



**TERMS AND CONDITIONS FOR CORPORATE
AND TAILOR-MADE COURSES**

For study beginning 2024/25

CONTENTS

Page

1.	INTRODUCTION	1
2.	DEFINITIONS	1
3.	THE CONTRACT	2
4.	APPLICATION AND ADMISSION	3
5.	STUDENT OBLIGATIONS AND COURSE DELIVERY	6
6.	ONLINE VIRTUAL LEARNING ENVIRONMENT	7
7.	TEACHING AND ASSESSMENT INFORMATION	7
8.	TECHNOLOGY AND SYSTEM REQUIREMENTS	7
9.	CERTIFICATES	8
10.	STUDENT STATUS	8
11.	TUITION FEES	9
12.	LESSON CANCELLATIONS	11
13.	KING'S CANCELLATION RIGHTS	12
14.	YOUR CANCELLATION RIGHTS AND WITHDRAWAL	13
15.	KING'S OBLIGATIONS TO STUDENTS	13
16.	DEFERRALS	17
17.	COMPLAINTS	17
18.	SAFEGUARDING	17
19.	INTELLECTUAL PROPERTY	17
20.	DATA PROTECTION	17
21.	GENERAL	17

1. INTRODUCTION

- 1.1 This document contains important information about your agreement with the King's Language Centre of King's College London and links to important information. You should read these carefully before You accept a place at King's (the "**Terms and Conditions**").
- 1.2 We explain below the basis upon which King's will provide your Course, and the obligations which You have both as an applicant and as a student. These Terms and Conditions create obligations that are legally binding both on You and on King's. If You accept an offer to study at King's, these Terms and Conditions will form your agreement with us.
- 1.3 Please contact language.tuition@kcl.ac.uk for clarification if there is anything in these Terms and Conditions that You do not understand.
- 1.4 Please note that these Terms and Conditions apply to the King's Language Centre's Corporate and Tailor-Made Courses. Please note these are not the same status as defined by the King's Academic Regulations for those studying degree-level programmes.

2. DEFINITIONS

- 2.1 In these Terms and Conditions, the following terms have the following meanings:-

"Academic Regulations"	means King's Academic Regulations
"Additional Costs"	has the meaning set out in Section 11.2
"Cancellation Period"	has the meaning set out in Section 14.1
"Contract"	has the meaning set out in Section 3.1
"Course"	means the course of study described in the Course Agreement Form
"Course Agreement Form"	means our written confirmation to You of a place on the Course, sent to You directly by King's
"Course Information"	means subject to these Terms and Conditions, the description of the Course set out on our website as at the date You apply for the Course
"Data Protection Legislation"	means any law, statute, declaration, decree, directive, legislative enactment, order, ordinance, regulation, rule or other binding restriction as updated and amended from time to time which relates to the protection of individuals with regards to the processing of Personal Data and privacy rights to which a party is subject, including the Data Protection Act 2018, the Privacy and Electronic Communications Regulations 2003 (amended by SI 2011 no. 6) and the GDPR (as incorporated into UK law under the UK European Union (Withdrawal) Act 2018) as the same are amended in accordance with the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019 (as amended by SI 2020 no. 1586) as amended
"Force Majeure Event"	has the meaning set out in Section 15.5.2
"GDPR"	means Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and repealing Directive 95/46/EC (General Data Protection Regulation) OJ L 119/1, 4.5.2016

"Intellectual Property Rights"	means any patent, rights to inventions, copyright and related rights, performers' property rights, trade marks, trade names, domain names, rights in get-up, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to preserve the confidentiality of information, trade secrets, and other intellectual property rights, in each case whether registered or unregistered and including all applications (or rights to apply) for and be granted, renewals or extensions of and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which may now or in the future subsist in any part of the world
"Leave of Absence"	means a period of time away from your studies, which includes an approved interruption of study, annual leave (where permitted), dormant student status or disengagement with study
"King's", "we", "us" and "our"	refers to the King's Language Centre of King's College London, Strand, London WC2R 2LS
"Personal Data"	has the meaning set out in the Data Protection Legislation and for the purposes of this Agreement includes Sensitive Personal Data
"Policies and Procedures"	means our rules, policies procedures and other regulations in force from time to time that are relevant to the Course and that are made available to You on our website or otherwise provided to You
"Process"	has the meaning given to it in the Data Protection Legislation
"Sales Tax"	means any goods and services tax, VAT or equivalent sales tax
"Sensitive Personal Data"	means data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation
"UKVI"	means UK Visas and Immigration
"Visa"	means any grant of entry clearance, any grant of permission to enter the UK, any grant of leave to enter the UK, any grant of permission to stay in the UK (including indefinite permission to stay), or any grant of leave to remain in the UK (including indefinite leave to remain)
"You" and "your"	refers to you the student or applicant

3. THE CONTRACT

3.1 By signing the Course Agreement Form for a place on a Course, You accept these Terms and Conditions in full, which along with:-

- 3.1.1 the Course Agreement Form;
- 3.1.2 the Course Information;
- 3.1.3 the Academic Regulations; and
- 3.1.4 our Policies and Procedures.

form the contract between You and King's in relation to your Course (the "**Contract**").

3.2 In the event of any conflict between a provision in these Terms and Conditions and the other documents forming part of the Contract, these Terms and Conditions shall take precedence.

3.3 The Contract is subject to these Terms and Conditions and is created once You sign the Course Agreement Form.

4. APPLICATION AND ADMISSION

4.1 Application

4.1.1 To apply for a place on a Course, You must take the following steps:

- (a) complete and submit an online application form, available [here](#);
- (b) upon receipt of the application form, we will send You a quote via email for delivering the Course;
- (c) if You notify us via email that You wish to accept the quote, we will email you the Course Agreement form; and
- (d) You must sign and email us the completed Course Agreement Form, and a contract will then be created.

4.1.2 You must meet the terms of the Course Agreement Form and satisfy all necessary legal and other requirements, as set out in Sections 4.1 and 4.2, to secure your place on your Course.

4.1.3 Once we have received your signed Course Agreement Form we will send you an invoice for your tuition fees and any applicable Sales Tax. You must pay your tuition fees and any applicable Sales Tax prior to the commencement of your Course. If a sponsor is paying your tuition fees, You must provide full details of the sponsor responsible for paying your tuition fees and any applicable Sales Tax. Further details of the tuition fees, and how to make payment are set out in Section 6. Further information in relation to Sales Tax can be found [here](#).

4.1.4 It is important that You provide accurate information in your online application to study at King's. If it is later found that your application includes false, fraudulent (including fraudulent payment), or misleading information or material omissions, then we may withdraw your application or your Course Agreement Form .

4.1.5 King's may refuse to enrol You or withdraw You from your Course for any failure to comply with the terms of any requirements (whether imposed by legislation or regulatory requirement, or otherwise reasonably required by King's) that your Course Agreement Form, studies or research activity require, which may include:-

- (a) satisfactory criminal record/Disclosure and Barring Service (DBS) checks;
- (b) satisfactory occupational health checks (but subject to King's obligations under the Equality Act 2010 in respect of students with disabilities);
- (c) requiring permission to study in the UK, or failing to demonstrate that You have the correct immigration permission, or to comply with any immigration conditions; and/or
- (d) where your behaviour falls short of expected standards (examples of unacceptable behaviour can be found in King's [Non-Academic Misconduct Guidance](#)). This Guidance is not exhaustive and other examples of inappropriate behaviour will not be tolerated by King's. More information regarding the Applicant Misconduct Policy can be found [here](#).

- 4.1.6 King's may refuse to enrol You or withdraw You from your Course if You owe any outstanding fees to King's.
- 4.1.7 King's aims to offer a high quality admissions service. However, it recognises that students may at times have cause for complaint in relation to the admissions service. King's [Applicant Complaint Policy](#) explains how students can make a complaint, the circumstances in which a complaint can be made and how it will be investigated.

4.2 Visa requirements

- 4.2.1 All students registered at King's must have permission to study in the UK throughout their Course, regardless of which country they are from. You will need to provide original evidence of your permission to study in the UK at the point of enrolment. We will also request a copy of such evidence during the application process.
- 4.2.2 King's is required by law to verify that You have immigration permission to study in the UK. If You are subject to UK immigration control, and where the UK government requires us to obtain it, You will need to provide original evidence of your valid immigration status confirming that You have permission to study in the UK at the point of registration. The acceptable original evidence of your valid immigration status is typically an endorsement in a passport, an immigration officer's stamp obtained at the UK border, a Biometric Residence Permit (BRP) or an electronic copy of an eVisa produced using the online 'view and prove' service. If your immigration permission is a Visa allowing your entry to the UK, your evidence will need to be provided along with proof of your arrival date in the UK (which must be later than the start date of your Visa). You will also be required to provide your contact details (including UK address (where relevant), home telephone number and/or mobile telephone number). We will also request a copy of such evidence during the application process. If You are subject to UK immigration control, You will need to continue to hold valid immigration status confirming that You have permission to study throughout your Course and we will require evidence from You. Such evidence must be provided at the start of each academic year. If You hold limited permission to remain or stay which is due to expire during your Course, You will be required to demonstrate to us that You have obtained further permission to remain or stay or, where relevant, Indefinite Leave to Remain or Settlement. If You fail to provide such evidence to us within a reasonable timeframe, we reserve the right to prevent You from registering on your Course or withdraw You from your Course (as set out in Sections 4.1.5 and 13.1).
- 4.2.3 If You require a Visa to study at King's it is your responsibility to obtain the appropriate Visa before starting your Course. By agreeing to these Terms and Conditions, You also agree to abide by the terms and conditions of your Visa throughout your Course. Failure to abide by conditions of stay may lead to a withdrawal. Information on conditions of stay relevant to your particular immigration status can be found on the [Government's Visa and Immigration website](#). The terms and conditions of your Visa take precedence over these Terms and Conditions to the extent that there is any inconsistency between them.
- 4.2.4 If You need to be sponsored under the Points Based System as a Student, subject to our assessment, King's may issue You with a Confirmation of Acceptance for Studies ("CAS"), but King's is under no legal obligation to do so.
- 4.2.5 If King's sponsors You under the Student Visa route, You agree to comply with the conditions of your stay in the UK and You agree to make relevant notifications to King's. King's complies with UKVI's rules for Sponsor Licence holders and is required to provide UKVI with information about students it sponsors, including failure to register on the nominated course, failure to engage or attend classes without permission, any concerns about students working illegally in the UK or who are otherwise breaching their conditions of stay. You agree to King's providing UKVI with any information required pursuant to King's status as a Sponsor Licence holder, or as otherwise requested by UKVI or any other government organisation in relation to UK immigration control. You must inform King's immediately if there are any changes whatsoever to your details or immigration status at any time before or after registration, and during your Course.

- 4.2.6 On occasion, King's may need to contact UKVI to clarify details on outstanding Visa applications and previous immigration history. Any such contact or related sharing with UKVI of your Personal Data will be carried out in accordance with the Data Protection Legislation. Please refer to King's [Data Protection Policy](#), for more information about how King's processes your Personal Data.
- 4.2.7 Non-compliance with the conditions of your Visa could also result in the cancellation of your Visa, fines and/or a ban on entry to the UK by the UK government.
- 4.2.8 Many categories of Visa are subject to restrictions on the right to work. In particular, undertaking self-employed work in the UK while holding status under the Student Visa route is not permitted. As a licensed sponsor, King's has a duty to notify UKVI if we become aware of any instances of our sponsored students breaching the conditions of their immigration status. Examples include prohibited self-employment activity, and work in excess of the number of permitted hours per week. Any such reports are likely to lead to the curtailment of the Student Visa.
- 4.2.9 If You lack the required permission to study in the UK, or You fail to demonstrate that You have the correct immigration permission, or to comply with any immigration conditions, King's may: refuse to admit, enrol, or re-enrol You, or may, on written notice, withdraw your Visa sponsorship or suspend or terminate your studies (as set out in Sections 4.1.5 and 13.1). If the Offer is withdrawn, King's refuses to register You, your registration is terminated or if You choose to withdraw from your studies, this could affect the validity of your Visa and your ability to enter, study, work and/or remain in the United Kingdom.
- 4.2.10 Where a sponsored Student takes a Leave of Absence, King's may be required to report the Leave of Absence to UKVI, which may lead to the curtailment of their Visa. Sponsored Students in this case will be required to obtain a new Visa or other immigration status, at their own expense, before returning to King's following their Leave of Absence.
- 4.2.11 For the avoidance of doubt, King's is not responsible for You meeting the conditions of the Graduate route. King's shall not be responsible for any changes to the UK Immigration Rules which result in You no longer being eligible to study at King's.

4.3 **Disabled applicants and students**

- 4.3.1 King's is committed to a positive student experience by creating an inclusive environment for learning. King's complies with its anticipatory duty under the Equality Act 2010 by considering the needs of students at all stages of the student life cycle. It aims to reduce the need for individual adjustments by creating an inclusive environment for students to learn and succeed.
- 4.3.2 King's endeavours to offer an environment that encourages positive sharing but also acknowledges that it is the individual's decision whether to share or not. We encourage students to share any disability at the earliest opportunity and ideally on application. Students who choose not to share at the application stage or whose disability occurs during their studies are encouraged to share at any time thereafter. Students who identify that they have disability-related support needs are strongly encouraged to discuss these with the Disability Support and Inclusion Service at the earliest opportunity so that they are aware of the support available.

4.4 **Criminal offences**

- 4.4.1 If You are convicted of a criminal offence whilst You are enrolled as a student at King's, You are required to inform your faculty in accordance with the [Misconduct Policy and Procedure](#).

5. STUDENT OBLIGATIONS AND COURSE DELIVERY

5.1 Your obligations

- 5.1.1 We will use all reasonable efforts to deliver your Course in line with your Course Agreement Form, the Academic Regulations and our Policies and Procedures.
- 5.1.2 You agree to:-
- (a) comply with these Terms and Conditions;
 - (b) comply with the Academic Regulations and Policies and Procedures;
 - (c) maintain and evidence an immigration status that entitles You to undertake your Course; and
 - (d) fulfil the academic requirements of your Course.
- 5.1.3 You must be 18 years old or over on the first day of your Course, with the exception of:
- (a) student who have specified in their application that they will be under 18 years of old on the first day of their Course;
 - (b) students who are already enrolled on a Higher Education programme at King's;
 - (c) students studying at King's Maths School; or
 - (d) students participating in approved widening participation schemes (further details are available at <https://www.kcl.ac.uk/study/social-mobility>).
- 5.1.4 King's has a legal requirement to record your term time address whilst You remain enrolled at King's. It is your responsibility to ensure your term time address is correct and if this changes, You must inform King's of your new address within 14 days.

5.2 Course delivery

- 5.2.1 Although King's is based in London our programmes may be delivered:-
- (a) on-campus or at your employer's premises (or your workplace if You are self-employed) through face-to-face teaching;
 - (b) online using distance learning methods; or
 - (c) using a blended approach of in-person and online delivery.
- 5.2.2 The method of delivery for your Course and the Course timetable will be stated in the Course Agreement Form. If King's has to change the method of delivery of your Course during an academic year, this may constitute a change to your Course. Please see Section 15 for further details.
- 5.2.3 You are only permitted to attend lessons of the specific class which You are enrolled on. You cannot attend lessons of another Course or in another class on an ad hoc basis.
- 5.2.4 Guests/family of enrolled students cannot watch/participate in online classes and must pay separately. Guests of enrolled students cannot accompany enrolled students during on-campus classes, unless they have sought King's prior written consent

6. **ONLINE VIRTUAL LEARNING ENVIRONMENT**

- 6.1 We may provide You with login details for KEATS when You enrol. You must keep your login details and password confidential and not share them with others. You must comply with our terms of use in respect of KEATS at all times.
- 6.2 You may only use the content on KEATS for your own personal learning and are not allowed to adapt it or distribute any of it to anybody else.
- 6.3 King's does not guarantee that KEATS, or any content on KEATS, will always be available or be uninterrupted. King's may suspend or withdraw or restrict the availability of all or any part of KEATS for business and operational reasons. King's will try to give You reasonable notice in the event of any suspension or withdrawal of KEATS.

7. **TEACHING AND ASSESSMENT INFORMATION**

- 7.1 You may learn via a variety of formats, including the following:-
- 7.1.1 'lessons' prepared by King's academics or guest experts to explain key ideas; these may be text-based or include video or audio presentations and light interactivity;
 - 7.1.2 'activities', which will require You to practice, apply, illustrate, or reflect on the ideas presented in lessons and core readings; these may include quizzes, worksheets, short individual or group tasks;
 - 7.1.3 'discussion', which may include text-based forums or live interaction with other students; and
 - 7.1.4 'webinars', which will be live scheduled classes during which You may be asked to share comments.
- 7.2 There will also be core 'readings' of key digital texts or media resources, including journal articles, ebook chapters, websites and data sources, which You will be expected to complete in order to complete the above activities effectively.
- 7.3 The times of your classes will be agreed in advance between You and King's.
- 7.4 Unless otherwise arranged by King's, no classes will take place on recognised UK public holidays.
- 7.5 You may be assessed via a variety of formats, depending on your Course's subject matter. These could include (but are not limited to) written coursework, individual or group presentations, timed examinations, and active participation in course discussions or other activities.

8. **TECHNOLOGY AND SYSTEM REQUIREMENTS**

- 8.1 You will be required to provide and have access to the following IT equipment and facilities in order to access KEATS and to participate on the Course:-
- 8.1.1 a personal computer or tablet;
 - 8.1.2 an internet connection with sufficient bandwidth to allow video streaming (4Mps minimum); and
 - 8.1.3 a microphone and webcam.
- 8.2 The Course can be accessed using the latest versions of Google Chrome, Mozilla Firefox, Apple Safari or Microsoft Edge. Full functionality cannot be guaranteed in older or less commonly used browsers.
- 8.3 Your personal computer and webcam will require the following minimum specifications in order for You to be able to access the course/course materials:-

8.3.1 **Hardware**

- (a) Headphones, soundcard and speakers, microphone and webcam.
- (b) Minimum Intel Core i5 (Minimum Dual Core 2 GHz) or AMD A10 or equivalent, 4GB of RAM (recommended 8 GB for better overall experience), with a screen resolution of at least 1280x800px.
- (c) Please note that most weekly content and activities will be accessible via phone, but a PC/laptop/tablet will be required for assessment

8.3.2 **Operating System**

- (a) Windows: Windows 10 or later. Mac: OS X 10.13 or later.
- (b) Linux: 64-bit Linux distribution of Ubuntu 16.04+LTS, Fedora 30+ Workstation, RHEL 8+ Workstation or CentOS 8+.
- (c) Android: OS 10, 11 or 12
- (d) iOS: iOS13 or iOS14

8.3.3 **Internet Connection**

Broadband/high speed connection - recommended 10 Mbps download and 5 Mbps upload speeds.

8.3.4 **Browser**

Latest versions of Chrome, Firefox, Safari or Edge. Internet Explorer is not recommended, but IE11+ should work for most activities. Browser must be Javascript enabled. Other and older browsers may work but are not regularly tested.

8.3.5 **Other Software Requirements**

- (a) Microsoft Teams, Adobe Connect and Office 365 - access to these applications will be provided to You as a King's student. Please note that some software, including Adobe Connect, will need to be downloaded and installed, which will require some administrator privileges.
- (b) Microsoft Teams - the requirements are set out at: <https://docs.microsoft.com/en-us/microsoftteams/hardware-requirements-for-the-teams-app>

8.4 The costs of IT equipment and internet access are not included in the tuition fees and are your sole responsibility.

9. **CERTIFICATES**

There is no award on completion of a Course. However, at the end of your Course, You will be able to request a certificate of attendance for the hours you have studied with us by emailing language.tuition@kcl.ac.uk

10. **STUDENT STATUS**

10.1 You do not acquire full King's student status by enrolling on or attending a Course. If studying on-campus we will aim to issue You with an ID card by the fourth class of your Course. If You do not have an ID card but have classes to attend, You can sign in at reception as a visitor.

10.2 Please note your ID card is solely for use by You and will be confiscated if it is misused. For relevant Courses, You will also be granted access to the virtual learning environment at King's and You are entitled to use open access facilities at King's, for example the Language Resource Centre and the

library (but You cannot take materials out on loan from the library). However, You are not entitled to use other services provided for King's students.

10.3 If You have studied a Course You will not have King's alumnus status.

10.4 There will be a £10 charge for the replacement of an ID card payable online by credit/debit card.

11. TUITION FEES

11.1 Amount of tuition fees

11.1.1 The amount of your tuition fees is set out in the Course Agreement Form. Your Course Agreement Form may also include details of any applicable Sales Tax and further information about Sales Tax can be found [here](#). It is your responsibility to make arrangements to pay your tuition fees and any applicable Sales Tax in accordance with the payment terms set out in these Terms and Conditions.

11.1.2 Tuition fees are fixed for the duration of your Course. It is not possible to pay your tuition fees in instalments.

11.1.3 Tuition fees are set, reviewed and published by King's on an annual basis.

11.2 Additional costs

11.2.1 You are responsible for your own living expenses, travel and accommodation costs (unless otherwise agreed in writing or set out in the Course Information). Additional costs that will be incurred on your Course, for example for course text and work books, will have been detailed in the Course Information ("**Additional Costs**").

11.2.2 We strongly advise that You do not purchase any test or work books until after the first lesson has taken place unless specified.

11.2.3 If your Course takes place at a premises external to King's, any travel, accommodation and subsistence costs incurred by King's will be added to your tuition fees.

11.3 Sponsored students

11.3.1 The invoice for your Course fees as a sponsored student will be sent directly to the sponsoring organisation. Payment of the invoice is due 30 days from the invoice date. In the event of non-payment of fees by the sponsoring organisation, the outstanding amount will be invoiced to the student and shall be payable within 14 days.

11.3.2 If You are a sponsored student, and your sponsor does not pay the fees on your behalf, You will be liable to pay the fees to King's.

11.4 Making Payment

11.4.1 It is your responsibility to make arrangements to pay your tuition fees and any applicable Sales Tax in accordance with the payment terms and conditions set out in the Course Information and outlined in these Terms and Conditions.

11.4.2 All payments must be made using one of King's advertised payment methods. King's accepts no responsibility for payment of tuition fees by direct bank transfer into King's bank account.

11.4.3 King's advertised payment methods can be found [here](#).

11.4.4 Please take care when deciding how to pay your tuition fees and any applicable Sales Tax and be aware of frauds and scams to help protect yourself. King's advertised methods of payment are its preferred ways of receiving your fees as they are safe and secure, so if

You choose to use an alternative payment method You may be putting yourself and your funding at risk of scams and frauds.

- 11.4.5 King's does not accept payment of tuition fees or any applicable Sales Tax by cheque.
- 11.4.6 King's does not accept payment of tuition fees or any applicable Sales Tax in cash either directly or at any of its bank branches.
- 11.4.7 You are responsible for knowing the exact source of funding of your tuition fees and any applicable Sales Tax.
- 11.4.8 Where the payer of your fees is an individual and not a formal sponsor / external corporate body, then there must be a known evidenced relationship between You and the payer (for example, a parent/guardian or close family member).
- 11.4.9 For compliance purposes, King's may require You to provide further information about the third party paying your tuition fees including but not limited to the payer's date of birth, full residential address, relationship to payer, and the source of funds. You will be required to provide such information upon King's reasonable request and without delay.
- 11.4.10 Where unauthorised funds are received into King's bank account, or where You fail to provide satisfactory information about the payer, then for compliance reasons (including in relation to the Proceeds of Crime Act 2002) King's may return funds back to the payer, and You will be required to make direct payment to King's immediately. Any return of funds may potentially result in a financial loss to You and / or the payer due to currency exchange losses and / or bank handling fees. You shall be liable for any currency exchange losses and / or bank handling fees incurred by King's as a result of returning funds to You.
- 11.4.11 Where a debit or credit card payment received by King's is subsequently disputed by the cardholder and King's agrees to return the funds back to the payer, if there is a tuition fee balance owing, You will be required to make payment to King's immediately.
- 11.4.12 King's reserves the right to withdraw You from the Course where any payment made by You to King's is reported to King's by the card acquirer as being fraudulent.
- 11.4.13 King's reserves the right to charge an administration fee of £25 in respect of chargebacks/disputed debit or credit card payments received from the King's card acquirer.

11.5 **Non-payment or late payment of tuition fees**

- 11.5.1 If You do not pay your tuition fees or any applicable Sales Tax in accordance with the payment terms set out in these Terms and Conditions King's will send You a written notification requesting that You make payment within 14 days. If You fail to pay by the date specified in the written notification one or more of the following may happen:-
 - (a) You may be prohibited from using library or computing facilities or services;
 - (b) You may be prohibited from accessing online Course content and / or discussion forums;
 - (c) You may be prohibited from attending classes;
 - (d) your access to student records may be removed;
 - (e) You may be suspended;
 - (f) You may not be allowed to enrol;
 - (g) You may not be allowed to enrol on subsequent courses offered by the King's Language Centre;

- (h) You may not be allowed to complete your Course;
- (i) your results may be withheld; and/or
- (j) we may not issue your certificate of professional development.

11.5.2 For further information on the process and consequences of late payment, please see [here](#).

11.5.3 Please see [here](#) if You are having difficulties paying on time and need further help and advice.

11.5.4 A student who is suspended under Section 11.5.1 above may have their King's registration cancelled after 14 days written notice. You will have an opportunity to discuss any unpaid charges with a member of the Finance Department.

11.5.5 Students whose registration at King's is cancelled under Section 11.5.4 above remain liable for payment of any outstanding fees. Students who subsequently pay the outstanding fees must re-register for their Course. Acceptance onto the Course and accreditation of previous study will be subject to King's admissions requirements (as set out in the Academic Regulations) applicable at the time of re-application.

11.5.6 A student who withdraws from their Course during the academic year may be charged pro rata tuition fees to the date of withdrawal or interruption and is required to pay the outstanding tuition fees within 14 days of the date of invoice. Further information is set out in Section 14.

11.5.7 We reserve the right to take steps to recover unpaid fees in accordance with our legal rights and remedies. Further details in relation to non-payment or late payment of tuition fees are set out [here](#).

11.5.8 We reserve the right to charge interest on unpaid fees if we are required to issue court proceedings to recover any unpaid fees. Debt collection fees may also be recovered from You, and an administration fee of £25 may be charged in respect of card chargebacks.

11.6 Tuition fee variations

11.6.1 Details of your tuition fees and any applicable Sales Tax will be set out in the Course Information.

11.6.2 During your Course, if King's has determined that your Course is subject to Sales Tax in your country of residence, we reserve the right to pass on any such Sales Tax to You. King's also reserves the right to pass on any change in the rate of Sales Tax to You.

11.6.3 King's will give affected students as much notice as reasonably possible of any liability for Sales Tax or a change in the rate of Sales Tax. Further information on Goods and Sales Tax can be found [here](#).

11.6.4 If King's notifies You that You are liable for Sales Tax during your Course, or the rate of Sales Tax will be increasing and You are unhappy with the increased fees, You may end your Contract with us provided that You inform language.tuition@kcl.ac.uk or in writing no later than two weeks of King's notifying You of the increase. The effect of ending your Contract is that You will not incur fees for the remainder of your Course and your studies with King's will terminate. You will remain liable for any fees incurred up to the date before the fee increase takes effect. If your studies are interrupted or suspended for any reason, the fees when You begin or resume your studies may have increased, on the basis set out above.

12. LESSON CANCELLATIONS

12.1 If we need to cancel a single lesson of your Course, we will notify You as soon as practicable by email and/or text message, and we will endeavour to offer a replacement lesson.

- 12.2 If You wish to reschedule a single lesson of your Course, You must provide us with a minimum of 2 business days' notice. If notification is not received in time, the lesson will not take place but the full fee for that lesson will be retained as a cancellation charge.
- 12.3 Replacement classes can only be scheduled within the scheduled timetable. Any other arrangement is at the sole discretion of King's and in any event any rescheduled lesson must take place within three (3) months of the final lesson of the Course.
- 12.4 Students must inform King's and the teacher if they are going to be late for a lesson.
- 12.5 To reschedule or cancel a lesson, or inform us that You will be late for a lesson, please contact King's Language Centre via email at language.tuition@kcl.ac.uk or call 020 7848 1006.
- 12.6 We recognise that there may be occasions when the agreed notice period in Section 12.2 cannot be met and that You may have mitigating circumstances. Mitigating circumstances are defined as "recognisably disruptive or unexpected events, beyond the student's control, that might have a significant and adverse impact on their academic performance." Please see our [Mitigating Circumstances Policy](#) for further details.
- 12.7 The Course must be completed within the arranged time period set out in the Course Information unless otherwise agreed.
13. **KING'S CANCELLATION RIGHTS**
- 13.1 Subject to us complying with the Academic Regulations and Policies and Procedures we may cancel the Contract at any time with immediate effect by giving You written notice if:-
- 13.1.1 You have failed to meet the conditions of your Course Agreement Form, or it comes to our attention that You have failed to meet or no longer meet the entry requirements for your Course (including by way of us discovering that You have falsified your qualifications or your application contains material inaccuracies or fraudulent information, or that significant information has been omitted from your application form);
- 13.1.2 You do not pay your tuition fees, applicable Sales Tax or Additional Costs within 30 days of us notifying You that your fees are outstanding;
- 13.1.3 we lose our right for the purposes of relevant legislation or regulatory requirements to provide your Course to You;
- 13.1.4 a Force Majeure Event prevents us from providing your Course for longer than 4 weeks (whichever is shorter);
- 13.1.5 You have failed to meet the requirements of your Course or fail to make sufficient academic progress, as set out in the Academic Regulations or Policies and Procedures (including, without limitation, in respect of your attendance or academic results);
- 13.1.6 You are found guilty of a serious breach of the Academic Regulations and/or our Policies and Procedures at a disciplinary hearing;
- 13.1.7 You break the Contract in any material way, and, where that situation is capable of being corrected, You do not correct it within 14 days of us asking You to do so; or
- 13.1.8 You do not meet your obligations as a sponsored Student or You no longer have immigration permission to study in the United Kingdom.
- 13.2 If we cancel the Contract in accordance with Section 13.1, You may be charged pro rata tuition fees and any applicable Sales Tax up to the date of termination. We will invoice You for any outstanding tuition fees and any applicable Sales Tax, which will be payable within 14 days of the date of invoice. Upon your request, we will refund any tuition fees and applicable Sales Tax which You have overpaid (if, for example, You have paid your tuition fees and any applicable Sales Tax in advance) within 14

days of the date of termination. Further details on how You request a refund will be set out in the invoice You receive.

13.3 If You are suspended from participation on your Course, You may be excluded from attending lectures, classes or seminars, using our facilities or services, submitting assessments, taking tests/examinations, applying for another language course or Course Part, or proceeding to any degree, diploma or other award of King's at our reasonable discretion.

13.4 If the Contract has been terminated (for any reason), You will no longer be entitled to attend lectures, classes or seminars, use our facilities or services, submit assessments, take tests/examinations, apply for another language course or Course Part, or proceed to any degree, diploma or other award of King's.

14. **YOUR CANCELLATION RIGHTS AND WITHDRAWAL**

14.1 You have the right to cancel the Contract and your acceptance of a place at King's for any reason during a 14-day cancellation period (the "**Cancellation Period**"), which will start on the day You sign the Course Agreement Form.

14.2 To cancel the Contract, You must clearly inform us in writing of your decision to cancel before the Cancellation Period has expired. You can do this by contacting the King's Language Centre by email (at language.tuition@kcl.ac.uk).

14.3 Subject to Section 14.4, if You cancel the Contract within the Cancellation Period, we will reimburse any tuition fee and applicable Sales Tax payment received from You as soon as we can, and no later than 14 days after the day on which You informed us of your decision to cancel the Contract. We will make the reimbursement using the same means of payment as You used for the initial transaction, unless You have expressly agreed otherwise. You will not incur any fees as a result of the reimbursement (except for any exchange rate differences).

14.4 If your Course is due to begin within 14 days from the date You accept the offer of a place at King's then, by signing the Course Agreement Form, You are expressly agreeing that the Course should begin within the Cancellation Period. If You then decide to withdraw from your Course within the Cancellation Period You may be liable to pay a proportion of your tuition fees and any applicable Sales Tax, as set out in Sections 14.5 and 14.6 below.

14.5 If You withdraw from your Course after the Cancellation Period has expired, we will not refund payments received from You. Depending on when You cancel the Contract (in particular, whether it is before or after enrolment) You may be obliged to pay a proportion of your tuition fees and any applicable Sales Tax, as set out in Section 14.6 below.

14.6 If You withdraw from your Course during the Cancellation Period (but have received teaching during the Cancellation Period) or after the Cancellation Period has expired, your fees will be revised based on the number of lessons You have attended of your Course. If You withdraw from your Course after the Cancellation Period has expired any refund will be subject to a £25 administration fee

14.7 We do not offer refunds for lessons which take place on the advertised day and time but which You do not attend or are unable to attend because of unforeseen changes in your circumstances.

15. **KING'S OBLIGATIONS TO STUDENTS**

15.1 **Changes to Academic Regulations, Policies and Procedures**

15.1.1 During your Course, we may update and replace our Academic Regulations, and Policies and Procedures from time to time in order to ensure that King's operates efficiently for students and meets relevant legal and regulatory obligations, and/or where changes are in the interests of students. Changes to the Academic Regulations, and Policies and Procedures will be appropriately notified to students via email or the website. Such changes will not affect the content of your Course (see Section 15.2 for provisions concerning changes to Courses).

15.1.2 Any changes made under this Section 15.1 will normally come into effect at the start of the next academic year. King's will take all reasonable steps to minimise disruption to students wherever reasonably possible.

15.1.3 The updated Academic Regulations, and Policies and Procedures will be made available on the King's website and may be publicised by other means so that students are made aware of any changes.

15.2 Changes to Courses

15.2.1 Once You have accepted the Course Agreement Form, whilst we will use all reasonable efforts to deliver your Course as set out in the Contract, due to the time period between the publication of programme advertising and marketing information and registration on your Course circumstances may arise where we are required to make changes to your Course. Examples of "changes" include changes to the content or structure of your Course, or to the location or method of teaching or assessment, or to the type of award. The circumstances where changes may be made or required are (without limitation):-

- (a) where changes are in students' overall interests, for example because of developments in teaching practice or technology, new assessment methods, or where a campus redevelopment or restructuring of King's means that teaching locations change to a different site;
- (b) where regulatory or government requirements mean that changes must be made to ensure compliance. Examples include changes to how King's is required to operate because of changes to a professional body's requirements, or changes to immigration rules or other laws/regulations;
- (c) where a key member of staff is no longer available (e.g. through illness or resignation) and suitable alternative teaching or supervision arrangements are provided; and/or
- (d) due to factors beyond our reasonable control, it may sometimes be necessary to vary the content of the Course or modules or services as described in the Course Information.

15.2.2 If King's sponsors You under a student visa, Course changes may have an impact on your sponsorship, and we will provide You with further information. If You wish to change your Course, You should speak to us before taking any action.

15.2.3 King's is committed to providing appropriately qualified staff to teach its programmes, but it does not commit to ensuring that any individual will teach on any given programme. Where these members of staff leave King's, take leave or are otherwise become unavailable to teach then they will be replaced by either existing or new staff appointed by King's.

15.3 Closure of Courses

15.3.1 Once You have accepted the Course Agreement Form, whilst we will use all reasonable efforts to deliver your Course in accordance with the Contract, circumstances may arise where we are required to close your Course or Course Part. The circumstances where Course or Course Part closure may be made or required are (without limitation):-

- (a) where a key member of staff is no longer available (e.g. through illness or resignation) and suitable alternative teaching or supervision arrangements cannot be provided. This might be where the member of staff concerned has a particular specialism which cannot be adequately covered by other members of King's staff, or by other resources (e.g. temporary staff) that King's would normally engage in such circumstances;
- (b) where a teaching location becomes unavailable due to a Force Majeure Event; or

- (c) there are an insufficient number of students enrolled on the Course meaning the continued running of the Course is financially unviable.

15.3.2 Any Course closure and/or refund application in relation to a Course closure would be considered in accordance with our [Programme Closure and Suspension Policy](#) and [Student Protection Plan](#).

15.4 Consequences of changes to Courses or closure of Courses

Changes to Courses before enrolment

15.4.1 If we have to change your Course, we will use reasonable efforts to ensure that changes are kept to a minimum, but if we need to make any material changes to your Course (as described in the Course Agreement Form and/or Course Information) before You enrol at King's, we shall bring the changes to your attention as soon as possible and if You reasonably believe that the proposed changes will have a material prejudicial effect on You, You may either terminate the Contract and/or withdraw your application for the Course without any liability to us for tuition fees, or transfer to another Course (if any) as may be offered by us for which You are qualified.

Changes to Courses or closure of Courses post enrolment

15.4.2 Where changes or Course closure is proposed or have to be made for the reasons outlined at Sections 15.2 and 15.3 above, King's will take all reasonable steps to minimise disruption to students (including where your Course is closed and King's is unable to complete delivery of your Course, using reasonable efforts to, with your consent, transfer You to a new course: (i) at King's for which You are qualified; or (ii) at an alternative higher education provider). You cannot attend an alternative course on a trial basis.

15.4.3 In the case of minor changes as determined by us, we will use reasonable efforts to keep such changes to a minimum and to keep You informed appropriately, for example by email or via notifications on the intranet.

15.4.4 In the case of substantial changes as determined by us, before implementing any such change, we will consult with students to seek their views on the changes/proposals and any potential alternatives or steps to minimise the impact on students. Changes which are to students' benefit will not normally be "substantial".

15.4.5 In the case of substantial changes which You reasonably believe will have a material prejudicial effect on You, You must notify us of this in writing, following which we may offer You a suitable alternative Course for which You are qualified. If You are unhappy with the alternative Course we offer You or we are unable to offer You a suitable alternative Course, You may end your Contract by sending an email to language.tuition@kcl.ac.uk. The effect of terminating your Contract is that your Course will terminate. You will remain liable for any tuition fees and any applicable Sales Tax incurred up to the date when your notice to us expires.

15.4.6 You should consider your options carefully before terminating your Contract in such circumstances. You may for example want to contact other institutions about whether You might be able to complete your Course with them. You may also want to consider other matters such as accommodation and travel costs.

15.5 Liability for acts outside our control

15.5.1 King's will do all that it reasonably can to provide your Course as described on our website and in the Course Information or other documents issued by King's to You. Despite taking all reasonable steps to prevent them occurring, and to mitigate their impact, some events outside our control may mean that we are not able to provide your Course.

15.5.2 We shall not be liable to You for any failure in the delivery of the Course arising from matters outside our control. This includes but is not limited to: industrial action which it is not within

the capacity of King's to resolve; severe weather, fire, civil commotion, riot, cyber attack, default by third party suppliers or subcontractors, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not), natural disaster, restrictions imposed by government or public authorities, epidemic or pandemic disease or failure of public utilities or transport systems/networks (a "**Force Majeure Event**").

- 15.5.3 We would normally expect such Force Majeure Events to be short term and we will contact You to advise of an alternative course of action, where possible. We shall use all reasonable endeavours to mitigate the effect of the Force Majeure Event on your Course and the performance of our obligations and such mitigations may include, without limitation, altering timetables to reschedule postponed classes and delivering classes via a different method. If such an event results in the complete inability to deliver your Course for a continued period of four weeks or more then You will be entitled to terminate your Contract with immediate effect by contacting language.tuition@kcl.ac.uk or in writing.
- 15.5.4 You should consider your options carefully before terminating your Contract, for example whether You are able to transfer any existing academic credits to an alternative programme and You may wish to contact the Student Advice Service to discuss this. Further information is available [here](#).
- 15.5.5 If You decide to terminate your Contract in such circumstances, You will remain liable for tuition fees and any applicable Sales Tax incurred up until the date when You inform us of your decision. You will have no liability for fees after that time, and You will be refunded any excess payment You have made. The fees You have incurred for an academic year which has not ended will be calculated on the basis described under Section 14.5.

15.6 **Limitation of our liability to You**

- 15.6.1 Nothing in these Terms and Conditions will limit or exclude King's liability:-
- (a) for death or personal injury arising from our own negligence; or
 - (b) for fraud or fraudulent misrepresentation; or
 - (c) in respect of any other liabilities which may not be lawfully excluded or restricted.
- 15.6.2 King's shall not be liable and expressly excludes liability for:-
- (a) damage to, theft and/or loss of your personal property (including but not limited to personal possessions such as your own IT equipment, bicycles or vehicles) unless caused by our negligence;
 - (b) for any injury to a student, financial or other loss or damage resulting from such injury, or for damage to property, caused by any other student, or by any person who is not an employee or authorised agent of King's;
 - (c) financial or other consequential loss where such loss or damage is a result of theft, fire, flood, computer virus or any cause related to our computer facilities;
 - (d) loss attributable to a breach of any procedural requirement detailed in these Terms and Conditions, or any other policy, procedure or regulation, if such loss would not have arisen had the procedural requirement been met;
 - (e) any failure or delay, or for the consequences of any failure or delay, in performance of our obligations under these Terms and Conditions, if such failure or delay is due to any event beyond our reasonable control; and
 - (f) any losses which were not foreseeable to You and us when this Contract was formed and that were not caused by any breach on our part.

15.6.3 Subject to Sections 15.6.1 and 15.6.2, our aggregate liability to You under this Contract is limited to the total amount of tuition fees paid or payable by You in respect of your Course.

16. DEFERRALS

We are unable to defer Offers for corporate and tailor-made courses.

17. COMPLAINTS

17.1 If You have a complaint about the admissions process, please follow our Applicant Complaints Policy. Applicants do not have the right to appeal an academic judgement that is made on an application. Further details are set out in Section 4.1.7.

17.2 Once You have registered as a student of King's, if You have a complaint about us, please follow the [Complaints Procedure](#) in the Academic Regulations.

17.3 You may also be eligible to apply for a refund or compensation. Please view our Student Protection Plan for further details on how to apply for a refund or compensation if You are no longer able to continue your studies at King's.

17.4 If, having followed the complaints procedure to completion, You remain dissatisfied You have the right to make a complaint to the [Office of the Independent Adjudicator for Higher Education](#).

18. SAFEGUARDING

King's is very mindful of its duties under the Safeguarding Vulnerable Groups Act 2006 (as amended) and Care Act 2014, and shall comply with its obligations under its [Safeguarding Policy](#).

19. INTELLECTUAL PROPERTY

Any Intellectual Property Rights developed by You during your Course are subject to our [Intellectual Property, Commercial Exploitation and Financial Benefit, Code of Practice](#).

20. DATA PROTECTION

20.1 We will process Personal Data in accordance with the Data Protection Legislation. Our [Student Data Collection Notice](#) explains what data we might hold about You, how we use it, who we might share it with and the reasons for doing that.

20.2 If You are involved in Processing Personal Data (for example in some research projects) You must ensure that You abide by the requirements of the Data Protection Legislation. You should comply with our [Data Protection Policy](#) and [Research Data Management Policy](#) and seek guidance with your tutor or supervisor from King's [Information Compliance Team](#).

21. GENERAL

21.1 If any provision of the Contract between You and us is held to be void or unenforceable in whole or in part by any court or other competent authority, that Contract shall continue to be valid as to the other provisions contained in it and/or the remainder of the affected provision.

21.2 The Contract constitutes the entire agreement between You and us in relation to its subject matter.

21.3 Neither party intends that any of these Terms and Conditions will be enforceable or able to be amended or suspended by any third party.

21.4 These Terms and Conditions are governed by and construed in accordance with English Law. The English Courts have non-exclusive jurisdiction to deal with any dispute arising out of or in connection with them.