

## Terms and Conditions

### 1. Scope of Terms and Conditions:

These Terms and Conditions are issued in relation to enquires, applications, enrolments and the student experience at Northern Regional College. In this document the terms “we”, “us” and the “College” refer to Northern Regional College.

### 2. Introduction:

Prospective and current students are encouraged to refer to these Terms and Conditions to ensure you are familiar with College policies, procedures and expectations. These Terms and Conditions represent a **contract** between the College and students. They contain important information to enable you to make informed decisions as well as outlining your responsibilities to the College and the College’s obligations to you.

### 3. Your Application and Offer

The College welcomes applications from all candidates for full and part-time provision. To be considered for a place on a course, the first step is to complete an application (on-line or at reception). Information on each course and how to apply is available at: <http://www.nrc.ac.uk/>. Should you require support in submitting your application please contact your local College Campus.

Your application will be acknowledged by the College and you may be invited to attend an interview or information session (depending on the course). You will receive one of the following: a **conditional offer**; an **un-conditional offer**; an **alternative course** or a **rejection**. If your offer is conditional, we will set out the conditions you have to meet to have your place confirmed. Conditions of your offer may be for academic and/or non-academic reasons.

Oversubscribed courses will be dealt with by the individual course coordinator and may involve consideration of additional information you have been asked to provide. If successful, you will receive a formal offer from the College. You will be asked to accept or reject this offer. If you no longer wish to take up your place at the College, you can withdraw your application via the admissions portal. For full details please refer to the Northern Regional College Admissions Policy.

### 4. Enrolment

After accepting your offer the final step is to enrol with the College. You will then re-enrol annually thereafter for each subsequent year of study.

For a Higher Education Course please view: <http://www.nrc.ac.uk/higher-education/how-to-apply-and-pay/>

For a Further Education Course please view: <http://www.nrc.ac.uk/16-courses/how-to-apply/>

For a Part-Time Course please view: <http://www.nrc.ac.uk/part-time/how-to-apply-and-pay/>

Once enrolled, any withdrawal at this stage must be completed by contacting reception or the course coordinator.

## **5. Course Entry Requirements**

Courses offered by the College are aimed at a wide range of interests and abilities. The most up-to-date entry requirements can be found online in the College Prospectus. For full details please view: <http://www.nrc.ac.uk/>

## **6. Cancellation of Courses**

The College will make every effort to run courses as advertised. However, we reserve the right to cancel courses which do not enrol sufficient numbers to make the course viable. In some circumstances, classes may be combined. We shall contact you if your course is cancelled and, where possible, make arrangements for you to attend an alternative course or offer you a refund.

## **7. Changes to your Course or Course Location**

Sometimes, due to circumstances beyond our control, it is necessary to change delivery from the published course content. When this happens, the College will notify you, using the contact details you provided at enrolment, at the earliest opportunity. A course programme may change due to a number of factors e.g. student demand; staff availability; course review; developments in the subject and where a programme is accredited by a professional body, we may be required to change the programme to meet the professional body's requirements. Courses will run in the relevant campus, as stated in the College Prospectus, however, due to campus redevelopment in Ballymena and Coleraine, courses may be relocated to alternative suitable locations. Changes in campus location will be clearly communicated to you, as early as possible, to minimise any inconvenience.

## **8. Fees**

Many of our courses require the payment of fees. Fees may be paid by cash, cheque, credit/debit card or an agreed payment plan. An agreed payment plan via direct debit or other acceptable payment method is available for the combined fee for your College course. If fees are being paid by an employer or another agency, their written confirmation must be provided at the time of enrolment. Direct Debits will normally be taken at the end of the 3 consecutive months after your enrolment. For example, if you enrol on 1st September, direct debits will be taken from your account in November, December and January.

## **9. Additional Mandatory Costs**

If a course requires additional costs, these will be highlighted on the course information provided on the College website. You are responsible for payment of any such costs. Should you accept an offer and enrol on a course you are confirming that you have received sufficient information on the course and are aware of the associated fees and payment terms.

## **10. Refunds**

For any course cancelled by the College, a full refund of the total fee paid to date will be issued to the student, unless other exceptional circumstances occur (e.g. transfer of course). A refund may be allowed if you are unable to continue with your course for medical reasons. Medical evidence must be submitted with the refund form and a £10 administration fee will be charged. Requests for refunds must be received in writing from the student on the designated refund form. No form is required where the College cancels the course. For full details please refer to the Northern Regional College Fees Regulations Policy 18/19.

## **11. Unpaid Student Fees**

Each student is responsible for the payment of the agreed fees and any outstanding debts to the College. Letters of reminder will be sent to the registered address of students with outstanding payments. For further details on College sanctions on students who fail to pay their fees in full please refer to the Northern Regional College Fees Regulations Policy. Legal proceedings may be taken to recover any outstanding fees together with any administrative costs.

## **12. Promoting Equality and Diversity**

The College welcomes applications from all candidates regardless of their age, race, gender, religion, political opinion, marital status, dependant status, sexual orientation or disability.

For full details please view:

[http://student.nrc.ac.uk/downloads/policies/Equal%20Opportunities%20Policy%20for%20Students%20\(Iss2\)%20EQU%201.pdf](http://student.nrc.ac.uk/downloads/policies/Equal%20Opportunities%20Policy%20for%20Students%20(Iss2)%20EQU%201.pdf)

The College is committed to equality of opportunity and will comply with legislation to ensure that appropriate reasonable adjustments are made to assist all students with a disability, learning difficulty and/or other long-term medical condition. The reasonable adjustments will be applied, as outlined in the Special Educational Needs and Disability (Northern Ireland) Order 2005, through all admissions, enrolment and completion of study phases.

The College strives to create an environment and curriculum which meets the needs of ALL students. We encourage you to arrange an initial discussion, regarding special facilities or support you may need, to enable you to study at the College. By disclosing a disability or another additional learning support need, you can better assist the College to provide you with suitable services and support.

For full details of Education Support please view: <http://student.nrc.ac.uk/support.htm>

## **13. Students with English as an Additional Language**

Students whose first language is not English will be admitted to the College on the basis that their level of written and spoken English will allow them to succeed on the course and that previous qualifications gained equate to the course entry criteria. Students may be required to demonstrate their level of English by undertaking an Essential Skills assessment.

## **14. Disclosure of Criminal Convictions and Related Information**

The College actively promotes equality of opportunity for all and welcomes applications from a wide range of applicants including those with criminal convictions. It is the policy of the College that all those who apply to study with us will be required to disclose any unspent criminal convictions. In applying for certain courses applicants will also be required to disclose spent convictions. Having a conviction will not necessarily prevent an application from being considered by the College nor will the information disclosed necessarily prevent an applicant from studying the course of their choice. Depending on the course, there may be occasions whereby a current/previous conviction may preclude a student from participating on a particular course. We will discuss this with the student in full and we may be able to offer an alternative course. If the College becomes aware of an offence that has not been disclosed, the College will carry out a full risk assessment and decide if the student must withdraw from the course (if enrolled) or be prevented from enrolling. For full details please refer to the Northern Regional College Student Criminal Convictions Disclosure Policy and Procedure.

## **15. Health and Safety**

The College, as an employer and service provider, recognises and accepts its responsibilities for complying with the statutory duty requirements under the Health and Safety at Work Order (N.I.) 1978 and subsequent regulations, to ensure, so far as is reasonably practicable the health, safety and welfare of all employees, students and visitors. The College is committed to developing a positive health and safety culture and promoting good practice with regard to approved codes of practice and guidance. For full details please refer to the Northern Regional College Health and Safety Policy.

## **16. Data Protection**

The College needs to collect and use personal data about its staff, learners and other individuals. This requires the use and processing of data used for: organisation and administration of courses; admission of learners; monitoring of performance and achievements; compliance with statutory obligations to funding bodies, Government agencies and other bodies; the provision of services; recruitment and payment of staff and monitoring of health and safety.

In collecting and using data the College must comply with the Data Protection Act (1998) and its requirements regarding the processing of personal data. Under the Act information must be collected and used fairly, stored safely, for no longer than is necessary and not disclosed to any person unlawfully. Information may be passed between various sections of the College for operational reasons and may also be disclosed to external agencies to which we have obligations (for example: Government departments, statutory bodies, the Higher Education Statistics Agency, student loans company, funders, credit references agencies or other credit assessment, debt tracing, fraud or crime prevention organisations). By submitting your signed application form and/or accepting your offer, you consent to this use of your personal data.

## **17. Liability**

The College takes reasonable care to ensure the safety and security of its students on College property and/or whilst using College facilities. The College cannot accept responsibility, and is not liable for loss or damage to your personal property, or any injury to you (financial or otherwise), caused by another of our students or by a person who is not an employee of the College or an authorised representative.

## **18. Student Experience**

The College is committed to delivering a high quality, personalised and responsive student experience and aims to provide an excellent teaching and learning environment. We believe that students have key responsibilities in achieving this through fulfilling the academic requirements of the course, submission of coursework and other assignments. We expect students to be punctual and attend examinations and other required events associated with the course. Successful completion of a course does not guarantee progression to a higher level course or a career path. Staff and Students working in partnership is essential in ensuring the successful delivery and monitoring of the student experience. The College will communicate effectively with students through: the Students' Union and its officers; student representation on College committees; staff/student consultative committees at course/section level; student focus groups and student surveys.

## **19. Student Code of Conduct**

Students attending the College must adhere to certain policies such as: Safeguarding, Bullying and Harassment and Social Media, in order to maintain satisfactory standards of attendance and behaviour both on College premises and when engaged in activities associated with, or representing the College e.g. work placements. The College reserves the right to apply disciplinary procedures when a student has not followed the accepted standards as outlined in the Student Information Guide and the Student Disciplinary Procedure.

## **20. Complaints**

The College is committed to providing the highest quality of service to all students. If a student is not satisfied with the quality of service provided by the College or College staff, they have the right to complain. The Customer Complaints Policy advises students of the College's commitment to resolving all issues and problems quickly and as close to the source as possible, to the satisfaction of all concerned. If a student is dissatisfied with the College's response to their complaint, they have the right to appeal.

For full details please view:

[http://www.nrc.ac.uk/downloads/Complaints\\_Policy\\_QIU\\_4\\_\(Iss\\_12\).pdf](http://www.nrc.ac.uk/downloads/Complaints_Policy_QIU_4_(Iss_12).pdf)

A student who feels that the College has exceeded the expected standard of service is encouraged to leave a compliment or positive comment by emailing [quality.improvement@nrc.ac.uk](mailto:quality.improvement@nrc.ac.uk)

### **21. Changes to Terms and Conditions**

The College may change these terms and conditions at any time, but only under exceptional circumstances, so it is advised that you retain a copy at the time of enrolment for your records. We will make reasonable efforts to inform you of any significant changes. You will be asked to re-confirm your acceptance of the terms, including any changes notified to you when you re-enrol each academic year.

**You should visit the College website regularly to review any amendments to the regulations and policies referred to in the Terms and Conditions.**

### **22. Disclaimer**

The information contained within this document is correct at the time of publication. However, it may be subject to change and no course advertised is guaranteed. Please note that courses are delivered in English (unless otherwise stated).