



La Training Solutions si occupa di consulenza e formazione nel campo delle lingue e delle tecnologie informatiche **da 15 anni** circa.

Crediamo da sempre nella validità dell'esperienza di studio all'estero.

Abbiamo assistito più di 1600 persone nella personalizzazione di una vacanza studio o corso di inglese all'estero.

NEW COLLEGE GROUP LIVERPOOL

Terms and Conditions

Once an enrolment is accepted by New College Group Ltd, the following conditions become legally binding. All students agree to be bound by the regulations, policies and procedures of New College Group Ltd (paper copies are available on request).

1. Payment of Fees

1.1 The tuition fee for your course will be as stated in the offer letter you received from New College Group Ltd.

1.2 In order to register for your course, at least 50% of the course fees must be paid before visa documents are issued. This must be done no later than 21 days before arrival. Any airport transfers, accommodation or tuition details will not be confirmed unless payment has been received.

1.3 Students and their parents or guardians, agree to pay the tuition fees and other charges applicable for the course. It is understood and agreed that failure to do so may result in withdrawal from the course and cancellation of the enrolment. The remaining 50% of fees must be paid before starting classes (this applies to all courses at NCG).

1.4 In order for accommodation to be booked by NCG, depending on the type of accommodation chosen, 4 weeks homestay accommodation must be paid and full residential accommodation must be paid in advance.

2. Services

2.1 The company reserves the right to change details of its advertised services, courses, facilities and course dates where circumstances beyond the company's control necessitate such changes or where the number of enrolments is not enough to operate a course viably.

2.2 In the unlikely event that the College is unable to deliver your course in full, you may be offered enrolment in a suitable alternative course by the College at no extra cost. You have the right to choose whether you would prefer to cancel the course (terms and conditions apply), or to accept a place on another course. A minimum of six students are required for English Language courses to run. If there are less than four students, alternative arrangements will be made. This may mean reduced hours, or the class will be merged with another class.

3. Course Entry Requirements

3.1 All courses at New College Group have entry requirements including minimum age and language – see each course for details.



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3.2 If any information provided in the application is incorrect, NCG reserve the rights to make the necessary changes to the students' enrolment at the student's expense and if necessary, ask the students to leave their course and accommodation without any refunds.

4. Changes to Enrolments

4.1 All changes made to confirmed accommodation or course bookings will lead to a £50 administration fee, unless the student is extending the course or booking additional courses.

5. Changes to Airport Transfers

5.1 Notification of change to airport transfers must be sent to our Admissions team at least 2 full working days prior to the designated arrival time. If notice is not received, full charges will apply.

6. Academic Progression

6.1 Students are accepted into New College Group Ltd on the strict understanding that progression through the course is conditional upon satisfactory attendance and successful target attainment.

6.2 Students are formally assessed on a regular basis. The assessment will take into consideration: coursework assignments, internal examination results, attendance and commitment to study.

6.3 Students who do not meet the assessment criteria will not be allowed to proceed with their original course. Students will be offered an alternative course or withdrawn from New College Group Ltd without a refund.

7. Classes at NCG

7.1 NCG reserves the right to change an advertised course.

7.2 NCG reserves the right to cancel any advertised course.

7.3 In the event of a course being cancelled by NCG, the student will be offered an alternative course/dates or a full refund.

7.4 NCG reserves the right to adapt students' timetables.

7.5 NCG strives to ensure a diverse nationality mix, however this is subject to seasonal bookings.

7.6 NCG reserves the right to change any teacher in any class.

7.7 NCG closely monitors students' progression and if the academic team feel that the students' English level is not suitable for the course they have booked, NCG reserves the right to move the student to a suitable level.

7.8 In order for students to obtain a certificate for the completion of their course, students must obtain an attendance rate of 80% or above. Reports can be provided at the discretion of NCG, for those students whose attendance rate was lower than 80%.

8. Attendance



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8.1 Students are obliged to attend all of their classes on their timetable and NCG is not responsible if the student chooses to miss any class time. Failing to attend without good reason will lead to expulsion from the college with no tuition or accommodation refund. Tier4 students will be reported to the UKBA.

8.2 Students must arrive to class before the start time on their schedule and should arrive back from breaks promptly.

8.3 If a student consistently arrives late to class, the student will be expelled from the college with no tuition or accommodation refund.

9. Progression

9.1 Progression at the end of any given term is dependent on successfully passing all modules in that term and fulfilling the academic criteria.

10. Cancellations and Refund policy

Course cancellation fee

Before arrival:

10.1 Notice of cancellation must be made in writing. Failure to provide written notification will lead to charges being made.

10.2 If a course is cancelled more than 28 days before arrival, a £100 administration fee for EFL.

10.3 If a course is cancelled less than 28 days before arrival, 50% of the course fee will be charged.

10.4 If a course is cancelled less than 7 days before arrival, no refund will be offered.

After arrival:

10.5 When a student commences a course they are expected to complete that course as stipulated in their offer letter. In the event that a student withdraws from a course, no refunds will be made in the following cases:

10.6 A student decides to withdraw or leave early from their course programme

10.7 A student withdraws from course due to poor attendance or academic progress

10.8 A student breaches the code of conduct resulting in expulsion.

10.9 In exceptional circumstances refunds of the remaining tuition fees can be agreed at the discretion of the Managing Director, please read policy on [exceptional circumstances](#).

Accommodation cancellation fee

Before Arrival :



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10.10 If accommodation is cancelled more than 28 days before arrival, a £100 administration fee will be charged.

10.11 If accommodation is cancelled less than 28 days before arrival, depending on the student's choice of residence, 4 weeks of Residential accommodation and 2 weeks of host family accommodation will be charged.

10.12 If an accommodation is cancelled less than 7 days before arrival, 6 weeks of residential accommodation and 2 weeks of host family accommodation will be charged.

After Arrival:

10.13 Homestay Accommodation

Students leaving homestay accommodation must give at least two weeks notice in writing on the first Monday of the two week period. Students will be refunded for any additional accommodation fees paid that exceed the two week period.

10.14 Residential Accommodation

Residential accommodation will not be refunded for students who wish to leave earlier than their booked dates, unless in exceptional circumstances (see 10.25 and 10.26 within the [Refund Policy](#)).

Refunds

Application for a Refund

Students can raise any general refund enquiries with the Finance Department. However students who wish to claim must complete a [Refund Application Form](#).

10.15 Students must read and complete the form, fully enclosing all official evidence supporting their request. Failure to do this will lead to the request being declined and the student obliged to re-apply and re-submit another form.

10.16 The completed refund form must be handed to a finance officer or submitted by post or via email.

Address details:

Posted refund form can be sent to the following address:

New College Group, Finance Office, Murray House, 85 Piccadilly, Manchester, United Kingdom, M1 2DA.

Email to: accounts@newcollegemanchester.com

No refunds will be made in the following circumstances:

10.17 Visa nationals who successfully obtain a visa based on our sponsorship.

10.18 The visa application is withdrawn by the student. In exceptional circumstances, refunds of the tuition fees/deposit can be agreed at the discretion of the Managing Director.



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10.19 The student is asked to leave the country by the UK Border Agency.

10.20 If the visa refusal was due to the applicant providing misleading, or false documents to the embassy.

Note: Tuition and accommodation fees, will be refunded if a student's visa application is rejected minus a non-refundable admin fee of £100 for English Language courses or £200 for International foundation year. This is subject to the original visa refusal letter being received by our Admissions Centre at least 2 days before the course is due to start. New College Group Ltd do not take any responsibility for visa applications that are refused due to inaccurate information or false documents provided by the student. If refunds are made overseas there will be a £20 bank charge applied.

See [Refund Policy](#) for New College Group's refund policy terms and conditions

11. Visas

11.1 It is the responsibility of the students to obtain a visa entry to study in the UK where required.

11.2 Students should consult the British Embassy or High Commission in their home country and refer to information on the UK Border Agency website

at: www.ukba.homeoffice.gov.uk/studyingintheuk/adult-students/

11.3 No visa support documentation will be provided until 50% of fees have been received.

11.4 New College Group Ltd does not take any responsibility for visa applications that are refused due to inaccurate or false information provided by the student.

12. Holidays and Public Holidays

12.1 2016 Public Holidays: 25th March, 28th March, 2nd May, 30th May, 29th August, 26th December, 27th December.

12.2 No Holidays are allowed for bookings under 12 weeks.

12.3 For bookings longer than 12 weeks, students are entitled to a 1 week break for every 12 weeks that are booked.

12.4 The International Foundation Year (IFY) has its own set holidays dates which cannot be changed (see IFY section on the website).

12.5 The college will be closed on public holidays and over the Christmas and Easter period. All students staying with host families over the Christmas and New Year period will be charged a seasonal supplement of GB £50 per week.

13. Accident & Medical Insurance

13.1 Every student must have appropriate insurance. New College Group recommends that all students take out travel/student insurance which is tailored to the needs of international students.



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13.2 All students in host family accommodation must take out insurance and a copy of the policy must be given to New College Group Ltd.

14. Liability

14.1 New College Group Ltd and its staff and representatives will not be liable for loss, damage or injury to persons or property howsoever caused, except where liability is expressly imposed by law.

14.2 New College Group Ltd will not be liable in the event of any service contracted by New College Group becoming impossible to supply for any reason or any cause outside the control of New College Group Ltd.

15. Valid Prices

15.1 Prices are valid for courses starting after 1st January 2016. New College Group Ltd reserves the right to change them without notice.

15.2 New College Group reserves the right to change their code of conduct at any time according to what New College Group think is in the student's interest.

15.3 Students will be liable to any damage to New College Group property or facilities compensate New College Group against any loss.

15.4 Students will be liable to any harm caused to another student or member of staff at New College Group and will compensate New College Group.

16. Expulsion

16.1 New College Group Ltd reserves the right to expel from the College, or evict from accommodation any student whose conduct is unsatisfactory. In the UK, that decision is final.

16.2 The expectations for student conduct are clearly laid out in the handbook and it is the student's responsibility to ensure they are well aware of them.

16.3 No fees will be refunded in such cases and any unpaid fees will become payable immediately.

17. Privacy Policy

17.1 By submitting the registration form to NCG, the student agrees to the usage and storage of their information for New College Group's purposes only.

17.2 Students and their parents or guardians, where applicable, agree that the student's photo, quotes and details of achievements may be used for promotional purposes (printed and online) without written consent or notification.

18. Data Protection

18.1 Any information provided to New College Group may be held on computers and will be used in accordance with its data protection registration and the national data protection laws applicable.



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18.2 Each student is obliged to notify New College Group Ltd of a change of address while enrolled on a course.

19. Force Majeure

19.1 New College Group is not liable in the event where it is unable to fulfil any service to which it is contractually bound because of fire, natural disaster, acts of government, failure of suppliers or subcontractors, labour disputes or other reasons which are outside of its control.

20. UKBA Compliance

20.1 New College Group Ltd is committed to compliance with UK Border Agency requirements and will pass on any information in accordance with its responsibilities on student attendance and contact details.

20.2 Students are required to immediately report any changes in their contact details (address, telephone, mobile number) and/or changes in their circumstances affecting their immigration status and their permission to stay in the UK to the College.

20.3 There are restrictions on students from outside the EEA working, which can be found on the UK Border Agency website. Any student found to be working in contravention of these restrictions will be reported to the UK Border Agency and may be asked to leave the College.

21. Agents

21.1 All the above terms are applicable to direct students and agents unless variations are expressly agreed between the agent and New College Group Ltd.

22. Equal Opportunities

22.1 New College Group Ltd operates an equal opportunities policy. It aims to ensure that no applicant will receive less favourable treatment on the grounds of age, sex, marital status, disability, race, nationality, ethnic origin, sexual orientation, or political or religious belief.