



Admissions Terms & Conditions for All International Courses

These terms and conditions apply to all colleges within the **Chichester College Group**, hereafter referred to as “**CCG**” or “the College”. In accepting an offer at CCG, a legal contract is formed between you (the applicant/student) and CCG and the following terms and conditions (as well as course specific information provided at the time of your offer) forms the basis of this contract. These Admissions Terms & Conditions therefore contain important information which you need to read carefully prior to accepting the offer to ensure that you fully understand its contents. Your attention is drawn in particular to the following sections:

- Conditions with which You Will Need to Comply ([Section 2](#))
- Your Obligations (including for payment of fees) ([Section 4](#))
- English as a Foreign Language ([Section 6](#))
- Attendance and Behaviour ([Section 8](#))
- Booking Changes, Refunds & Cancellations Before Arrival ([Section 10](#))
- Booking Changes, Refunds & Cancellations After Arrival ([Section 11](#))

Our policies and regulations can be accessed here:

- CCG International: <https://www.ccgstudyabroad.com/policy-documents>
- CCG Group: <http://www.chigroup.ac.uk/governance/policies-and-procedures/group-policies>

1. College Dates

Our campuses are closed on all UK public holidays, Staff Development days and in exceptional circumstances exam days. No lessons will be taught on these days.

Dates of public holidays and Staff Development days are published on the college website in advance. Term dates are available on the college website.

CCG reserves the right not to run an advertised course and may have to cancel a course in exceptional circumstances. Wherever possible an alternative course will be offered. If this is not suitable a full refund of tuition fees paid will be made.

2. Conditions with which you will need to comply.

- 2.1 This section 2 and the Offer Letter will set out any specific requirements with which you will need to comply as a condition of admission, registration and/or progression on your course.
- 2.2 If you fail to comply with any of these requirements or fail to provide us with satisfactory evidence that you have complied with these requirements, we may terminate the Contract.
- 2.3 You are required to declare to CCG any relevant, unspent criminal convictions, within two weeks of receiving an offer. CCG reserves the right to withdraw the offer after careful consideration of a relevant conviction. Before you are made an offer you may be asked to make declarations about your health and your criminal record. These declarations allow us to give fair and reasonable consideration to your application. Please ensure that you make a full disclosure.
- 2.4 You will need to demonstrate at the point of enrolment that you have valid leave to enter or remain in the UK and that this leave entitles you to study at CCG.
- 2.5 Please note that an offer of a place does not guarantee the grant of a CAS by the CCG. As a Student Route Visa Sponsor, CCG can only issue a CAS when we are satisfied that both a student and a course meet the requirements of the UKVI guidance for educators and the Immigration Rules. Prior to a CAS being issued both the course and the student must be assessed to ensure they meet these requirements.
- 2.6 A CAS will not be issued in the following circumstances:
 - a. If you are applying from within the UK and do not have valid leave to remain in the UK, i.e. you have overstayed your visa.

- b. Where you have a bar on entering the UK.
- c. Where you are applying for a course at a lower academic level than the level your previous leave was granted.
- d. If we feel that sponsoring you will put our sponsor license at risk, or we have concerns about your intention to study.
- e. Where you will not be able to complete your course within the time permitted on a student visa, as per Home Office requirements.
- f. Where you have provided documents which are fraudulent.

CCG reserves the right to withdraw CAS without notice if information comes to light to show:

- a. You have provided false or incorrect documentation.
 - b. You are unable to make a visa application to arrive in the UK before the last date of enrolment.
 - c. The course of study no longer meets UKVI (British Government Home Office) requirements.
- 2.7 If you are an international student and need a visa to enable you to be in the UK to study, you may be required to attend an Interview prior to be offered a place at CCG. If you do not attend this interview or cannot provide conclusive proof that you have the correct visa or immigration permission, you will not be allowed to begin your programme of study and/or you may be withdrawn from your programme.
- 2.8 It is essential that you regularly read our emails (in the email account you used on your application to CCG) and that you follow very carefully the instructions for arrival, collection of Biometric Residence Permits and Right to Study checks. You must meet the minimum English language requirement and attendance monitoring requirements; if you do not, CCG may withdraw its sponsorship of your visa and can withdraw you from your course.

3. Our Obligations

- 3.1 We will provide with reasonable care and skill, tuition and learning opportunities which will lead to the award of the appropriate degree or qualification if you successfully fulfil the applicable requirements of your course. Specific details relating to the delivery of your course will be provided in your Offer Pack.
- 3.2 CCG has a range of pastoral support and advice services available to students on issues affecting student life, with signposting and referral to more specialist services. Further information is available at: <https://www.ccgstudyabroad.com/student-wellbeing>
- 3.3 The availability and scope of these pastoral and support services are subject to change during your course of study for a variety of reasons, including but not limited to changes in funding and the needs of students. CCG may vary and/or amend the availability and scope of pastoral and student support services at any time.

4. Your Obligations- You are required to:

- 4.1 Comply with the terms and conditions of the Contract;
- 4.2 Keep all information provided to us (including your contact details) accurate and up-to-date and notify us promptly of any changes in your information via email to studyabroad@chichester.ac.uk
- 4.3 Meet any and all conditions set out in your Offer Letter and (where relevant) continue to satisfy them throughout the period of your registration;
- 4.4 Enrol with us at the start of your course and re-enrol each academic year in order to continue your course of study with CCG and maintain your student rights and privileges;
- 4.5 Pay all course fees and any additional charges when due;
- 4.6 Comply with the codes, regulations, policies and procedures as amended from time to time listed at www.chigroup.ac.uk/governance/policies-and-procedures/group-policies , including in respect of your attendance, participation on the course and conduct.



5. Age

- 5.1 All ages below refer to the age of the student on the first day of the course or the date accommodation is booked from if this is earlier.
- 5.2 The minimum age for students is 16 for individuals. It is the responsibility of the agent or parent/guardian to inform Chichester College Group of the age of the student if the student is under 16 years old. CCG cannot accept students under the age of 16. Students aged 16 and 17 may study with adults on all courses across Chichester College Group.
- 5.3 Any student who is under 18 and not staying in college provided accommodation must have an approved legal guardian in the UK and provide full details to CCG.

6. English as a Foreign Language

- 6.1 : English as foreign language is delivered by Chichester English Language school, situated at our Chichester College campus. EFL students can begin on any Monday and study for any duration with a minimum of two weeks, finishing on a Friday except when specific dates are shown.
- 6.2 Course fees include placement tests, tuition as advertised, the use of self-study facilities (at published times) progress assessments and tests, access to College social and leisure programmes (additional charges may be required for some activities), one Anglia examination entry (if student is here during Anglia exam dates).
- 6.3 Course fees do not include other examination fees if applicable, insurance, bank charges, student travel, accommodation, and taxi transfer.
- 6.4 All social and leisure activities are optional and do not form part of your course.
- 6.5 Students are responsible for their own study materials such as pens and notebooks and for having adequate funds for living expenses and transport.
- 6.6 A material fee is charged to include a notebook, a pen, a plastic wallet, and a course book.
- 6.7 If a student extends their stay, they will continue to pay the same weekly fee as was agreed on their initial invoice, or go in the sliding scale fee, if appropriate.
- 6.8 Course dates, fees and a sample timetable for General English Programmes can be found here: <https://www.ccgstudyabroad.com/chichester-english-language-school>
- 6.9 English Language courses are taught at 6 levels in line with the CEFR from A1 to C2.
- 6.10 Please be aware that some courses have specific entry level requirements. You must check these in advance with us. We do not have always offer beginners' courses (Pre A1 level), and we sometimes do not have advanced levels at CPE / IELTS 7.0 or CEFR C2.
- 6.11 If you book a course and are not offered the right level we will try to offer you an alternative option which may be an appropriate number of hours of 1:1 tuition (this will always be fewer hours than the group courses since the cost is higher per hour).

7. Accommodation Terms

- 7.1 Booking Confirmation: Accommodation is allocated only after the completed booking form has been received. A written confirmation will then be issued.
- 7.2 Payment (Stays of One Term or Less): No deposit is required; the full accommodation fee must be paid no later than four (4) weeks before the arrival date.
- 7.3 Payment (Stays Exceeding One Term): For stays longer than one term, the accommodation fee for the first term is due no later than four (4) weeks before the arrival date.
- 7.4 Cancellation Charges: Cancellations received fewer than ten (10) working days before the scheduled arrival date will incur a charge equal to one week's accommodation fee.

8. Attendance and Behaviour

- 8.1 Students are expected to attend and to behave in an appropriate manner. CCG reserves the right to remove a student for improper behaviour in line with the college's referral procedure. In these circumstances no refund or credit will be given. CCG will not refund fees for students who start their booked courses late, finish early or miss lessons.
- 8.2 Please see the Student Referral Procedure and the Positive Behaviour Management Policy on the college website:

9. Documents

- 9.1 You are required to show your original passport or official identification when you register at a CCG college on the first day. We will take a copy of your passport or identification and a copy of any visas (including the BRP card if applicable) in your passport and make sure that you have the right permission to study in the UK. If you want to discuss your visa before booking, please contact us. Failure to produce your passport will delay your enrolment and the start of your course. Students not enrolled are not allowed to attend class. No refunds will be given in these circumstances. Additional original documents are required on the first day in line with your conditional/unconditional offer letter from CCG.
- 9.2 Students on a Student Route visa are required to apply for college managed accommodation.

10.Booking Changes, Refunds & Cancellations. Before arrival:

- 10.1 We require a minimum of two weeks' notice for any changes to a course booking. This does not include cancellations.
- 10.2 For a refund of fees in cases where a visa has been refused, a refusal letter from the British Embassy or consulate must be provided and original copies of admission letters returned to the college.
- 10.3 Course start dates may be delayed allowing for a new visa application, CCG must be informed in writing before the planned start date. If a student does not inform CCG in advance that they will not be arriving the deposit, or any fees paid will be forfeit and no refund made.
- 10.4 If you have already entered the UK and have obtained a student visa, there is no refund available. If you have obtained a visa through submitting documents provided by Chichester College Group and you do not attend classes at your selected campus, the Home Office in the UK will be informed, and this may lead to your visa being cancelled.
- 10.5 If a course is cancelled by Chichester College Group, we will refund tuition fees in full. Should you wish for the college to hold tuition fees paid this must be in prior consultation with the college. In such cases the College will hold tuition fees for a maximum period of 12 months before the fees are forfeit.

11.Booking Changes, Refunds & Cancellations: After Arrival

- 11.1 Refunds and changes are only normally agreed to under extenuating circumstances. Application must be made to the Group Director for International and will be approved by the Chief Financial Officer with supporting documentary evidence. Appeals can then be made to the Principal.
- 11.2 Please be advised that in certain countries the visa application process is more intensive. For applications from these countries CCG will require full tuition fees and provide confirmation that full tuition fees have been paid.

12.Tuition Deposits:

- 12.1 For English Language Courses including Study Year Abroad and High School Programme, a deposit of £1,000 is required (or full fees if less than this) to secure a course place. The balance and payment of full fees must be made no later than 4 weeks prior to the course start date.
- 12.2 If applying less than 4 weeks before the start date of the course full tuition fees are to be paid as soon as possible after receiving the study offer.
- 12.3 Students applying for a Student Route visa will be required to pay full tuition fees and the CAS (confirmation of acceptance to study) fee before the visa letter is issued.

13.Refunds:

- 13.1 If CCG cancels a course a full refund of payment will be made.
- 13.2 Visa Refusals: A full refund of payment will be made, less an admin fee of £500.00.
- 13.3 If a student cancels a course: a minimum of four weeks' notice given full refund less £500.00 admin charge. If a visa has been issued no refund will be given. If less than four weeks' notice are given no refund will be given. Any student who leaves after enrolment will not receive a refund.
- 13.4 College Managed Accommodation: all students who are on a Student Route visa must apply for CCG managed accommodation unless otherwise agreed by the Group Director of International.

- 13.5 In order to secure your accommodation you will need to pay for a full term (or your entire stay if staying for a shorter duration) no less than four weeks prior to arrival. A full accommodation refund will be given to any cancellation made prior to 10 working days providing written notice is provided; a cancellation fee of £100 is incurred when a written notice of 10 working days or less is given.
- 13.6 Storage charges: charges may apply if items are left outside accommodation booking period.
- 13.7 Non-arrivals: charges will apply from the start date until the room is re-let. NB: Refunds will be returned via the same bank and country as originally received from by CCG.

14.COVID-19 Refund Policy:

- 14.1 A full tuition refund will be given for bookings cancelled at least 2 weeks before the course start date. Any cancellations after this time will incur a £500 admin fee charge.
- 14.2 If the College needs to close down in case of a COVID-19 outbreak and/or under Government regulations, the following will apply:
- Students who remain enrolled on a programme of study and study online with teacher support, will not get a refund on tuition fees. However, we will reimburse students unused accommodation fees in line with our terms and conditions.
 - For students who wish to suspend their studies but return to the college at a later date, for example students studying General English or Study Abroad programmes, we will hold your tuition fees for you as a credit. However, we will reimburse students for unused accommodation fees in line with our terms and conditions.
 - For students who wish to cancel their programme, following the decision by the UK government to close the College for face-to-face teaching, we will refund the balance of tuition fees and reimburse you for unused accommodation fees in line with our terms and conditions.
- 14.3 Chichester College and Chichester College Group are not liable for any expenses medical or otherwise incurred due to COVID infection. These may include, but are not limited to, treatment, accommodation, and repatriation.

15.Feedback and Complaints Policy

Our aim at Chichester College Group (CCG) is to provide you with an outstanding service and we welcome feedback from students, parents, guardians, employers, and members of the public about the services we provide as a College Group. Most people who come to our colleges enjoy college life and do not experience any problems. However, we recognise that sometimes things can go wrong, and when it does, we would like to know about how we can put it right.

Please refer to our website for our detailed Feedback and Complaints Policy, this document details how to raise any concerns with CCG.

16.Airport Transfers

- 16.1 CCG has a preferred providers for airport transfers. Chichester College can organise this on your behalf. We will provide airport transfers to meet students at airports or rail stations if this is requested and provided, we have information of flight or train arrivals.
- 16.2 Organisation of this will be completed once your course booking is confirmed and upon receipt of your flight details. Payments are to be made through the college.

17.Insurance

- 17.1 CCG strongly recommends that you arrange full insurance for health, possessions, travel and cancellation or curtailment of your course. Your personal possessions are always your responsibility including when you are in the College. CCG has the appropriate legal employer's liability insurance and public liability insurance

18. Force Majeure

- 18.1 When circumstances are beyond our control – for example (but not exclusively) in case of terrorism, war, riot, strikes, Act of God or an outbreak of an infectious and communicable disease and it becomes necessary to close the college for a limited period we cannot accept responsibility for any loss incurred by students through the loss of classes or accommodation.

19. Disclaimer & Contact Us

- 19.1 Please note that under government guidelines with regards to coronavirus, certain activities and classes may be restricted.
- 19.2 In these terms and conditions, Chichester College Group's (or "the College") office is at Westgate Field, Chichester, West Sussex, PO191SB.

By making a booking you agree to these terms and conditions.

If you have any questions, please ask. If you need some help in understanding this information, please contact us at studyabroad@chichester.ac.uk.

