

# **TEDI-LONDON**

## **TERMS AND CONDITIONS KEY FACTS**

This summary is a list of the key facts relating to your agreement with TEDI-London. You are also advised to read the [Main Terms and Conditions](#), [Academic Regulations](#) and [Student Fees Policy](#) before you decide to accept an offer to study at TEDI-London. Please note that you may have other contracts with organisations which have no bearing on your contract with TEDI-London (e.g. accommodation, Student Loans Company) which will be subject to separate arrangements.

### **I'VE BEEN OFFERED A PLACE AT TEDI-LONDON, WHEN DOES IT BECOME BINDING?**

When you accept the offer of a place to study at TEDI-London you form what is known as a 'Pre-Registration Contract'. This guarantees you a place at TEDI-London provided you go on to meet all the conditions of the offer. Once you have met those conditions, you will be required to register by a given deadline. When you have registered, a new contract, the 'Registration Contract', is formed, and you then become liable for payment of tuition fees.

### **CAN I CHANGE MY MIND?**

Yes. You have a 14-day statutory 'cooling off' period during which you can cancel your agreement to accept an offer. You can even cancel the agreement within 14 days of registration provided you have not already started your course. You may wish to use the Cancellation Form provided for this purpose.

Although we are not legally required to do so, we also allow you a further 14 days to change your mind once you have started your course. New students can cancel their contract with TEDI-London by withdrawing within 14 calendar days of the start date of the programme and will not be charged tuition fees for this period of enrolment. Non-refundable deposits will not be returned. You are strongly advised to discuss whether to leave a course with TEDI-London staff as we may be able to provide you with additional support.

### **CAN TEDI-LONDON TERMINATE MY CONTRACT?**

Yes, but only in certain circumstances. These are usually where we have been given false, incomplete, or misleading information in your application, so it is vitally important that your application is completely clear and honest.

You can also be withdrawn for reasons detailed in the Student Discipline Policy or if you fail your programme, as detailed in the Assessment Regulations.

### **CAN TEDI-LONDON MAKE CHANGES TO MY PROGRAMME?**

Yes, but only in certain circumstances.

Programmes are subject to review and development on an ongoing basis and changes may sometimes be necessary, for example to ensure that programme content is up to date and relevant, to comply with the requirements of professional bodies or because of student feedback or external examiner reports. We will normally only make changes where we consider it necessary to do so or in your best interests, but occasionally may have to make changes for reasons outside of our control, as outlined below.

We will communicate changes to your programme to you (including where you are an applicant who has accepted an offer and may be directly affected by the change) and take reasonable steps to consult with you and if possible, to obtain your consent. We will work with you to try to reduce the adverse effect on you or find an appropriate solution. If you remain dissatisfied with the changes made, you will be offered the opportunity to withdraw from the programme and receive a refund on your tuition fees, including any deposit paid.

We will not normally make a material change to your programme without the written agreement of a majority of those registered on the programme who will be affected by the change proposed. A material change is:

- a. a change of award title,
- b. a change to the availability of or discontinuation of a core module,
- c. a change to the type of assessment for your programme.

There is further information about consequences of making changes to your programme in the Student Protection Plan.

### **CAN TEDI-LONDON DISCONTINUE MY PROGRAMME?**

Yes, but only in certain circumstances.

There may be instances when it is necessary to close a programme, this can be through our choice, or a requirement to close a programme, following advice from our regulator.

If we review a programme and decide to close it, we will attempt to offer applicants who have applied for or accepted an offer on the programme an alternative arrangement and also make sure that appropriate arrangements are in place to allow current students to complete their programme.

If we withdraw a programme that you have applied for or accepted an offer on (for example because the numbers recruited to it are so low that it would not be possible to deliver an appropriate quality of education for students registered on it), we will attempt to offer you an alternative arrangement such as a place on a different programme with another provider, or a refund of your tuition fee and deposit if already paid.

There may be instances where we are required to make changes to or to close programmes and cannot obtain your consent. This would include changes mandated by our professional bodies, or the Office for Students, or loss of regulatory body approval. In these instances, we would provide you with notice. This notice period would depend on the specific circumstances of the change or closure. We would provide reasonable steps to provide a notice period that allows you to complete your studies or transfer to another programme outside of TEDI-London. In these circumstances we would also:

- Create a plan to work with and support students affected, including communications
- Meet in person or virtually with affected students individually and collectively at the earliest possible opportunity to inform you about the situation and the reasons
- Set out the actions that we would take to identify alternative programmes
- Provide you with support from our wellbeing services
- Signpost the availability of support from the Students' Union
- Write to you to confirm the position and the information communicated verbally
- Provide timescales in which you may wish to submit formal responses dependent on the specific circumstances
- Confirm the process for any formal complaints about the implementation of the Student Protection Plan
- Make provision for any compensation in line with our Refund and Compensation Policy

Please consult the Student Protection Plan for further information.

### **CAN TEDI-LONDON MAKE CHANGES TO THE TERMS AND CONDITIONS OR REGULATIONS?**

Yes, but only in certain circumstances.

Terms and Conditions and regulations are subject to review and development on an ongoing basis and changes may sometimes be necessary to ensure these are fit for purpose. We will normally only make changes where we consider it necessary to do so

or in your best interests, but occasionally may have to make changes for reasons outside of our control. We will communicate any changes to you.

### **HOW IS MY FEE STATUS DETERMINED?**

All prospective students joining TEDI-London must provide all necessary fee assessment information requested to the Admissions Team to enable their fee assessment to take place prior to the start of their programme; this will determine whether students will be registered as Home or International students. Home students can access financial support via the Student Loans Company.

TEDI-London adheres to the guidelines as set out by the UK Council for International Student Affairs (UKCISA). Please refer to the [UKCISA website](#) for the rules and procedures regarding tuition fee status.

### **WILL TEDI-LONDON INCREASE MY TUITION FEES EACH YEAR?**

The UK Government regulates the maximum Tuition Fee chargeable and any annual increments for Home undergraduate students. TEDI-London's Tuition Fee level reflects the maximum applicable fee cap for undergraduate courses designated for statutory support.

Normally the UK government gives prior warning of any changes to regulated fees.

TEDI-London sets all other Tuition Fees which are part of the course chosen; details can be found on our website. These Tuition Fees are reviewed annually and are subject to a maximum annual increase of the higher of 5% or the consumer price index (CPI) rate of inflation.

Further details of fee definitions are available in our Student Fees Policy. We will publish all relevant fee changes on the website approximately one year in advance of the relevant academic year.

### **WHAT HAPPENS IF I DO NOT PAY MY TUITION FEES?**

Penalties for unpaid **Tuition Fees** include inability to register or re-register, withholding of correspondence including official transcripts, withholding of final award certificate, withdrawal or suspension of our library and computing facilities, expulsion from your programme and refusal to allow attendance at graduation ceremonies. The penalty for **other charges** which are unpaid is refusal to allow attendance at graduation ceremonies.

We commence debt recovery action for unpaid fees after a period of 14 days and will contact you to discuss outstanding fees. Your account may be referred to a debt

collection agency after this process has been exhausted and this may result in legal action being taken against you.

In the case of international students, the UKVI will be reported to in accordance with TEDI-London's Student Route Sponsorship License. When a Student is deregistered from their programme, they will be reported to the Home Office within 10 working days and their Student Route visa will be curtailed.

### **WILL I OWN ANY INTELLECTUAL PROPERTY I CREATE IN THE COURSE OF MY STUDIES?**

Intellectual property is the term used to describe the outputs of your creative and intellectual effort, such as inventing a new process or product. It can allow you to own things you create in a similar way to owning a physical property. You can control the use of your IP, use it to gain financial reward and prevent others from using your IP without your permission (further definitions of intellectual property are included in the main Terms and Conditions).

In general, any IP created by you during your programme of studies belongs to you unless agreed otherwise in writing between you and us. You do however grant us permission to use your work or copies of your work (digital or otherwise) for academic, teaching and marketing purposes. Due to our close industry relationships, there may be projects worked on with industry where alternative IP arrangements apply.

### **HOW WILL TEDI-LONDON PROTECT MY PERSONAL DATA?**

We will only use your personal data in accordance with the General Data Protection Regulations (GDPR). Our Privacy Notice tells you the purposes for which we process your personal data and the circumstances under which it may be disclosed.

### **EXCLUSION AND LIMIT OF LIABILITY BY TEDI-LONDON**

We will not be liable for events outside our control which have not been foreseen (examples include industrial action, staff illness, changes to higher education funding). Unless we are liable in negligence for personal injury or death, we limit our liability to the value of tuition fees paid by you or on your behalf, or, if greater, any relevant amount received from our insurers.

### **WHAT HAPPENS IF I BREACH THE STUDENT REGULATIONS?**

We will investigate allegations of misconduct in accordance with the [Student Disciplinary Policy](#).

Please familiarise yourself with TEDI-London's Academic Integrity Policy. You should be aware that if you copy work from others without properly acknowledging (or 'referencing') this may not only result in your marks being reduced and having to repeat assessments, but in serious cases, if we believe you have attempted to gain unfair advantage this can result in you being withdrawn.

If you breach our [IT Usage Policy](#), we may withdraw these services from you and there may also be a disciplinary investigation.

### **WHAT HAPPENS IF I FAIL MY ASSESSMENTS?**

If you do not pass your assessments, you may not be allowed to progress to the next year and may be required to repeat assessments or parts of your programme. In some cases, failure may lead to withdrawal from your programme without being awarded the degree for which you are studying.

### **HOW DO I MAKE A QUERY OR A COMPLAINT ABOUT THE ADMISSIONS PROCESS?**

You can ask the Admissions Team for feedback on your application. If this does not satisfactorily resolve your issue, please follow the Admissions Appeals process in the Admissions Policy.

### **HOW DO I MAKE A COMPLAINT AS A REGISTERED STUDENT?**

We want you to have a positive experience at TEDI-London, but we appreciate that there are times when things may not run smoothly. Whilst we expect and aim to resolve problems at an early opportunity and in the simplest way, you may want to submit a complaint using the TEDI-London Student Complaints Policy. Our process includes an Early Resolution stage, a Formal Complaint stage, and a Review stage. If you are dissatisfied with the outcome of the TEDI-London complaints process you can request a review of the complaint by the Office of the Independent Adjudicator for Higher Education (OIA).

The Student Hub can provide independent guidance and support for the student complaints process.

### **WHEN WILL I BE REQUIRED TO ATTEND?**

Some programmes and modules require a specific level of attendance which will be clearly stated in the Programme or Module Specification. We will normally timetable our teaching to take place from Monday to Friday between the hours of 9.00 am and 6.00 pm.

The Attendance and Engagement Policy also provides further detail of attendance requirements. There may be additional attendance and engagement requirements if you have a Student Visa.

Once you have registered, we will contact you about your programme (timetables, assessments, administration such as room changes) and your studies (this will include how to make the most of your time at TEDI-London, support, opportunities). We will email you using your TEDI-London email address or by means of [VLE] and you should therefore check both on a regular (at least daily) basis

### **SUPPORT DURING MY STUDIES**

TEDI-London are committed to supporting you during your studies and we offer a range of support services, via our Student Hub.

### **HEALTH AND SAFETY**

TEDI-London will take all steps necessary to ensure the health, safety, and wellbeing of all of our members, including staff, students and visitors. You will be provided with a comprehensive health and safety induction at the start of your studies and we will work with you to implement personal emergency evacuation plans (PEEPs) as required. Further details are provided in the main [Terms and Conditions](#).

Student Disciplinary Procedures may be invoked if you break specific safety regulations. Failure to follow safety rules may also result in a criminal prosecution.

### **CIRCUMSTANCES OUTSIDE OUR CONTROL**

Due to circumstances outside of our control, it may be necessary for us to make changes to our terms, content or delivery of programmes and/or modules; discontinue, suspend, merge or combine options within programmes; or introduce new options or programmes.

Circumstances outside of our control may include (yet are not exclusive to) the lack of availability of key staff without whom we cannot provide its services; over- or under demand from students; lack of funding; the acts or omissions of placement providers and other third parties; cancellation of third party licences; changes in the requirements of an commissioning or accrediting body; strikes and other industrial action; and other events such as government restrictions, pandemics, civil unrest, severe weather or failure of public or private communications networks. If our services to you are affected by such circumstances, we will give you as much notice as possible and, where necessary, take reasonably practicable steps to mitigate the effects on the services it provides to you, which will involve every effort being made to preserve the continuation of your study.

## **Sources of Further Information**

Further information on studying at TEDI-London can be found on the [Policies and Regulations website](#).