



# Terms and Conditions

## English Language Courses

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## **1. Introduction**

This document is for people enrolling into an English language course at Trent Education Centre (TEC). It explains the contract between you and TEC. It tells you what you can expect from us and what we expect from you. When you accept a place on a TEC English language course and complete your enrolment, you are agreeing to these Terms and Conditions. It is important that you read them. You should also read the Tuition Fees, Refund and Compensation Policy. **If you do not understand anything, please let our admissions staff know and we will help you.**

## **2. The offer letter**

TEC will send you an Offer Letter. To accept your place, you must accept the offer. Your contract with TEC begins when you accept the offer and complete your enrolment.

## **3. Cancellation period**

You have fourteen days after accepting your offer to cancel your place. If you cancel within this time, you will receive a full refund of any fees you have paid. After the fourteen-day period, any refund will depend on how long you have been on the course.

## **4. Deferring your start date**

You may ask to start your course at a later date. TEC may allow you to defer for up to one academic year. You must receive written approval from TEC before your deferral is confirmed.

## **5. Your responsibilities as a student**

As a TEC student, you must attend classes on time, take part in lessons, and complete any tasks or assessments set by your teacher. You must behave respectfully towards staff and other students and follow all TEC rules and policies. You must tell TEC if your contact details change and you should check your TEC email and online learning system regularly, so you do not miss important information.

## **6. TEC's responsibilities**

TEC will provide qualified teachers, suitable learning materials, and a safe and supportive learning environment. We will communicate clearly with you about your course and inform you of any important changes.

## **7. Fees**

Your course fees will be shown in your Offer Letter. Fees must be paid on time. If fees are not paid, TEC may suspend your studies or cancel your place. If another person or organisation agrees to pay your fees, you are still responsible if they do not pay.

## **8. International student booking fees**

International students may be asked to pay a booking fee to secure their place before travelling to the UK. This fee helps TEC reserve your course and prepare your documents. The booking fee is normally non-refundable unless your visa application is refused. If your visa is refused, TEC will refund the booking fee after you provide an official visa refusal letter from the UK authorities.

## **9. Changes to your course**

Sometimes TEC may need to make changes to your course. For example, if the awarding body asks us to change something or if there is extreme weather and it is not possible to continue. If a major change affects your course, TEC will inform you as soon as possible. If TEC cannot deliver your course for four weeks or more, you may end your contract and request a refund.

## **10. Protecting your data**

We will only use your personal information for teaching, administration, and legal purposes. We will need to share your information with awarding bodies and regulators. You must keep your TEC login details private and secure. We will keep your data secure and will destroy when we no longer need to keep it.

## **11. Teaching materials**

TEC will give you teaching materials for your course. You must not copy, share, or published this material without our agreement.

## **12. Making a complaint**

If you are unhappy with any part of your course or experience, you may make a complaint using the TEC Complaints and Appeals Policy. TEC will respond fairly and within the timeframes set out in that policy.

## **13. Liability**

TEC is not responsible for loss or damage to your personal belongings unless this is caused by our negligence. TEC is not responsible for injury or damage caused by another student or by someone who is not a TEC staff member. TEC will take responsibility if we fail to meet our lawful responsibilities and there is a death or injury.

## **14. Legal issues**

Any legal dispute about these Terms and Conditions will be decided by the courts of England.