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Document Change Log	
Summary of changes made between previous issue and this current issue	Page number

If you require this document in an alternative format (such as large print, Braille, printed on coloured paper or a paper copy of an electronic document), please use the following email address:

info@lwcw.ac.uk

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1 Introduction

Thank you for considering a Higher Education programme at Lakes College West Cumbria. Accepting a place on a programme is a significant step and creates financial commitments for you. It is therefore important that you understand:

- a. The implications of accepting a place on a programme
- b. How to cancel your place on a programme should you need to do so
- c. Key Terms and Conditions

It is also important that you understand your responsibilities and how the relationship between you and Lakes College West Cumbria will work throughout your time as a student.

These Terms and Conditions (“Terms”) govern your relationship with Lakes College West Cumbria (“Institution”) and apply to all students pursuing Higher Education programmes at the Institution starting in September 2023. By enrolling and participating in any programme offered by the Institution, you need to read, understand and agree to abide by these Terms by signing at enrolment. Please read them carefully and if you have any questions regarding these Terms please contact info@lcwc.ac.uk.

1.1 Regulations

In addition to the Terms and Conditions there are other regulations, policies and procedures which apply to your enrolment with the Institution. The full list of regulations, policies and procedures that apply to you as a Lakes College West Cumbria student is available within the Higher Education page on the Institutions website [Higher Education at Lakes College - Lakes College \(lcwc.ac.uk\)](https://www.lcwc.ac.uk/higher-education) and detailed in Section 13 of this document.

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Within each section of this document, we have highlighted relevant Lakes College West Cumbria policy documents, where they are found and key points for you to be aware of and comply with. Where there are key terms we will bring this box to your attention:

Document	Where found	Key points
The name of the document setting out the provisions or regulations relating to a particular aspect of the Lakes College West Cumbria regulatory framework.	This will usually be a place on the HE page of the Institution’s website.	We have highlighted key messages from the documents at appropriate points throughout these Terms and Conditions. If you have any questions or if there is anything you do not understand, please contact us.

If you are struggling to find a policy document, please contact the Quality Administrator at qualitydept@lcwc.ac.uk.

1.2 Changes and updates to these Terms

These Terms apply to all Higher Education Lakes College West Cumbria students. Please be aware that the Terms and Conditions may be updated in response to legal or regulatory requirements, correcting errors, or improving clarity and accessibility. If we make any changes to pre-contractual information after you have accepted an offer, or after you have enrolled, we will seek your express consent. Any changes prior to this point will be communicated to you as an applicant. We will give you as

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much notice as possible of changes so that you have time to understand them before they come into effect.

Please make sure that your contact details are up to date so that you do not miss any vital messages. To update your details please request changes via the following:

- Current students – Ebs Ontrack
- Prospective students – Student Service Team at tscs@lcwc.ac.uk

2 The Contract

Policy Document	Where found	Key points
This Terms and Conditions Document	Higher Education page on Lakes College West Cumbria website	Details the rights and responsibilities of you and the Institution and sets out the terms of the agreement.
Programme Specification and Programme Information	Higher Education page on Lakes College West Cumbria website	Sets out details of the programme.
Lakes regulations, policies and procedures	Section 13 of this document and the Higher Education page on Lakes College West Cumbria website	The framework of regulations, policies and procedures that guide and govern your studies with the Institution.

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These Terms and Conditions (“Terms”) govern your relationship with Lakes College West Cumbria (“Institution”) and apply to all students pursuing Higher Education programmes at the Institution. By enrolling and participating in any programme offered by the Institution, you agree to abide by these Terms. You need to read, understand and agree to abide by these Terms by signing at enrolment.

A key part of your contract with us is your programme information, detailed in your programme specification which can be found on the Institution's website at [Higher Education at Lakes College - Lakes College \(lcwc.ac.uk\)](https://www.lcwc.ac.uk/higher-education).

In addition to the Terms and Conditions there are other regulations, policies and procedures which apply to your enrolment with the Institution. The full list of regulations, policies and procedures that apply to you as a Lakes College West Cumbria student are available within the Higher Education page on the Institution’s website [Higher Education at Lakes College - Lakes College \(lcwc.ac.uk\)](https://www.lcwc.ac.uk/higher-education) and detailed in Section 13 of this document.

Please find important information about the contract at the Offer and Enrolment stages below:

1. **Prior to your enrolment**, at the offer stage you have a statutory right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 to cancel your application to study within 14 calendar days of the date of accepting an offer without incurring any financial liability.
2. **After you have enrolled**, if you decide to cancel and withdraw from the programme after three weeks of enrolment you are liable for any outstanding balance due for the annual Tuition Fee. If you cancel or withdraw within three weeks of enrolment there will be no financial liability and you will receive a refund of fees paid.

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2.1 The Admission Process

We have a two-stage application process, details of which can be found in Lakes College Admissions Policy and Procedure.

Once your application has been received, the Admissions Team will review your suitability for the programme in accordance with the criteria for admissions set out in the programme specification. If your application does not meet the criteria for admission for the programme, the Admissions Team will contact you via a phone call or invite you in person to discuss your options.

All other applicants will be invited to a formal interview to provide programme information with a member of the Programme Academic Team to assess your suitability for the programme. From the interview stage, an offer letter and e-mail will be sent if a place has been offered to you and this letter and email will stipulate whether the offer is unconditional or conditional i.e. if there are any requirements to meet suitability for the programme. At this point you will be asked to respond to confirm whether you intend to accept the offer of a place on your chosen programme.

Your acceptance of the offer of a place creates a contract between you and Lakes College West Cumbria and you agree to comply with and be bound by these Terms and Conditions should you become an enrolled student. Your acceptance of these Terms and Conditions will be confirmed when you enrol. The contract is subject to you satisfying us of the following:

- a) you have met the criteria for admission
- b) you have met any specific requirements for registration or enrolment for any module
- c) if applicable, you have met any requirements of the relevant professional, regulatory and/or statutory body for registration for the programme

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- d) you have paid the relevant fee or provided an approved payment method

A confirmation letter will be sent after you have accepted a place to confirm that the acceptance has been received. This letter will confirm the information discussed during the application process which will have details of your start date, programme delivery, contact hours, expected workload etc., to allow you to plan around your commitments e.g. employment or other responsibilities. You will also be sent details of the steps of how to enrol on to the programme.

3 The Enrolment Stage

Enrolment on a Higher Education programme at Lakes College West Cumbria is subject to you meeting all criteria of admission and being accepted by the Institution.

We will invite you to attend an enrolment event before your programme starts and you will be required to sign your Enrolment Agreement and these Terms.

At the enrolment stage you should be aware that:

- Your offer of a place is made on the basis that the information supplied in your application is true and complete.
- If you were given a conditional offer your place on the programme is subject to you meeting all the conditions identified in the offer letter sent to you.

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- You will be asked to produce satisfactory evidence of your previous qualifications.
- You will have an identity check.
- You accept the Terms of this document by signature

During or after the enrolment stage, the offer of a place, or your place on the programme, may be withdrawn by Lakes College West Cumbria if one or more of the following applies (see also Section 8: Cancellation and Withdrawal):

- the information on your application form is found to be untrue or incomplete and this has a material effect on your suitability for the programme, or
- you cannot provide evidence of your previous qualifications, or the evidence does not support the information you supplied in your application, or
- disclosure of any criminal convictions may affect your suitability for the programme (see Section 5: Criminal Convictions), or
- you have not met the conditions identified in the provisional offer letter sent to you.

4 Fees, Finance and Refunds

Policy Document	Where found	Key points
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Lakes College Higher Education Fee Policy	Higher Education page on Lakes College West Cumbria website	Details of the fees policy with signposting to Student Finance
Lakes College Higher Education Debt Policy	Higher Education page on Lakes College West Cumbria website	Details of the Institution's debt policy
Student Protection Plan	Higher Education page on Lakes College West Cumbria website	Explains the actions the Institution will take if something happens that poses a risk to the continuation of your studies.

4.1 Tuition Fee Payments

At enrolment, you must commit to pay your tuition fees whether that be through an Advanced Tuition Fee Loan, your employer or using your own personal funds. It is expected that the majority of HE students will fund the payment of Tuition Fee costs using a Tuition Fee Loan from Student Finance England (SFE). It is your responsibility to complete an application to SFE if you plan to access a Tuition Fee Loan. If you need assistance with your loan application, support is available from the Student Services Team at teamstudentservices@lcwc.ac.uk.

If you plan to pay your Tuition Fee using your own funds, then you will need to be able to pay a 20% deposit at enrolment and arrange monthly instalments to cover the remaining amount by the end of the academic year.

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If you are unsure what you are entitled to receive from SFE or any other source of funding then please seek advice from the Student Services Team at tscs@lcwc.ac.uk They will give you as much information as they can, but ultimately, only SFE can grant or deny your loan, based on the information you provide in your application.

After you have enrolled, if you decide to cancel and withdraw from the programme after three weeks of enrolment you are liable for any outstanding balance due as outlined in the Lakes College Higher Education Fees Policy. Please refer to Section 8: Cancellation and Withdrawal in order to notify the Institution of your intention to cancel.

4.2 Additional Programme Costs

Each programme will have additional costs as outlined in the programme handbook. These costs may be mandatory and therefore required for programme completion. Examples of additional costs include (but are not limited to) core textbooks, specialist materials, library fees and printing fees. All additional costs, whether mandatory or optional will be highlighted to you during the enquiry stage and will be confirmed at the interview. By agreeing to these Terms you agree to pay any mandatory additional programme costs.

4.3 Fee Refunds

Should you wish to cancel and withdraw after three weeks of enrolment, you should be aware of the Institution's policy on refunds. The full details of the policy can be found in the Lakes College Higher Education Fees Policy which sets out full/partial refund of fees.

Any overpayments or duplicate payments made by the Student Loans Company (SLC) will be returned to the SLC and not the student, as will any refunds made in relation to the programme.

4.4 Academic and Non-Academic Debt

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4.4.1 Academic Debt

Academic debt relates to any outstanding programme fees. You are responsible for promptly paying all academic fees by the specified due dates as outlined by the Institution. If you do not pay your academic fees we may take all reasonable steps including legal action to recover outstanding monies owed by you to the Institution in line with Lakes College Higher Education Debt Policy. We may also cancel your registration as detailed in Section 8: Cancellation and Withdrawal.

4.4.2 Non-Academic Debt

Non-academic debt includes any outstanding financial obligations incurred by you for non-academic services such as housing fees, meal plans, extra-curricular activities, or fines related to breaches of conduct policies. You are responsible for promptly paying all non-academic fees and costs by the specified due dates as outlined by the Institution. If you do not pay your non-academic fees and costs, we will take all reasonable steps including legal action to recover them from you in line with Lakes College Higher Education Debt Policy. Please note the Institution cannot apply academic sanctions for non-academic debt.

Please contact the Learner Support Manager if you are experiencing financial difficulty or require further advice at [Financial Support - Lakes College \(lcwc.ac.uk\)](https://www.lcwc.ac.uk/financial-support).

4.5 Changes to Programme

The Institution will endeavour to deliver your programme in line with the programme information detailed in the programme specification on our website. However, there may be situations where it is necessary to make changes to your programme. The Institution will aim to keep any programme changes to a minimum. If changes to your programme are required while you are studying, we will communicate these to you and where appropriate consult with you as early as possible to try to minimise any potential disruption to you. Reasons for changes include:

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4.5.1 Unexpected and emergency circumstances outside our control

There may be circumstances outside of our control where we are unable to deliver your programme in full or in part for reasons such as fire, flood, pandemic, war, or terrorist acts. Where those or similar circumstances arise, we will minimise disruption as much as possible and wherever practicable, provide you with reasonable alternative arrangements to continue with your studies.

4.5.2 Short-term changes to learning, teaching and assessment arrangements

The Institution may have to postpone, re-locate, re-structure or cancel teaching sessions, assessments or examinations due to an event or circumstance beyond our control including but not limited to short notice absence of teaching or other staff, or short notice unavailability of premises, facilities or materials. We will try to inform you of any changes as early as possible and provide reasonable alternative arrangements wherever practicable.

4.5.3 Legal or regulatory changes

We may need to make changes to the programme as the result of a legal or regulatory requirement, or to meet the requirements of a validating or accrediting body.

4.5.4 To maintain academic standards and quality assurance

We continually seek to enhance our students' experience and ensure our programmes remain relevant, valid and current. We may need to make changes to aspects of the programme to reflect developments in teaching and the subject area, to address any external examiner feedback received from annual reports, or to incorporate sector guidance or best practice. An example of a change could be a change to methods of assessment and assessment weightings.

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If we make any material change to your programme we will take reasonable steps to obtain your consent to the changes and will work with you to try to minimise any impact to you. If you are adversely affected by a material change, you will be offered the opportunity to withdraw from your programme and terminate your contract with the Institution without financial penalty, or supported to transfer to another provider, where possible.

4.6 Early Closure of Programme

In the extremely unlikely event of the early closure of a Higher Education programme:

- 4.6.1 Under the requirements of our Student Protection Plan the Institution will seek to teach out the programme. Please see the Student Protection Plan for further details.
- 4.6.2 Should this not be possible, we will take all reasonable steps (with your agreement) to find an alternative suitable provider of HE with an equivalent programme onto which you can transfer to continue to study. In this event, the remainder of any fees will need to be either paid or transferred to the new provider.
- 4.6.3 Where no alternative suitable provider can be found, the remainder of any fees unpaid will not be due. However, any refunds will be decided depending on the specific circumstances of the programme closure.
- 4.6.4 Any bursary, hardship loan or grant, or other financial award that has already been paid to students will not need to be repaid to the Institution. Students

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adversely affected by an early closure will be designated a priority group to access financial support.

5 Criminal Convictions

Policy Document	Where found	Key points
Lakes College Admissions Policy and Procedure	Higher Education page on Lakes College West Cumbria website	Details the admissions process and the Institution's right to refuse admission with examples of circumstances which may lead to admission being refused.

The Institution has a duty of care to all learners and staff. It therefore reserves the right to carry out a risk assessment on any applicants with criminal convictions where there could be a potential risk to other members of the Lakes College West Cumbria community. If you have any criminal convictions then you will fall into this category.

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You must disclose any criminal convictions at application and/or enrolment stage and this is highlighted in Lakes College Admissions Policy and Procedure. You must also inform us of any criminal convictions you receive during your time as a student at the Institution.

A helpful guide to what to disclose when applying to study Higher Education can be found on the NACRO website: <https://www.nacro.org.uk/nacro-services/advice/advice-for-individuals/applying-for-university-and-schools/>

Disclosure will not result in an automatic cancellation of registration or exclusion from the Institution. The Safeguarding Team will investigate the nature of the criminal convictions in the strictest confidence to assess any risk and to determine any support measures that may be put in place while you are on the programme. You may be referred to the Inclusion Panel based on the risk assessment conducted which will determine your suitability for the programme. Please note it is possible that your place may be withdrawn at the following stages:

- Pre-enrolment – offer may be withdrawn
- On programme – cancellation of registration for current students

Further details can be found in the Lakes College Admissions Policy and Procedure. If you are refused admission or your registration is cancelled, the Student Services Team will provide support to enable you to find more appropriate learning opportunities/environments where available. Careers advice will also be given.

6 Appeals Against Admission Decisions

Policy Document	Where found	Key points
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Lakes College Admissions Policy and Procedure	Higher Education page on Lakes College West Cumbria website	Details of the admissions process and the Institution's right to refuse admission with examples of circumstances which may lead to admission being refused.
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You have the right to appeal against an application outcome if you think the criteria for admissions and/or the Institution's Admissions Policy and Procedures have not been applied correctly. Appeals must be made in writing to the Student Services Manager at tscs@lcwc.ac.uk within 10 working days of the notification of the outcome. Please refer to Lakes College Admissions Policy and Procedure.

Please note: if you have a complaint relating to your experience during your application or enrolment stage then you should make a complaint using the Complaints Procedure. Refer to Section 11 for more detail on making a complaint

7 Conduct, Behaviour and Obligations

Policy Document	Where found	Key points
Lakes College HE Learner Behaviour and Conduct Policy and Procedure	Higher Education page on Lakes College West Cumbria website	Details the expectations of learner behaviour and conduct

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Lakes College HE Student Charter	Higher Education page on Lakes College West Cumbria website	Details the relationship between the Institution, our students and the student voice
Lakes College HE Academic Appeals Policy and Procedure	Higher Education page on Lakes College West Cumbria website	Details the appeal policy and procedure including timescales
Lakes College HE Academic Misconduct, Malpractice and Maladministration Policy and Procedure	Higher Education page on Lakes College West Cumbria website	Details what constitutes misconduct, malpractice and maladministration

7.1 Student Conduct, Behaviour and Obligations

During your time at Lakes College West Cumbria, you must comply with acceptable standards of behaviour set out in the Lakes College Learner Behaviour and Conduct Policy and Procedure. Failure to comply may result in disciplinary action. The Institution has a zero-tolerance policy regarding bullying and harassment towards staff, students and the Institution's stakeholders.

You are responsible for familiarising yourself with the specific requirements and curriculum of your chosen program. You must fulfil all the academic requirements as detailed in your programme specification and handbook, including completing required modules, assignments, examinations and other assessments. Please also refer to the Lakes College HE Learner Behaviour Conduct Policy and Procedure for further information on specific requirements.

7.1.1 Attendance

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Regular attendance and active participation in classes, labs, tutorials and other academic activities are essential for academic success. You must comply with the attendance and engagement requirements for your programme as set out in the Lakes College Student Attendance and Engagement Policy and Procedure.

If you have over four continuous weeks of non-attendance and engagement, your registration may be withdrawn by us and reported, as applicable, to the Student Loans Company (SLC), employer, and/or Professional Statutory Regulatory Body to meet our statutory reporting duties. For further information please refer to Lakes College Student Attendance and Engagement Policy and Procedure.

7.1.2 Academic Standards

You are required to maintain the highest standards of academic integrity and honesty. Plagiarism, cheating or any form of academic dishonesty is strictly prohibited and may result in action being taken under Lakes College HE Student Behaviour and Conduct Policy and Procedure and Lakes College HE Academic Misconduct, Malpractice and Maladministration Policy and Procedure.

7.1.3 IT Use

We will provide you with access to the Institution's IT services. You are required to use the Institution's services responsibly and in accordance with Lakes College West Cumbria Student Computing Policy/Acceptable User Policy.

7.1.4 Fitness to Study

You are required to engage with our Fitness to Study Policy if requested by us. The policy may be used to support you in situations where there are concerns for your health, safety and wellbeing, impact on your academic progress or ability to engage appropriately with your study and/or with others. For more information please see the Fitness to Study Policy.

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7.1.5 Health and Safety

You are required to act in a safe and responsible manner during your time on campus and any associated placement. Please see the requirements of the Institution's Health and Safety Policy. Failure to comply with the Health and Safety Policy may result in disciplinary action including removal from the programme.

7.2 The Institution's Obligations

7.2.1 We will provide a safe and supportive study environment that welcomes and values diversity, where everyone is treated with dignity and respect.

7.2.2 We ask staff and students to report incidents of assault, bullying, harassment, sexual harassment, or hate crime through our Whisper it! Reporting process.

7.2.3 We will provide you with the tuition, materials, and assessments as described in the programme information on the Institution's website.

7.2.4 We will use our academic judgement to determine to what extent, if any, you have met the learning outcomes of the module(s). Lakes College Assessment Policy and Procedure will apply to the assessment of your modules.

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7.2.5 We will ensure our staff undertake regular continuing professional development.

8 Cancellation and Withdrawal

Policy Document	Where found	Key points
Lakes College HE Academic Misconduct, Malpractice and Maladministration Policy and Procedure	Higher Education page on Lakes College West Cumbria website	Details what constitutes misconduct, and maladministration
Lakes College Fitness to Study Policy	Higher Education page on Lakes College West Cumbria website	Policy to support learner with wellbeing difficulties and sets out support available to students.
Lakes College HE Withdrawal Policy and Procedure	Higher Education page on Lakes College West Cumbria website	Details the withdrawal process including timescales
Lakes College HE Fee Policy	Higher Education page on Lakes College West Cumbria website	Details of the fee policy if you withdraw or cancel your place on a higher education programme.
Lakes College Admissions Policy and Procedure	Higher Education page on Lakes College West Cumbria website	Details the admissions process

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8.1 Your rights to cancel

To cancel your contract and withdraw your application:

1. **Prior to your enrolment**, at the offer stage, you have a statutory right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 to cancel your application to study within 14 calendar days of the date of accepting an offer, without incurring any financial liability.
2. **After you have enrolled**, if you decide to cancel and withdraw from the programme after three weeks of enrolment you are liable for any outstanding balance due for the annual Tuition Fee. If you cancel or withdraw within three weeks of enrolment there will be no financial liability and you will receive a refund of fees paid.

To cancel your offer of a place prior to enrolment please inform the Careers, Admissions and Recruitment team in writing at tscs@lcwc.ac.uk You may also give the Institution notice of your cancellation by completing the cancellation form in Appendix 1 of this document and returning by post or as a scanned attachment by email (email and postal address can be found in Appendix 1).

If you are currently studying a programme at Lakes College West Cumbria and you wish to cancel your contract with the Institution, you are required to notify the Institution in writing to the Programme Leader via email/letter. You may also give the Institution notice of your cancellation by completing the cancellation form in Appendix 1 of this document and returning by post or as a scanned attachment by email (email and postal address can be found in Appendix 1). We will acknowledge receipt of

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your correspondence and will confirm to you any outstanding fee liability or costs. Lakes College HE Fees Policy sets out how your fee liability is calculated.

Please note if you do not follow the cancellation process outlined in Lakes College, HE Withdrawal Policy and Procedure, you may still be liable for the full tuition fees and other charges for the academic term or year. In such cases, you are responsible for settling any outstanding financial obligations to Lakes College West Cumbria.

8.2 The Institution's Right to Cancellation

The Institution may withdraw you from the programme and end the Contract by written notice (letter or email) subject to your rights of internal appeal to the Institution in the following circumstances:

- a. we find you have given us false, incomplete, inaccurate or misleading information in your application or at any other time
- b. you fail to meet the conditions of the offer made to you
- c. you fail to meet any academic or administrative requirements set out in the programme information on the Institution's website
- d. you fail to pay your tuition fees or are in debt to us for tuition fees or other academic charges
- e. you materially breach these Terms and Conditions
- f. you are unable to meet the requirements of your course, including minimum attendance requirements
- g. as a result of an outcome under the Institution's policies and regulations regarding a disciplinary or conduct matter or Fitness to Study decision

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- h. you fail to disclose any relevant, unspent criminal convictions

9 Equality, Diversity and Inclusion

Policy Document	Where found	Key points
Lakes College Equality, Diversity and Inclusion Strategy	Higher Education page on Lakes College West Cumbria website	Details the Institution's strategy on equality, diversity and inclusion.
Lakes College HE Reasonable Adjustment Policy and Procedure	Higher Education page on Lakes College West Cumbria website	Details the Institution's policy with supporting learners with reasonable adjustments

Lakes College West Cumbria is committed to promoting equality and eliminating discrimination in all its forms, including but not limited to age, race, ethnicity, gender reassignment, sex, sexual orientation, religion, disability and pregnancy. We also

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recognise our responsibilities and anticipatory duty under the Equality Act 2010. Please refer to our Lakes College Higher Education Reasonable Adjustment Policy and Procedure.

As a student, you must treat others with respect, regardless of their background or characteristics. Failure to comply will result in disciplinary action as outlined in Section 7 above.

The Institution values diversity and seeks to create an inclusive learning and social environment where all students feel respected and valued. The Institution may provide training and awareness programs on equality, diversity, and inclusion for students and staff. Everyone is encouraged to participate in such initiatives to enhance their understanding and contribute to a positive College environment.

9.1 Telling us about a health condition, disability or learning support need

Lakes College West Cumbria provides support to ensure all students have equal access to educational opportunities. We encourage you to disclose any disability/learning difficulty and or long-term health condition for which you may require adjustments to learning environment and/or programme requirements. The Inclusive Learning Leader is responsible for ensuring that the Institution is able to make reasonable adjustments for declared conditions in order to implement a support plan as referenced in the Lakes College Higher Education Reasonable Adjustment Policy and Procedure.

10 Data and Privacy

Policy document	Where found	Key points
Lakes College Higher Education Data Protection Policy	Higher Education page on Lakes College West Cumbria website	Details the policy surrounding the protection of student data

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Lakes College Higher Education Data Retention Policy	Higher Education page on Lakes College West Cumbria website	Details the policy around data retention on personal information
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Your personal records will be kept confidentially and securely in line with Lakes College HE Data Protection Policy and Lakes College HE Data Retention Policy.

Any information provided by you to support your reasonable adjustments will only be shared with a limited number of staff who are directly responsible for determining and implementing the reasonable adjustment requirements. Staff who access this information will abide by Lakes College HE Data Protection Policy and Procedure.

We are required to provide anonymised statistical data returns to our regulators and statutory agencies. This does not identify individuals.

In certain circumstances, the Institution may be under a duty to disclose or share your personal data in order to comply with any legal or regulatory obligation to protect your safety or the safety of our employees, students or others.

To fulfil our Safeguarding duty in line with our Safeguarding and Prevent (Incorporating Child Protection) Policy, the Institution’s employees or agents have a statutory obligation to disclose relevant information to the internal Safeguarding team or external agencies (for example, Child and Adult Protection Services, or the emergency services).

To fulfil our Prevent duty in line with our Safeguarding and Prevent (Incorporating Child Protection) Policy, the Institution’s employees or agents have a statutory obligation to report concerns that a Lakes College staff member or student is at risk of being drawn into terrorism. Relevant information can be shared with key institution staff members with responsibility for responding to such matters, or external agencies for example the police and Channel (a programme that supports people who are vulnerable to radicalisation).

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11 Complaints

Policy document	Where found	Key points
Lakes College Higher Education Complaints Policy and Procedure	Higher Education page on Lakes College West Cumbria website	Details the internal complaints procedure with information for external agencies

We are committed to providing a fair and transparent process for handling complaints from students. If you have a complaint relating to your experience at the Institution, you should follow the Lakes College Higher Education Complaints Policy and Procedure.

The complaints procedure outlines the resolution process including timescales with all complaints handled with the strictest confidentiality, ensuring that only relevant parties are involved in the resolution process.

If you are dissatisfied with the handling or outcome of the complaint at Lakes College West Cumbria you have the right to take your complaint to the Office of the Independent Adjudicator (OIA) for Higher Education. The OIA is an independent organisation established to review and adjudicate unresolved student complaints against higher education institutions in the UK.

12 Appeals

Policy document	Where found	Key points
Lakes College Higher Education Academic	Higher Education page on Lakes College West Cumbria website	Details how you can ask the Institution for a review of an academic decision

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Appeals Policy and Procedure		
Lakes College Higher Education Complaints Policy and Procedure	Higher Education page on Lakes College West Cumbria website	Details the internal complaints procedure, and rights of appeal
Lakes College Admissions Policy and Procedure	Higher Education page on Lakes College West Cumbria website	Details the admissions process, the Institution's right to refuse admission, and your right to appeal against any decisions taken
Lakes College HE Academic Misconduct, Malpractice and Maladministration Policy and Procedure	Higher Education page on Lakes College West Cumbria website	Details what constitutes misconduct, malpractice and maladministration and includes your right to appeal against decisions taken
Lakes College HE Learner Behaviour and Conduct Policy and Procedure	Higher Education page on Lakes College West Cumbria website	Details the expectations of learner behaviour and conduct and your right of appeal against decisions taken

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You have the right of appeal after certain decisions have been made about you or about your learning. The policies above provide you with a right to appeal decisions relating to:

- An assessment outcome
- A complaint
- A disciplinary outcome
- An admissions decision

Please note that there are timescales for submitting appeals and these are clearly detailed in the policies above.

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13 The Lakes College West Cumbria Regulatory Framework

All documents can be found in the Higher Education pages of the Institution's website at [Higher Education at Lakes College - Lakes College \(lcwc.ac.uk\)](https://www.lcwc.ac.uk/higher-education)

Policy Document	Key point of policy covered
General Regulations these apply to all HE students at Lakes College	
Lakes College Admissions Policy and Procedure	The admissions process including details of how applications are processed, enrolment and admissions appeals.
Policy on Code of Conduct Behaviour	The key behavioural attributes we expect you to maintain during your time as a student including using computers and computer systems at the Institution.
Qualifications, CPD and Professionalism of Staff Policy	The key behavioural and professional attributes we expect all staff to maintain
Data Protection Policy	Sets out the Institution's obligations and how it complies with the General Data Processing Regulations.
Security Policy	Relates to use of electronic information system used by the Institution.
Single Equality Policy	Everything relating to EDI including the College's strategic aims, our duties, what data sets we monitor and how we plan,

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	roles and responsibilities, good practice, training and positive action.
Lakes College Equality, Diversity and Inclusion Strategy	Details the Institution's strategy on equality, diversity and inclusion.
Lakes College HE Reasonable Adjustment Policy and Procedure	Details the Institution's policy with supporting learners with reasonable adjustments
Lakes College Freedom of Speech Policy	How the Institution preserves freedom of speech and expression while maintaining its other obligations under the law. This Code applies to all employees, students and visitors to the Institution.
Lakes College - Student Attendance & Engagement Policy	The attendance policy and targets for each area of the Institution
Lakes College - Learner Services Counselling Policy	How a referral may be made for counselling and the key terms and conditions of the counselling service.
Lakes College HE Student Protection Plan	Outlines the risks that might affect continuation of study, the likelihood that each risk will crystallise, the measures put in place to mitigate the risks, and the policy on refunds if the Institution cannot preserve continuation of study.
Lakes College HE Fees Policy	Sets out the framework for all fees for all different types of study at the Institution. Sets out the framework under which refunds may be given for fees paid to the Institution.
Lakes College HE Debt Policy	Details of the Institution's debt policy
Lakes College HE Learner Behaviour and Conduct Policy and Procedure	The policy under which breaches of the Student Code of Conduct and other instances of unacceptable behaviour are

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	classified and dealt with.
Lakes College Higher Education Complaints Policy and Procedure	The process under which informal and formal complaints are handled.
AR Assessment Regulations these apply to all HE students at Lakes College West Cumbria	
Lakes College Recognition of Prior Learning Policy and Procedure	The framework by which learning completed elsewhere at the same level as the programme you are applying for may be taken into account. If you wish to have previous learning considered, please read the guide and speak to your tutor.
Research Ethics Policy and Procedure	The framework for the approval of research projects on the basis that all ethical considerations have been addressed.
Lakes College - Extenuating Circumstances Policy	The policy under which adverse circumstances which have affected your ability to complete an assessed component are considered and the outcomes that may result.
Assessment Malpractice and Maladministration Policy	The policy under which Unfair Practice (academic misconduct) is referred and considered, and the penalties that may result.
Appeals Against Assessment Decisions Procedure	Details of how and when to appeal and the procedure for considering an appeal.
Lakes College Higher Education Academic Appeals Policy and Procedure	Details how you can ask the Institution for a review of an academic decision
Lakes College HE Academic Misconduct, Malpractice and Maladministration Policy and Procedure	Details what constitutes misconduct, malpractice and maladministration

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APPENDIX 1 HIGHER EDUCATION COURSE OFFER CANCELLATION FORM

Please complete the form and send to teamstudentservices@lcwc.ac.uk or:

Lakes College West Cumbria
Hallwood Road
LillyHall Business Park
Workington
Cumbria
CA14 4JN

I hereby give notice that I wish to cancel my contract with the College as follows:

Applicant name	
Applicant address	
Applicant reference number/UCAS ID	
Programme name	

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Programme code/UCAS code	
Reason for cancellation	

Applicant signature _____

Date _____

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