand and agree that it is my own responsibility to be fully aware of the course content and the facilities and services offered by the academy to support my studies; and it is my responsibility to ensure the best uses of those facilities and learning opportunities.
23. I understand and agree that I will be expected to purchase core unit text books, a personal laptop or other resources for all study units prior to commencement of the course.

Progression

24. I understand and agree that I will be required to demonstrate progress academically by achieving all the assessment criteria of the units taught.
25. In the event of consistent assessment failures, I understand and agree that City College of London reserves the right to reconsider continued enrolment on the course. The academy will consider reasonable alternatives, but may ultimately terminate enrolment.

Fees & Costs

26. I understand that the all fees will be paid in a timely manner. If I am paying fees by instalments then I am required to fully comply with and meet the instalment plan specification.
27. I understand and agree that academic/tuition fees are separate from awarding body fees and that these are non-interchangeable
28. I understand and agree that City College of London is not liable for any fees paid to agents or third parties. Where third parties are engaged, explicit reference must be made to any costs assumed by them

Refund Policy

29. Out of country applicants may cancel the admission application and claim for refund of the paid course fee (less administrative charge of £200), provided a written notice of cancellation is given prior to the visa application.
30. For in-country visa applicants, no refund will be made after assigning a Confirmation of Acceptance for Studies (CAS) statement (Non UK/EU/EEA) or Unconditional Offer Letter (UK/EU/EEA).
31. Applicants may claim a refund of the paid course fee (less administrative charge of £200) only if their visa application has been refused. However, paid course fee will not be refunded if visa application is



refused due to the provision of incorrect information or submit forged document/s etc. A copy of the refusal letter from the British Embassy/High Commission, copies of all the pages of the passport and the original documents of admission issued by the Academy must accompany the application for a refund.

32. If for any reason a course is cancelled, student will be offered suitable alternative course or tuition fees refunded. In the event of a difference of fees between the former and the new course, the difference will be paid or refunded accordingly.
33. Once a learner has commenced the course, fees will not be refunded. If a learner withdraws or drops out from the course before its completion or is suspended by the Academy due to misconduct, no fee will be refunded.
34. Learners may be allowed to pay his/her tuition fees in instalments. If a learner is not allowed to continue his/her studies due to missed instalment payment, no refund will be given
35. No interest is paid on a refund of any fees/deposit.
36. The Academy reserves the right to modify its fees and amend refund policies
37. Once the learner has commenced the course, fees will not be refunded.
38. If a learner disagrees with the alternative course and wishes to withdraw, full refund will be given except £500.00 (Five Hundred Pounds) as an administrative cost.
39. In the event of termination from the course student will not get any refund.

Code of Behaviour and Conduct

40. I understand and agree that if I am found to be disruptive or participate in illegal or similar activity, the academy has the right to terminate my enrolment at any time and require me to withdraw from the programme and the academy premises.
41. I understand that for any inappropriate behavior or conduct is subject to disciplinary action that may lead to termination from the course.
42. I understand that all students are expected to conduct themselves with integrity in their academic and public activities at all times and must behave in a respectful manner and that any student who contravenes this could have their registration terminated.
43. I understand and agree that if I engage in any academic malpractice or misrepresentation I will be subject to the disciplinary proceedings of the academy and that these may result in the termination of enrolment

Acceptance of Terms and Conditions

44. I understand that the signing of the application by the applicant indicates full acceptance of the terms and conditions of City College of London.
45. The learner will be asked to provide documentary evidence in support of any statement made on the application form



Learner induction

City College of London will give learners an induction upon arrival to the academy in order to familiarise themselves with the academy environment and what to expect from their time studying at City College of London. Inductions will take place within the first two working weeks from the start of term, and normally right at the start. Learners will also give signed feedback to the academy to acknowledge that they have understood what has been explained to them. The induction will include:

- Programme content – including progression and assessment
- Information, advice and guidance on settling in
- Equality, diversity and welfare guidance
- Health and Safety guidance – including first aid and fire and evacuation protocols
- Appeals and complaints
- Terms and conditions of learning
- How to register with their awarding body
- Fees and fee payment management
- Transfer between courses
- Course Handbook
- Timetable
- Key staff members