



Terms and Conditions – English Courses

Please note that you must agree to these Terms and Conditions if you wish to study on a course at The Northern School of Languages. If any of the Terms and Conditions are broken you may be asked to leave the course with no refund.

Registration

- (a) You must be at least 18 years old on or before your course start date, and hold a valid passport and/or visa. If you are 16 or 17 and will be studying a course of Higher / Further Education eg. A-levels or University in Britain we will consider your application. The final decision will be at the discretion of the management.
- (b) Before the start of your course, we must have received your completed Enrolment Form and your deposit for the course. We must have also seen your original passport/visa and taken copies.
- (c) NSL accepts students from the EU and Visa students from outside the EU.
- (d) Visa Students who are offered a place on a course will be issued with a CAS number (or visa letter – Student Visitor Visa) if all the criteria are met. You must have a valid visa if you wish to study at NSL.
- (e) NSL cannot advise you on your Visa application.
- (f) We require your address and telephone number in the UK and the address/telephone number of a member or friend of your family who we can contact in an emergency. It is the student's responsibility to inform the School about changes to their address and/or telephone number.
- (g) You must inform us of any illness or disability on your application form.
- (h) If we have reason to believe that you have provided us with any false information, or that your application/registration is not genuine, we will cancel your enrolment immediately and inform the relevant authorities (eg. UKBA, financial sponsors).

Attendance and Absenteeism

- (a) Students are expected to attend **all** their classes.
- (b) Attendance registers are taken from the start of each study period to track students' attendance and punctuality.
- (c) Unless the school is notified in advance, students must give a reason for their absence when they return to class.
- (d) If attendance is poor, students will be issued a warning letter, reminding them that attendance is vital for continuation of their course.
- (e) Students with less than 80% attendance may be asked to repeat the level they are studying at.
- (f) Visa Students who do not attend classes for 10 expected contacts will be reported to UKBA. Students will also be reported for regular poor attendance.
- (g) Ignoring warnings may result in a student being expelled from the course, with no refund of fees paid.
- (h) Students should arrive to class on time. It is suggested that students arrive at least 10 minutes early for the start of class.
- (i) Teachers will deny you entry to class if you are more than 15 minutes late.
- (j) You will be marked absent for each slot you miss.
- (k) You will not be refunded for any days you miss due to absence.
- (l) Good attendance is importance for progress. If you have not progressed enough to move onto the next level you may be asked to repeat the same level. This will be decided by your general performance during the course and your end of term exam result. If you refuse to repeat the level, you may be asked to leave the course.

Course Fees

- (a) A deposit of 50% of your course fees is required once your application has been accepted. The deposit forms part of your course fees. This will be outlined in your offer letter and must be paid immediately in order to guarantee your place on the course. To qualify for any

discounted courses, full courses fees must be paid. This will be outlined in your offer letter. Please note that we will not be able to issue a CAS without payment of fees.

- (b) A registration fee of £50 is charged for all new students at NSL and must be paid with your deposit.
- (c) If you require a CAS statement a further £10 will be payable.
- (d) Full payment of course fees is required promptly on issue of an invoice, or as stated in the Statement of Fees that you will be issued as part of the enrolment process. Payment is normally required no later than 21 days before the start of the course, unless otherwise agreed.
- (e) Sponsored students will be required to pay a deposit of £195 once their application has been accepted, plus £10 for a CAS statement if required. This must be paid in order to guarantee your place on the course. Deposits will be refunded on receipt of a valid financial guarantee covering the relevant study period.

Cancellations/Changes to course/Refunds

- (a) All cancellations must be made in writing.
- (b) Students cancelling their course more than 14 days before the start date will be refunded 100% of their course fees (minus registration fee)
- (c) Students cancelling their course less than 14 days before the course start date will be refunded 50% of their course fees (minus registration fee).
- (d) After the course has started there can be no refunds.
- (e) There will be no refund for late arrivals. Fees are charged from the agreed start date on application.
- (f) The school reserves the right to change or cancel a course at any time. Reasonable efforts will be made to inform the student in due time, and an alternative course may be found for the student if applicable.
If no alternatives can be arranged, the school may choose to refund any course fees paid.
- (g) Cancellations to homestay arrangements must be made a minimum of 2 weeks in advance, and 2 week's accommodation fee will be charged.
- (h) Students must start their course within 2 weeks of the agreed start date. Any changes to the start date will incur an administration fee of £25.
- (i) Fees cannot be transferred to another student or another course at a different time.
- (j) If students cancel their course because of a visa refusal, official documents must be shown to the school as evidence and full fees will be refunded (minus registration fee). If this is not received, there will be no refund and student's details will be passed to UKBA.
- (k) Refunds can only be made to the person whom the funds originated from.
- (l) Students will not be refunded for days they missed due to absence.

Accommodation

- (a) All accommodation arranged by the school will be subject to a placement fee.
- (b) Students staying with homestay providers must agree to the Terms and Conditions as outlined in the Student's Agreement.

General

- (a) You will be asked to provide passport-sized photos. The School reserves the right to use all such photographs for identity and record keeping purposes only.
- (b) You may occasionally be photographed while attending the school or during social activities for inclusion in the school literature and website, please inform us if you **do not** wish these images to be published.
- (c) The school provides no parking for students. Pay and display parking is available near the school but vehicles are left at the owners risk. Bicycles may be left outside the school premises at the owner's risk.
- (d) The school accepts no responsibility for loss or damage to personal property whilst on school premises.
- (e) Students must provide their own health, travel and personal insurance.



- (f) The school will not take any personal calls or messages on your behalf, unless in the case of an emergency.

Behaviour

- (a) It is the student’s responsibility to treat the school with respect, to report any breakages, clean any spillages and behave in a way that does not damage the property of the school in any way.
- (b) Students will not abuse or threaten other students or any staff verbally, physically, sexually or in writing. Students found abusing any member of staff or students may face expulsion from the school.
- (c) Theft from Students, Staff or the School will result in expulsion and involvement of the Police.
- (d) Mobile phones must be switched off or on silent during class times.

Sponsored Students

- (a) Students that are sponsored by their embassy, employer or other body, must also abide by any conditions laid out by their sponsor as well as the Terms and Conditions of the school.
- (b) Poor attendance and repeated absenteeism will be reported to the student’s sponsor.
- (c) Students must have a valid financial guarantee on the first day of their course, or they must pay course fees as agreed. These will be refunded on receipt of a financial guarantee covering the period in question.

Holidays

- (a) NSL will be closed on public bank holidays. There will be no refund for these days. Please ask for dates.
- (b) Students can take 2 weeks holiday for every 12 weeks they study. They must give 3 weeks’ notice in writing. Holidays taken at any other time, and not agreed by NSL will be classed as unauthorised absence. This cannot be negotiated.

<u>Course length</u>	<u>Holiday entitlement</u>
Less than 12 weeks	0 weeks
12 weeks	2 weeks
13 – 24 weeks	4 weeks
25 – 36 weeks	6 weeks
37 – 52 weeks	8 weeks

- (c) Sponsored students must ensure that their financial guarantee is valid when they return from their holiday. NSL cannot carry forward periods from previous financial guarantees. NSL will inform students’ supervisors of any holiday periods. This is not negotiable.
- (d) Students may request holidays at any time during their course (up to the maximum entitlement) but may be ask to repeat their level depending on exam results. This is more likely to occur when holidays of more than 1 week are taken.

Certificates/Letters

- (a) Students receive an end of course certificate when they leave the school. It is the student’s responsibility to make sure they have this certificate when they leave. The school cannot produce certificates after 1 month of students leaving.
- (b) You will only receive a Certificate of Attendance if you have attended at least 85% or your course.
- (c) Any letters required by students must be requested before the end date of their course.
- (d) Duplicate letters may be requested but will be charged for.