

L A I N E
THEATRE ARTS

HIGHER EDUCATION STUDENT CONTRACT
TERMS AND CONDITIONS
2023

HIGHER EDUCATION STUDENT CONTRACT TERMS & CONDITIONS

1. INTRODUCTION

- 1.1 This document governs the relationship between you and Laine Theatre Arts (“**Laine Theatre Arts**” or “**we**” or “**us**” or “**our**”) and sets out the contract terms between us for the provision of educational services leading to the opportunity to gain a recognised educational qualification (the “**Terms and Conditions**”). These Terms and Conditions contain important information and should be read carefully before you accept a place at Laine Theatre Arts.
- 1.2 Laine Theatre Arts is a private company limited by shares incorporated in England and Wales with registered number England and Wales reg. No.1180133. VAT Reg.No. 211105734 and has its registered office at Laine Theatre Arts Ltd., Sheraton House, Lower Road, Chorley Wood, Hertfordshire WD3 5LH.
- 1.3 These Terms and Conditions apply following acceptance of an offer of a place on an undergraduate degree course at Laine Theatre Arts.
- 1.4 In addition to this document, the following documents also form part of the Terms and Conditions and in accepting an offer from Laine Theatre Arts, you agree to observe them:
- 1.4.1 Your offer letter;
 - 1.4.2 The Course Overview for your course (which will be sent to you with your offer letter) and subject at all times to clauses 1.5 and 11, as it may be updated from time to time by us;
 - 1.4.3 The “Student Handbook” document (which will be sent to you with your offer letter) and subject at all times to clauses 1.5 and 11, as it may be updated from time to time by us;
- and
- 1.4.4 Laine Theatre Arts’ policies, guidance, and information regarding international students (details of which will be sent to you with your offer letter, if applicable) and subject at all times to clauses 1.5 and 11, as it may be updated from time to time by us.
- Together these documents form the contract between you and Laine Theatre Arts in relation to your course (the “Contract”).
- 1.5 We will always inform you directly via email of any changes to the Course Overview or the Student Handbook and we will endeavour to do this before teaching starts each academic year.
- 1.6 It is important that you read, and abide by, the Student Handbook. This highlights and signposts you to Laine Theatre Arts’ rules, regulations and policies. It also illustrates

your responsibilities as a student of Laine Theatre Arts, and our responsibilities to you as a provider of educational services.

- 1.7 If there is any conflict or inconsistency between any of the provision in these Terms and Conditions and the provisions of any other document forming part of the Contract the provisions of these Terms and Conditions shall prevail.
- 1.8 The Contract is subject to these Terms and Conditions and is created once you accept the offer.

2. ACCESSIBILITY

- 2.1 Laine Theatre Arts is committed to providing an inclusive and accessible environment and strives to make reasonable adjustments to accommodate the needs of its students. Students and applicants with disabilities are encouraged to notify Laine Theatre Arts at the earliest opportunity so that (if possible) appropriate support arrangements can be provided.
- 2.2 Should you require these documents in another format, or if there is anything in these Terms and Conditions that you do not understand, please contact sarahcarroll@laine-theatre-arts.co.uk (Admissions Officer)

3. OFFERS AND REGISTRATION

- 3.1 By accepting an offer of a place at Laine Theatre Arts, you are entering into an agreement with us in accordance with these Terms and Conditions.
- 3.2 Your admission to Laine Theatre Arts is subject to you complying with the terms of the Contract. If you do not act in accordance with the Contract, or if you do not meet our expectation that you will maintain a standard of conduct, as specified in the Student and Staff Code of Conduct, which is not harmful to the work, good order or good name of Laine Theatre Arts, we may take disciplinary action against you under the Student Disciplinary Procedure. One of the possible outcomes of such an action is that your Contract with us may be terminated in accordance with clause [10.1](#) below and you may be removed from your course.
- 3.3 The offer we make to you is subject to you satisfying all necessary legal and academic requirements for admission set out in your offer letter. The offer may be conditional or unconditional. If the offer is conditional, we will set out the conditions you need to fulfil in order to be admitted to the course, in your offer letter. If you have not fulfilled the conditions of your offer before the date notified to you in the offer letter prior to the start of the course, we reserve the right to withdraw the offer.
- 3.4 It is important that you provide accurate information in your application to study at Laine Theatre Arts. We may withdraw or amend any offer, without liability to you, if we discover that your application contains material inaccuracies or fraudulent information (including fraudulent payment), or if you are found to have provided misleading information or omitted key information from your application.

- 3.5 At our request, you will provide satisfactory evidence of your qualifications (including English language qualifications if required) before admission. Failure to provide such evidence to our reasonable satisfaction before the date notified to you will result in the withdrawal or termination of your offer, the revocation of your registration as a student of Laine Theatre Arts and/or the termination of the Contract. We will verify the authenticity of documentation required to evidence your qualifications prior to admission as appropriate. You must normally complete your registration by the end of the first half Term. You will not be able to enrol and commence your studies if you have not met the entry requirements set out in your offer letter, and if you have not provided certificates/proof of qualifications obtained or payment of fees/confirmation of your student loan.
- 3.6 If Laine Theatre Arts withdraws your application, offer, or refuses to enrol you pursuant to clauses [3.3](#), [3.4](#) or [3.5](#), Laine Theatre Arts reserves the right not to refund any tuition fees paid and/or deposit (if applicable).

4. YOUR RIGHT TO CANCEL

- 4.1 You have the right to cancel the Contract with Laine Theatre Arts for any reason within fourteen (14) days after the date on which you accepted the offer of a place (the “**Cancellation Period**”).
- 4.2 To cancel the Contract, you must give us written notice of your cancellation by contacting sarahcarroll@laine-theatre-arts.co.uk.
- 4.3 If any payment has been made to us and you subsequently cancel the Contract pursuant to your right to cancel as set out in clause [4.1](#), we will provide you or the person who has made such payment (as the case may be) with a full refund of tuition fees and/or deposit (if applicable) using the same payment method that was used to make the payment. Such refund will be made no later than fourteen (14) days after the date on which you informed us of your decision to cancel the Contract.
- 4.4 If your course is due to begin within the Cancellation Period (for example, if you have applied through clearing) then, by accepting your offer, 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, as set out in clause 9.
- 4.5 You may terminate the Contract after the expiry of the Cancellation Period but, in such case, you must do so in accordance with clause [9](#) of these Terms and Conditions. Depending on when you cancel the Contract (in particular whether it is before or after registration) you may be obliged to pay a proportion of your tuition fees. Further details are set out in clause 9.

5. YOUR OBLIGATIONS

- 5.1 You agree to fulfil all the academic requirements of your course in accordance with the Contract, including, but not limited to, submission of course work and other assignments, attendance at

examinations, attendance at lectures and seminars and any other such teaching forums provided by us

- 5.2 You agree to familiarise yourself with and adhere to Laine Theatre Arts' rules, regulations and policies. These are all published on our website, and you can also access them directly from the Student Handbook document.
- 5.3 You agree to comply with our Student Charter, and the Staff and Student Code of Conduct, and the policy on Academic Integrity. Links to all of these documents are set out in the Student Handbook.
- 5.4 If you are from a country outside of the UK, you shall maintain and evidence an immigration status that entitles you to undertake your course and you also agree to comply with Laine Theatre Arts' policies, guidance and information regarding international students.

6. OUR OBLIGATIONS

- 6.1 We shall deliver your course with reasonable care and skill and as described in the relevant course prospectus in all material respects. The method of delivery for your course will be stated in your offer letter. If we have to change the method of delivery of your course during an academic year, this may constitute a change to your course. Please see clause 11 for further details.
- 6.2 We shall provide you with tuition and other teaching and learning support and resources associated with your course with reasonable care and skill and we shall provide you with timely feedback on your course work.

7. RIGHT TO STUDY IN THE UK & INTERNATIONAL STUDENTS

- 7.1 All students enrolled at Laine Theatre Arts must have the right to study in the UK throughout their course of study.
- 7.2 Regardless of which country you are from, you will need to provide original evidence of your right to study in the UK at the point of registration (also known as enrolment). We will also request a copy of such evidence during the application process.
- 7.3 Laine Theatre Arts has a duty as a licensed sponsor 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 (typically a passport and evidence of your immigration permission) confirming that you have the right to study in the UK at the point of registration. 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 the right 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 which is due to expire during your course, you will be required to demonstrate to us that you have

obtained further permission to 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 (without liability to you) or withdraw you from your course in accordance with clause 3.3 and 10.1.6.

- 7.4 If you require a visa or permission to stay in the UK to study at Laine Theatre Arts, it is your responsibility to obtain the appropriate status before commencing your course. By agreeing to these Terms and Conditions, you also agree to abide by the terms and conditions of your immigration permission throughout the course. Failure to abide by conditions of stay may lead to a withdrawal of sponsorship of your Student status. Information on conditions of stay relevant to your particular immigration status can be found at: <https://www.gov.uk/browse/visas-immigration>.
- 7.5 UK Visas and Immigration (“UKVI”) grants Laine Theatre Arts an allocation of Confirmation of Acceptance for Study (CAS) on an annual basis. We may assign CAS to students making an application for a UK visa or permission to stay under the Student Route following an assessment of the applicant conducted by the University. Laine Theatre Arts is under no legal obligation to issue an applicant or student with a CAS.
- 7.6 If Laine Theatre Arts sponsors you under the Student route, you agree to comply with the conditions of your stay in the UK and you agree to make relevant notifications to Laine Theatre Arts. Laine Theatre Arts 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 Laine Theatre Arts providing UKVI with any information required pursuant to Laine Theatre Arts’ 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 Laine Theatre Arts immediately if there are any changes whatsoever to your details or immigration status, or any other circumstances, at any time before or after registration, and during your course.
- 7.7 Non-compliance with the conditions of your immigration status could also result in the cancellation of your status, fines and/or a ban on entry to the UK by the UK government. The UK government has clear restrictions on the rights of non-British and non-Irish nationals to work in the UK. In particular, undertaking self-employed work in the UK while on the student route is not permitted. Laine Theatre Arts is legally obliged to report to the Home Office any instances of students breaching their conditions by working, and any such reports are likely to lead to the cancellation of the student status.
- 7.8 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, Laine Theatre Arts may: refuse to admit, enrol or re-enrol you, or may, on written notice, withdraw your sponsorship, or suspend or terminate your studies. If the offer is withdrawn, Laine Theatre Arts refuses to register you, your registration is terminated or if you choose to

withdraw from your studies, this could affect the validity of your immigration status and your ability to enter, study, work and/or remain in the UK.

7.9 On occasion, Laine Theatre Arts may need to contact UKVI to clarify details on outstanding status 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 Laine Theatre Arts' Data Protection Policy for more information about how the College processes your personal data.

7.10 Where a sponsored student takes a temporary leave of absence (an "intermission"), Laine Theatre Arts be required to report the intermission to UKVI and the student's status in the UK may be cancelled in accordance with UK government requirements. Sponsored students affected in this way will be required to obtain new status at their own expense before returning to Laine Theatre Arts following their intermission.

7.11 For the avoidance of doubt, Laine Theatre Arts shall not be responsible for any changes in UK immigration legislation which result in you no longer being eligible to study at Laine Theatre Arts.

7.12 For further details, please refer to your offer letter and please also see:

- 7.12.1 Information for International Students
- 7.12.2 Admissions Policies

7.13 Circumstances under which you are eligible for a full refund of your first year tuition fee for 'overseas' students

If you are classed as an overseas student for fees purposes, you are required to pay your first year's tuition fees up front (in accordance with clause 8.5) and you will, without prejudice to your other rights under the Contract, be entitled to a full refund of your first year's tuition fees if:

7.13.1 your Student visa or application to stay in the UK is refused or delayed because of our acts or omissions and through no fault of your own; or

7.13.2 your Student visa or application to stay in the UK is refused or delayed because of UKVI's acts or omissions and through no fault of your own.

7.14 Applying for a refund of your first-year tuition fee before a CAS is assigned to you, if you are an 'overseas' student

If you are classed as an overseas student for fees purposes and you have paid your first year's tuition fee in accordance with clause 8.5, subject to clause 7.15 and without prejudice to your other rights under the Contract, you will be entitled to a full refund of your first year's tuition fees less an administration fee of £500 if:

7.14.1 your Student visa or application to stay in the UK is refused for reasons other than those listed in clause [7.13.1](#), [7.13.2](#) or [7.16.1](#);

7.14.2 you withdraw from the course before the start of the academic year for exceptional reasons outside of your control (as determined by us), which may include but are not limited to illness or bereavement of an immediate family member; or

7.14.3 you fail to meet the conditions in your offer letter.

7.15 Applying for a refund of your first-year tuition fee before a CAS is assigned to you, if you are An 'overseas' student.

If you withdraw for any of the reasons listed in clause [7.14](#) after a CAS is assigned to you, you will without prejudice to your other rights under the Contract, be entitled to a full refund of your first year's tuition fees less an administration fee of £1,500.

7.16 Withdrawing from the Course as a result of breaching your obligations and applying for a refund of your first year tuition fee for 'overseas' students

If you are classed as an overseas student for fees purposes and you have paid the tuition fee in accordance with clause [8.5](#), you will, without prejudice to your other rights under the Contract, be entitled to a full refund less an administration fee of £1,500 if:

7.16.1 your Student visa or application to stay in the UK is refused because it was deemed fraudulent or because of any of your acts or omissions;

7.16.2 you receive your Student visa or permission to stay in the UK after the end of week 3 of the first academic semester and we decide you need to defer your studies to the next academic year;

7.16.3 your offer to study at Laine Theatre Arts is withdrawn in accordance with clause [3.4](#);

7.16.4 you fail to fulfil your obligations under clause [3.5](#); or

7.16.5 you cancel the Contract for any reason other than those included in clauses [7.13](#) to [7.15](#).

7.17 Applying for a refund of your first year tuition fee in other circumstances for 'overseas' students

If you receive your student visa or you are granted permission to stay in the UK after the start of the academic year but before the end of week 3 of the academic term you will not be entitled to a refund as you will still be eligible to register for the course.

If you withdraw from the course after the start of the academic year and you apply for a refund, your withdrawal and any rights to a refund will be determined in accordance with the terms of clause 9.

7.18 **How to apply for a refund of your first-year tuition fee for 'overseas' students**

All refund requests must be submitted in writing to Christinewong@laine-theatre-arts.co.uk with the subject title 'Tuition Fee and Deposit Refund Request'.

8. TUITION FEES AND FUNDING

- 8.1 The tuition fees applicable to your course and information in relation to how to pay for your course, or for modules within it, are set out in your offer letter, offer pack and the Student Handbook .
- 8.2 There may be additional costs relating to your course which you agree to pay to Laine Theatre Arts or to a relevant third party (as appropriate). Additional costs include, but are not limited to, costs relating to musical instruments, musical equipment, computers, IT equipment, hiring of music studios and other venues, compulsory texts, materials, printing costs and field trips. Where this is the case, we will make this clear in advance as part of the information provided to you when you are made an offer and on our website.
- 8.3 If you accept an offer, you agree to pay all tuition fees and additional costs as and when they fall due, in accordance with your offer letter, offer pack and the Student Handbook document.
- 8.4 If your tuition fees are being funded, proof of student loan or other funding body's acceptance of funding for the tuition fees, together with the extent of funding provided must be received by Laine Theatre Arts on or before 15th August immediately preceding the start of the academic year, otherwise you may not be able to take up your place on the relevant course.
- 8.5 If you do not intend to apply for, or are not eligible for, a student loan/grant (via student loans company or other funding body), full payment of the tuition fees for your course must be received in cleared funds by Laine Theatre Arts on or before 15th August immediately preceding the start of the academic year, otherwise you may not be able to take up your place on the relevant course.
- 8.6 In the event that a third-party sponsor has agreed to pay all or part of your tuition fees, you remain primarily liable for the payment of the tuition fees and you should make arrangements to ensure that the tuition fees have been paid by your third-party sponsor.
- 8.7 Tuition fees are due for each full year of attendance.
- 8.8 Details of your tuition fees for the first academic year of the course will be set out in your offer letter.
- 8.11 Unless otherwise agreed by us, all fees must be paid by the deadline set out in these Terms and Conditions. We reserve the right to charge interest on a

day-to-day basis on tuition fees and other amounts due which are unpaid after such time. Laine Theatre Arts accepts no liability for bank or card charges incurred by you. You must pay the full tuition fees stated without any deductions.

- 8.12 If you take a break from your studies or otherwise defer your course or you are required to repeat part or all of your course, the tuition fees charged will be the tuition fees payable for the year that you return to your course or that you repeat (as applicable).
- 8.13 You are responsible for knowing the exact source of funding of your tuition fees and any applicable VAT or equivalent sales tax. Where unauthorised funds are received into Laine Theatre Arts' 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) Laine Theatre Arts may return funds back to the payer, and you will be required to make payment (from a bank account in your own name) to Laine Theatre Arts 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 which Laine Theatre Arts shall accept no responsibility for.
- 8.14 Where a debit or credit card payment received by Laine Theatre Arts is subsequently disputed by the cardholder and Laine Theatre Arts 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 Laine Theatre Arts immediately.
- 8.15 If you fail to pay your tuition fees as and when they fall due, we reserve the right to withdraw you from your course (without further liability to you) and seek to recover any debts. You may not be allowed to register on your course or, if you have registered, your registration may be suspended or revoked entirely if your tuition fees remain outstanding after the deadline. If your registration is suspended or revoked, you will be prohibited from attending any premises of Laine Theatre Arts and you will not be permitted to sit examinations, submit assignments, attend classes, access library or computing facilities, or access student records. We reserve the right to refuse progression to subsequent years of study relevant for your course, withhold your results and we will not issue any course certificates or awards to any student who has not paid their tuition fees in full.
- 8.16 Any claims for refunds and compensation will be processed in accordance with these Terms and Conditions and our Student Protection Plan. Any refunds and compensation will be payable in accordance with the original payment method.

9. WITHDRAWAL, DEFERRAL AND INTERMISSION

- 9.1 You may withdraw from Laine Theatre Arts and terminate your registration and the Contract at any time. On termination of your registration in accordance with this clause 9, you may remain liable to pay your tuition fees and any other amounts due, pursuant to clause 9.

- 9.2 To withdraw from Laine Theatre Arts you must complete and submit a Withdrawal Form, which is available from your Head of Student Services. Notice shall take effect on submission of the Withdrawal Form.
- 9.3 For the avoidance of doubt, “**Withdrawal**” is to leave the course for reasons other than those related to clauses 8.11 (increased fees) or clauses 11.1 to 11.6 (changes to courses and modules), without the intention of returning in the future. “**Deferral**” is a temporary postponement of studies from the end of one academic year to the beginning of another (taking a year out of your studies). Deferral is normally only permitted for one academic year. Further information is set out in the Academic Regulations document.
- 9.4 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 date you withdraw, as set out in the table below:

Date/week of termination/withdrawal	Tuition fees due	Deposit
Within the Cancellation Period	No tuition fees due and any tuition fees paid will be refunded in full (minus any deduction for teaching received during the Cancellation Period).	Refunded
Weeks 1 to 5	0% of annual tuition fees due	Not refunded
Weeks 6 to 15 (plus the winter break)	50% of annual tuition fees due	Not refunded
Weeks 16 to 20	75% of annual tuition fees due	Not refunded
Weeks 21 to 30	100% of annual tuition fees due	Not refunded

- 9.5 For the avoidance of doubt, “**Intermission**” is a period of temporary postponement of studies from an agreed point in one academic year to the same point in the next academic year. Intermission is normally only permitted for a maximum period of twelve months. In the event of Intermission, no refund or part refund of the tuition fees will be given. Liability for any tuition fees not received (through Student Loan Company, other funding body, or otherwise unpaid) will be determined by Laine Theatre Arts and notified to you in writing. You will be required to pay full tuition fees in the academic year in which you return.
- 9.6 If Laine Theatre Arts sponsors you under the sponsored student route, withdrawal, deferral or intermission may have an impact on your sponsorship and you should contact sarahcarroll@laine-theatre-arts.co.uk before taking any action.

10. LAINE THEATRE ARTS RIGHT TO TERMINATE

- 10.1 Laine Theatre Arts may withdraw your offer and/or terminate your Contract and withdraw you from your course if:

- 10.1.1 you do not pay the tuition fees in accordance with these Terms and Conditions;
- 10.1.2 you have failed to meet the conditions of your offer;
- 10.1.3 you do not complete your registration at the beginning of the course, or you fail to re-register at the beginning of an academic year;
- 10.1.4 you have provided false, incomplete, inaccurate or misleading information in your application to Laine Theatre Arts or at any other time;
- 10.1.5 you fail to provide satisfactory evidence of your qualifications before admission;
- 10.1.6 you are from a country outside the UK, and:
- a) you fail to comply with your obligations under the student route and/or you fail to assist Laine Theatre Arts in discharging its obligations as a Sponsor Licence holder;
 - b) UKVI, OfS or any other government organisation requires us to terminate our sponsorship of your student visa or your permission to stay in the UK;
 - c) you cease to hold valid immigration status confirming that you have the right to study in the UK or fail to provide evidence to us when required;
 - d) you breach the conditions of your stay or we have reason to believe that you have breached the conditions of your stay;
- 10.1.7 you have poor attendance at lessons and engagement with assessment
- 10.1.8 you fail to meet the progression requirements and have exhausted opportunities to retrieve credit;
- 10.1.9 you are found guilty of a serious breach of our regulations at a disciplinary hearing;
- 10.1.10 a fitness to study panel finds that you are unable to continue your studies due to illness, including mental health issues;
- 10.1.11 you exceed the maximum registration period for your course;
- 10.1.12 you fail to return after a period of Intermission or Deferral;
- 10.1.13 you are found guilty of academic misconduct;

10.1.14 you do not comply with the Staff and Student Code of Conduct, and we take disciplinary action against you under the Student Disciplinary Procedure; or

10.1.15 you fail to comply with your obligations under these Terms and Conditions in any material respect.

10.2 Laine Theatre Arts will not terminate this Contract without good cause and consultation with you. Provided any action is taken to terminate the Contract in accordance with our policies and procedures we shall not be liable for any loss or damage which you may suffer as a result. Depending on the circumstances we may also be entitled to take legal action against you.

10.3 On termination of the Contract by Laine Theatre Arts you are liable for any outstanding tuition fees for the year and any other amounts due.

11. CHANGES TO YOUR COURSE

11.1 Laine Theatre Arts will use all reasonable efforts to deliver the course in accordance with the course specification.

11.2 However, to ensure that the College's courses remain current and relevant, they are subject to regular review. The College may, from time to time, need to amend modules, course content or the way that these are delivered to, for example (non-exhaustive list):

11.2.1 comply with changes in the law or Government policy;

11.2.2 comply with the requirements of the College's regulators, accrediting bodies, professional, and statutory bodies;

11.2.3 make updates to reflect best practice and academic developments for the benefit of students;

11.2.4 adjust content as a result of staff changes;

11.2.5 improve course quality in response to student or external examiner feedback;

11.2.6 to accommodate and respond to refurbishment and development work taking place on campus.

11.3 **Changes may be minor or major changes.**

11.3.1 Examples of minor changes, may include, but not limited to:

- i. altering the timetable, location, and number of classes for your course;
- ii. reasonable changes to the content and syllabus of your course, including in relation to optional placements, to ensure that the course remains current and relevant;
- iii. changes to assessments as a result of student or external examiner feedback.

11.3.2 Examples of major changes, may include, but not limited to:

- i. adding or removing core (compulsory) modules;
- ii. change of course or Award title;
- iii. changes to overall course aims;
- i.v. changes to module credit value;
- v. changes to method of delivery;
- vi. discontinuance of a course;
- vii. combining courses of study;
- viii. changes to specific course regulations.

11.4 The College reserves the right to make minor changes to its courses. Where such changes are made, the College will take all reasonable steps to minimise disruptions to students.

11.5 Major changes to course prior to enrolment

11.5.1 If between the time of your acceptance of an offer and before enrolment it is necessary to make major changes to your course, the College will use reasonable endeavours to:

- i. inform you of the changes at the earliest opportunity possible
- ii. provide details of what has changed and the potential impact of the changes; and,
- iii. take reasonable steps to minimise any potential disruption.

11.6.2 If the major change to your course, prejudicially affects you, and you no-longer wish to enrol on the course, the College will use reasonable endeavours to find you a suitable alternative course within the College for which you are qualified. Alternatively, you may terminate the contract and withdraw from the course without any liability to the College for Tuition Fees (even if the Cancellation Period has expired) The College will reimburse you for any tuitions fees you have paid to date.

11.6 Major changes to course after enrolment

11.7.1 The College will usually not make major changes to its courses after a student has enrolled. However, in exceptional circumstances it may be necessary for the College to make such changes after enrolment. Where there are proposed major changes to your course, the College will use reasonable endeavours to:

- i. inform you at the earliest opportunity and give you reasonable notice of the reasons for the change, what changes are being proposed and information on the potential impact of the changes;
- ii. consult you on the changes and give you an opportunity to provide feedback;
- iii. will attempt to minimise any adverse impact on you; and
- iv. if necessary and appropriate, explore with you the opportunities for transferring to another suitable course either at the College or elsewhere, and ensure that you receive recognition or credits for any modules you have successfully completed.

11.7.2 If you did not consent to the major change, and the implementation of the major change causes you exceptional detriment or hardship, the College will work

with you to try to reduce the adverse effect on you, or find an alternative solution, including the option to terminate the contract and withdraw from the course without any liability to the College for further Tuition Fees.

- 11.7.3 In exceptional circumstances, such as the COVID-19 pandemic, the College may need to make major changes quickly and promptly in response to events beyond its control without consulting you first, where it is necessary to comply with the law and/or government guidance and/or instructions. Should this occur, the College will notify you of the changes and the potential impact of the changes at the earliest opportunity and attempt to minimise any adverse impact on you. You will still have the rights under clause 11.6 including the opportunity to transfer to another suitable course and/or terminate your contract with the College.

11.7 Discontinuance of a Course

Prior to enrolment

- 11.7.1 If the College discontinues a course, prior to enrolment, the College will use reasonable endeavours to offer where applicable, the following options:
- i. transfer the offer to a suitable alternative course within the College for which you are qualified;
 - ii. defer the offer until the next available intake; or
 - iii. terminate the contract and withdraw from the course without any liability for Tuition Fees (even if the Cancellation Period has expired). The College will reimburse you for any Tuition Fees and/or deposit paid by you.

After enrolment

- 11.7.2 Where it is necessary for the College to discontinue your course after your enrolment due to any exceptional and unforeseen circumstances, it will undertake this in line with the Student Protection Plan. This can be found on our policies page on the website (www.laine-theatre-arts.co.uk) Wherever possible we will try to teach-out your course even if we have to make adjustments to the way we deliver it.
- 11.7.3 If you are a sponsored student under Laine Theatre Arts' Sponsor Licence, course changes may have an impact on your sponsorship, and we will provide information in this regard. If you wish to change your course, you should contact sarahcarroll@laine-theatre-arts.co.uk before taking any action.

12. ONLINE PROVISION OF COURSES

- 12.1 If, and to the extent that any part of the course is delivered online as per your offer letter, or if we are forced to move to an online delivery mode due to factors beyond our reasonable control, then the following provisions of this clause 12 shall apply.
- 12.2 If any part of the course is delivered online, it shall be delivered using Laine Theatre Arts virtual learning platform (Student Portal) . When you register to access our virtual learning platform for the first time, you may be required to accept the platform's terms of use. We will provide you with information on how to access the virtual learning platform prior to commencement of the course.
- 12.3 You will only be allowed to use the content of the virtual learning platform (Student Portal) for your own personal learning and will not be allowed to adapt it, or use it for any other purpose other than your own learning in relation to your course. You are not permitted to distribute any content to anybody else or to use the virtual learning platform for any other purpose.
- 12.4 The costs of any equipment and internet access required for the online provision of any part of your course is not included in the fees and this will be your responsibility. You will also be responsible for checking any materials, equipment and other devices intended to be used for the online provision of any part of your course is compatible with the specification requirements of the course.
- 12.5 Laine Theatre Arts will use reasonable endeavours to provide for the online delivery of any part of your course (as may be required) but cannot guarantee uninterrupted, timely or error-free availability or that defects will be corrected. Laine Theatre Arts may suspend access to the virtual learning platform for the provision of online delivery of any part of your course for the purposes of scheduled or emergency maintenance, repairs or upgrades to improve the performance or functionality of the virtual learning platform. Laine Theatre Arts will use reasonable endeavours to provide you with reasonable notice in the event of any suspension or withdrawal of the virtual learning platform of which Laine Theatre Arts is aware. Providing Laine Theatre Arts has complied with the provisions of this clause 12.5, Laine Theatre Arts will not be held responsible for any technical problems you encounter following the provision of online delivery of any part of your course, and accepts no liability to the extent there are errors, defects, interruptions and periods of suspension relating to the virtual learning environment.
- 12.6 You should keep separate copies of any work uploaded to the virtual learning platform as part of the provision of online deliver for any part of your course. To the extent permitted by law, Laine Theatre Arts accepts no liability whatsoever for any loss, destruction or corruption of data or content uploaded to the virtual learning platform.

13. LIABILITY

- 13.1 Subject to the remainder of this clause 12, Laine Theatre Arts (including its staff and/or representatives) shall have no liability to you for any loss, damage, costs or expenses arising under or in connection with the Contract except where such loss or damage is directly caused by Laine Theatre Arts (or its staff or representatives). Laine Theatre Arts shall not be liable for any loss or damage which was not foreseeable. Losses are foreseeable if they are an obvious consequence of Laine Theatre Arts' breach of the Contract.
- 13.2 Where such loss or damage is directly caused by Laine Theatre Arts (or its staff or representatives), Laine Theatre Arts' liability shall, subject to clause 13.5, be limited to 100% of all tuition fees paid or payable by you to Laine Theatre Arts.
- 13.3 While we take reasonable care to ensure the safety and security of students at our campuses, we cannot accept responsibility and expressly exclude liability for loss or damage to students' personal property (including but not limited to computer and IT equipment, software, bicycles and vehicles), including any 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, or any other cause, except where such loss or damage is caused by our negligence. It is recommended that you insure personal property against such risk of loss and damage.
- 13.4 We shall not be held responsible 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 Laine Theatre Arts.
- 13.5 Notwithstanding any other provision in the Contract, nothing shall exclude or restrict Laine Theatre Arts' liability for death or personal injury resulting from its negligence or fraudulent misrepresentation or in any other circumstances where liability may not be limited under any applicable law.
- 13.6 We shall not be liable to you in any manner whatsoever for any failure or delay, or for the consequences of any failure or delay, in performance of our obligations under the Contract, if such failure or delay is due to any event beyond our reasonable control (including, but not limited to strikes, lockouts or other industrial action, acts of God, severe weather, natural disasters, pandemic, quarantine or widespread illness, war, protest, riot, civil disorder or unrest, fire, explosion, an actual, suspected or threatened act of terrorism, national emergencies, any restrictions imposed by government or public authorities, breakdown of plant or machinery, actions or default of placement providers or default of suppliers or sub-contractors). In such circumstances, we shall take reasonable steps to minimise any disruption to students, which may include (but is not limited to) the following:
- 13.6.1 altering timetables to reschedule classes;
- 13.6.2 changing elements of the course to enable us to deliver; and

13.6.3 changing the delivery method or delivery location of the course.

14. INTELLECTUAL PROPERTY

- 14.1 **“Intellectual Property Rights”** means any patent, rights to inventions, copyright and related rights, performers’ property rights, trademarks, 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, 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.
- 14.2 Any Intellectual Property Rights developed by you during your course of study at Laine Theatre Arts shall be governed by the Student Intellectual Property Policy.
- 14.3 By registering on a course, you authorise Laine Theatre Arts and any associated company to publish and promote photography, video content and any other materials produced by you relating to your course of study with Laine Theatre Arts in all territories for the purposes of publicity and promotion without restriction.

15. COMPLAINTS

- 15.1 If you have a complaint about an admissions decision or an aspect of the admissions process, please follow our Applicant Complaints Procedure.
- 15.2 Once you have registered as a student of Laine Theatre Arts, if you have a complaint about us, please follow the Student Complaints Procedure. 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.

16. DATA PROTECTION

- 16.1 We will process your personal data in accordance with the General Data Protection Regulation (GDPR) and our Data Protection Policy. This can also be accessed from the Student Handbook. We may share your personal data with third parties, which we will do in accordance with our policy on data protection.
- 16.2 Once you are registered as a student of Laine Theatre Arts, we are required to collect and provide information to certain external agencies including the

Higher Education Statistics Agency, whose data protection notice can be found [here](#).

- 16.3 After you complete your studies, we will retain basic registration details, results, any discipline records and your address, and any information that may be required in relation to matters that are ongoing.

17. GENERAL

- 17.1 The Contract constitutes the entire agreement between you and Laine Theatre Arts and supersedes all previous agreements between you and Laine Theatre Arts, whether written or oral.
- 17.2 The Contract is personal to you, and you may not transfer any of your rights or obligations under the Contract to another person.
- 17.3 The Contract is between you and us and no other person shall have any rights to enforce any of its terms.
- 17.4 Each of the paragraphs of these Terms & Conditions operate separately. If a court decides that any of them is unlawful the remaining paragraphs will remain in full force and effect.
- 17.5 If we do not insist immediately that you do anything that you are required to do under these Terms and Conditions, or we delay in taking steps against you in respect of your breaking this Contract, that will not mean that you do not have to do those things and it will not prevent us from taking steps against you at a later date.
- 17.6 Any notice given under the Contract shall be in writing. Notice will be sent to either to your term-time address or your home address or by email to your Laine Theatre Arts email address. Unless otherwise stated in these Terms & Conditions, you must send any notices by email to Christinewong@laine-theatre-arts.co.uk marked for the attention of the Finance Director.
- 17.7 The Contract and any dispute or claim arising out of or in connection with it shall be governed by English law and you can bring legal proceedings in the English courts. If you live in Scotland, you can bring legal proceedings in either the Scottish or the English courts. If you live in Northern Ireland, you can bring legal proceedings in either the Northern Irish or the English courts

18. SHORT TERM DISRUPTION TO STUDY

- 18.1 In the event that Laine Theatre Arts is not able to deliver your course in the short term due to circumstances outside Laine Theatre Arts's reasonable control, we will contact you as soon as is reasonably practicable to let you know and to advise you of the action we will take to minimise the impact of the delay on the delivery of your course and preserve continuation of study.
- 18.2 If there is a delay in excess of 6 weeks in the delivery of your course, you may terminate your contract and receive a refund for any tuition fees paid directly by the student to Laine Theatre Arts, paid through a tuition fee loan from the

Student Loans Company, or paid directly to Laine Theatre Arts by a sponsor, for any part of the course we have not delivered. You may also be eligible for compensation for maintenance costs and lost time. We will provide you with information regarding how to apply to Laine Theatre Arts for compensation in these circumstances.

19. LONG TERM DISRUPTION TO STUDY

- 19.1 If it is not possible to preserve continuation of study in the long term due to circumstances outside Laine Theatre Arts' reasonable control, we will contact you as soon as is reasonably practicable to advise you of what action we will take under our published Student Protection Plan to support you in securing an alternative way to continue your studies either on another course offered by Laine Theatre Arts for which you are qualified, or at another online higher education provider.
- 19.2 In circumstances where it is not possible for Laine Theatre Arts to preserve continuation of study, you will be eligible for a refund of any tuition fees paid for the remainder of the academic year, including tuition fees paid directly by the student to Laine Theatre Arts, paid through a tuition fee loan by the Student Loans Company, or paid directly to Laine Theatre Arts by a sponsor.
- 19.3 You may also be eligible for compensation for maintenance costs and lost time if you are not able to secure a place on an alternative course in order to continue your studies. We will provide you with information regarding how to apply to Laine Theatre Arts for compensation in these circumstances

Policy reviewed by Board of Directors. Date of next review: September 2027.