

Terms & Conditions for 2024/25 academic year

These terms and conditions ("Terms") set out the basis on which the City and Guilds of London Art School Limited ("us", "we", "CGLAS", "Art School") will deliver educational services to students who enrol on one of our award-bearing courses. By registering and enrolling on one of our courses you are agreeing to enter into a contract with us which is governed by these Terms.

1 Definitions

- 1.1 In these Terms, the following terms have the following meanings:
- "Academic Regulations" means our rules and regulations
 - "Additional Costs" means any costs in addition to the Fees which are payable by you to us in connection with the Course;
 - "Application" means your application for a place on the Course;
 - "Contract" means the contract between you and us for the provision of the Services;
 - "Course" means the course of study described in the Offer, the details of which are set out in the Course Information;
 - "Course Information" means the description of the Course set out on the Website and in any written material that we send to you with our Offer;
 - "Entry Requirements" means any entry requirements set out in the Offer, including in relation to the qualifications or grades you must achieve to commence the Course;
 - "Event Outside Our Control" means any event or circumstances which is beyond our reasonable control;
 - "Fees" means the tuition fees payable by you in relation to the Course, as set out in the Course Information;
 - "Handbook" means the handbook in relation to the Course, which is available on Moodle from the beginning of the academic year in which you are enrolling;
 - "Offer" means our written offer to you of a place on the Course;
 - "Policies" means such of our rules, policies and procedures that are relevant to the Course;
 - "Registration" means the formal acceptance (along with the payment of fees) of the Offer;
 - "Services" means the delivery of the Course to you; and
 - "Website" means our website at www.cityandguildsartschool.ac.uk

- 1.1 "personal data", "sensitive personal data" and "process" have the meanings given to them by the Data Protection Act 2018.
- 1.2 When examples are given in these Terms by using words or phrases such as "including" or "for example" this will not restrict the meaning of the related general words.

2 **About Us**

We are City and Guilds of London Art School Limited, a not for profit, registered charity. Our main place of business is at 124 Kennington Park Road, London SE11 4DJ. You can contact us at this address or using the 'contact us' section of the Website.

3 **The Contract**

- 3.1 The Offer is our offer to provide the Services to you, subject to you meeting the Entry Requirements.
- 3.2 By registering and enrolling, whether online or in person, you are accepting the Offer and the Contract will commence on the date that you complete our enrolment process (the "Commencement Date").
- 3.3 Where your Course is intended to last for more than one academic year we will ask you to re-enrol in each subsequent academic year. This is to confirm your intention to continue the Course and will not create a new contract in respect of the Course.
- 3.4 The Contract is subject to these Terms. We may vary these Terms from time to time but it will be the version of the Terms in force at the time you first enrol that will apply to the Contract.
- 3.5 By completing the enrolment process, you warrant that:
 - (a) you have an immigration status that entitles you to undertake the Course; and
 - (b) you have met all of the Entry Requirements.

4 **Rights & Obligations**

- 4.1 We will deliver the Services in accordance with the Course Information and with our Policies. The specific timetable for the delivery of the Services (including term dates) will be as set out in the Handbook.

- 4.2 You agree to:
- (a) comply with the Academic Regulations, including the Art School's Student Disciplinary Code;
 - (b) maintain an immigration status appropriate to study the Course;
 - (c) satisfy all reasonable requirements of the Course, including in relation to attendance;
 - (d) comply with the Policies (including, without limitation, those in relation to health and safety and information security);
 - (e) comply with our reasonable instructions and guidance; and
 - (f) respect the rights and sensitivities of fellow students and staff.
- 4.3 We may make any changes to our services and /or the course which are necessary to comply with any applicable law or safety requirement, or which do not materially affect the nature or quality of the services, and we shall notify you in any such event.

5 Fees & payment

- 5.1 The Fees for the year are payable as set out in the Offer. Where the duration of a course is longer than one year, the Art School reserves the right to increase the fee for subsequent years in line with the rate charged to new entrants. The Art School will give students one term's notice if it decides to exercise this right.
- 5.2 The Fees must be paid to us directly by you unless and for so long as the Student Loans Company or another third party (including a parent or corporate sponsor) pays the Fees on your behalf.
- 5.3 If you are entitled to pay Fees at a concessionary rate, you hereby authorise us to confirm your eligibility directly with the relevant benefits agency or other agency.
- 5.4 Where the Course requires you to purchase additional goods and /or services from us (including, without limitation, travel or accommodation in relation to field trips) any Additional Costs will be as set out in and payable in accordance with the Course Information.
- 5.5 If you fail to pay the Fees to us when they are due, we will take steps to recover the Fees in accordance with our legal rights and remedies. We may also withhold any certificate of achievement that would otherwise be issued by us in relation to the Course and prevent you from attending any graduation ceremonies.

- 5.6 You acknowledge that, subject to these Terms, you may be liable for the full amount of the Fees payable in respect of each academic year you enrol for, regardless of whether or not you complete or pass that part of the Course.

6 **Duration & cancellation of the Contract**

- 6.1 The Contract will commence on the Commencement Date and continue until your completion of the Course unless:
- (a) it is cancelled earlier in accordance with these Terms; or
 - (b) where the duration of the Course is more than 1 academic year, you fail to re-enrol on the Course for the subsequent academic years, in which case it will end at the end of the last academic year unless your failure to re-enrol is due to you taking an agreed interruption of studies from the Course.

Your cancellation rights

- 6.2 You may cancel your Registration within 14 days of accepting our offer, without giving any reason, by informing us by a clear statement. This right to cancel reflects your legal right under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. You may use the model cancellation form, though it is not obligatory, that can be found on our website at www.cityandguildsartschool.ac.uk. If you do use the model form you can send it by post to *Admissions, City & Guilds of London Art School, 118-124 Kennington Park Road, London SE11 4DJ* or email it to admissions@cityandguildsartschool.ac.uk. You may also write to us at these postal and email addresses.
- 6.3 You may cancel the Contract if:
- (a) we break the Contract in any material way and do not correct the situation within 14 days of you asking us in writing to do so;
 - (b) an event or circumstances outside your reasonable control (such as illness) prevent you from undertaking the Course for a period of 16 continuous weeks or one academic term (whichever is the shorter).
- 6.4 If you wish to withdraw from the Course and receive a refund of the Fees in any other circumstances, then we will consider your request in accordance with our guidelines for refunds.

Our cancellation rights

- 6.5 We may cancel the Contract:
- (a) if we lose our right for the purposes of relevant legislation or regulatory requirements to provide the Services to you;
 - (b) if an Event Outside Our Control that prevents us from providing the Services continues for longer than one academic term or 16 weeks, (whichever is the shorter); or
 - (c) due to the unavailability of key personnel or materials;
- 6.6 Subject to us complying with any relevant Policies (including our Disciplinary Code) we may cancel the Contract at any time with immediate effect by giving you written notice if:
- (a) it comes to our attention that you have failed to meet or no longer meet the Entry Requirements (including by way of us discovering that you have falsified your qualifications);
 - (b) you do not pay us the Fees or Additional Costs when you are supposed to;
 - (c) at any time you do not have an immigration status entitling you to undertake the Course;
 - (d) 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
 - (e) you have failed to meet the requirements of the Course, as set out in the Course Information or the Handbook (including, without limitation, in respect of your attendance or academic results).
- 6.7 In addition to our rights under clause 6.5 we may suspend the Services during any period when:
- (a) any of the Fees are outstanding;
 - (b) we reasonably suspect that you do not have an immigration status that entitles you to undertake the Course; or
 - (c) in accordance with our Policies, we are dealing with a suspected breach by you of the Academic Regulations.

7 Repayment of Fees on cancellation

If you cancel the Contract under clause 6.2 or 6.3 or we cancel the Contract under clause 6.5 then you will not have to pay any further Fees and, if cancellation takes place part way through an academic year, we will refund Fees related to the remainder of the academic year

subject to the rules of the Student Loans Company or other third party who may have paid the Fees on your behalf.

8 Transfers Between Courses

We may, at our discretion and subject to availability, allow you to transfer from the Course onto an alternative course of study. If we allow a transfer then you may be entitled to receive a partial refund of the Fees or be required to pay additional Fees. A transfer may be subject to you accepting any variations to the terms of the Contract which result from the transfer.

9 Data Protection Notice

9.1 We process personal data in accordance with the Data Protection Act 2018. We will process personal data that you provide to us or which we collect about you to deliver the Services to you, for administrative purposes, for equal opportunities monitoring, to enforce our rights in connection with these Terms and to send you information about other products or services offered by us that may be of interest to you.

9.2 You can ask us at any time not to use your personal data for marketing purposes by writing to admissions@cityandguildsartschool.ac.uk.

9.3 You agree that such personal data may include sensitive personal data.

9.4 We may disclose your personal data to:

- (a) other institutions for verification of qualifications;
- (b) Funding Councils and other statutory bodies for statistical or other purposes (including the National Student Survey);
- (c) local and other public authorities for their prescribed purposes including the administration of Council Tax;
- (d) to third parties with whom you ask us to share your personal data (including future employers);
- (e) third parties paying the Fees on your behalf;
- (f) third parties including, without limitation, staff and external advisors who provide services in connection with the Services;
- (g) third parties who provide you with placements or internships during your Course;
- (h) our alumni association;
- (i) government departments including the UK Home Office; and
- (j) to other third parties as required by relevant law.

- 9.5 Some of the personal data we hold about you may be transferred to or held in destinations outside the European Economic Area including to countries or territories that may not provide adequate protection for the personal data. By registering /enrolling you agree to your personal data (including sensitive personal data) being held in or transferred to such destinations.
- 9.6 We may publish some of your personal data including by displaying examination results on public noticeboards, publishing your name in graduation ceremony programmes and making audio and visual images from graduation ceremonies publically available.
- 9.7 Any photograph that you supply to us will be held on our record system and used for identification including to produce your student ID card. By registering /enrolling you give your consent to our use of your photograph in this way.
- 9.8 If you have any objections to the public display of your personal data in the manner described in clause 9.6 or our use of your photograph in the way described in clause 9.7 please inform the Academic Registrar.
- 9.9 You must inform the Art School promptly of any change of address or other personal information you have provided.
- 9.10 You agree to us retaining your personal data long term in order to provide confirmation and/or evidence of your academic results and qualifications to you or your future employers.

10. **Equal Opportunities**

It is best practice for us to collect information from students during our enrolment process for equal opportunities monitoring. You can choose not to share this information if you wish.

11. **Events outside our control**

- 11.1 We will not be liable or responsible for any failure to perform, or delay in performing, any of our obligations under these Terms that is caused by an Event Outside Our Control.
- 11.2 If an Event Outside Our Control takes place that affects the performance under these Terms:
- (a) we will contact you as soon as reasonably possible to notify you;

- (b) our obligations under these Terms will be suspended and the time for performance of our obligations will be extended for the duration of the Event Outside Our Control; and
- (c) we will restart the Services as soon as reasonably possible after the Event Outside Our Control is over.

12 **Complaints**

- 12.1 Applicants may pursue a complaint with regards to the application and recruitment processes by following the Complaints & Appeals Procedure for Applicants, as detailed in the Admissions Policy.
- 12.2 After you have completed enrolment, if you have any complaints about the Services, you can raise these with us in accordance with our complaints procedures which are published on Moodle and also available on request. Once our internal complaints procedure is completed, you have a right to complain to the Office of the Independent Adjudicator whose website is at www.oiahe.org.uk.

13 **Your rights as a consumer**

As a consumer, you have legal rights in relation to the Contract which are not affected by these Terms. Advice about your rights is available from your local Citizen's Advice Bureau.

14 **General**

- 14.1 The Contract is governed exclusively by English Law and the courts of England and Wales will have non-exclusive jurisdiction in relation to it.
- 14.2 If we fail to insist that you perform any of your obligations under these Terms, or do not enforce our rights or delay in doing so, that will not mean that we have waived our rights or that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.
- 14.3 Each of the paragraphs of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 14.4 The Contract is between you and us. No other person shall have any rights to enforce it.