

Student Agreement - Higher Education Terms and Conditions 2026/27

Introduction

This document is the terms and conditions of the agreement, which you will have with Education Partnership North East, comprising of Sunderland College, Northumberland College, and Hartlepool Sixth Form College, here known as “the College.”

Upon acceptance of an offer from the College, a contract will be formed between you and the College. You will be deemed to have agreed to be bound by these terms and conditions. The contract constitutes the entire agreement between you and the College.

You should read these Terms and Conditions and the linked documents carefully before accepting an offer from the College and before enrolling. At enrolment you will be asked to sign to confirm your acceptance of the Terms and Conditions.

1. When the agreement comes into effect.

1.1 Your contract with the College will start as soon as the College receives your acceptance of its Offer.

1.2 You can cancel this contract at any time up to the start date of the programme providing you do so in writing by email or letter to admissions@educationpartnershipne.ac.uk

2. Fee Liability, Reduction / Waiver

2.1 You are liable for the fees on your programme.

2.2 You can withdraw from your programme by giving formal notice to the College in writing to your Programme Lead, stating the reason for withdrawal.

2.3 Any request for a refund or reduced liability of tuition fees will be calculated from the last date of attendance. The following reductions shall apply in respect to each year’s tuition fees and set out below:

Students who withdraw	Liability
Within the first two weeks from the start of their course (this includes induction week)	Will not be liable for tuition fees and will receive a refund of any contribution to fees paid, less a £40 administration fee

After the first two weeks but before the end of the first term	Liable for 33.3% of the annual tuition fees
Before the end of the second term	Liable for 66.6% of the annual tuition fees
During the third term	Liable for 100% of the annual tuition fees

2.4 As per the HE Student Fees Policy where you as a student wishes to rely on a significant sponsor, such as an employer or other organisation, they must provide written evidence on corporate letterhead in the form of an authority to invoice or letter confirming liability for fees before enrolment. The College Finance Department, as part of the enrolment process, will raise invoices. Payment is due to the College 30 days from the date of the invoice.

2.5 If you are having problems paying tuition fees or any other monies owing, it is essential that you contact the College's Finance office as soon as possible to discuss any alternatives.

2.6 Should you default on or miss an installment payment; the College will view this seriously. If you fail to pay the College within 28 days following the date it became due, you may be suspended until payment is made in full. If the monies are not paid within 28 days following the commencement of the suspension the College will be entitled to withdraw you and terminate your course of study.

2.7 Should payment of outstanding fees be made within a reasonable timescale and providing you have not missed any substantial or critical element of your course, you may be permitted to resume studies.

3. Your Promise

3.1 Once you have enrolled, you accept and agree to be bound by and comply with:

1. The rules and regulations relating to your Programme, as found in your Programme Handbooks and Programme Specifications.
2. Any eligibility requirements of the relevant professional accreditation and/or regulatory body for your Programme.
3. All relevant regulations, codes of practice and policies of the College, which can be found in the useful links (hyperlink) with particular attention to Academic Integrity and Misconduct, Behaviour for Success, and Academic Appeals.

3.2 If your Programme requires you to register with a professional, statutory, or regulatory body and/or to practice under license, it is your responsibility to ensure that all necessary declarations (including but not limited to criminal records, medical conditions, disabilities)

are made to the College, both during the admissions process and during your period of study.

3.3 Where your programme requires, you are responsible for adhering to the professional and placements regulations including when required DBS check, as such information may have an impact on admission and placement, including any DBS fees, which would be non-refundable. Any additional fees related to professional placement or your course would be indicated on the course factsheet.

3.4 To provide accurate information in your application to the College and during your time of study including relevant criminal convictions which may impact DBS and placement at any time during this contract. If it is later found that your application contains false, misleading, or incomplete information, then we may withdraw any offer to study at the College and if necessary, terminate the contract between you and the College.

3.5 Adhere to the attendance requirements including absence reporting and requirements about keeping in contact with the College and your Programme Leader.

3.6 To inform the College if you have been barred or sanctioned by a relevant professional body or if an investigation is ongoing.

4. The College Promise

4.1 To provide you with learning and teaching as per your programme specification and handbook.

4.2 Make available appropriate student services to support your academic study.

4.3 To maintain and enhance the quality of your programme.

4.4 To give you reasonable notice of proposed changes to delivery of your programme and to consult you on any significant changes, which in exceptional circumstances may be necessary.

4.5 The College will normally only make changes where it considers it necessary to do so or in the best interests of students but occasionally may have to make changes for reasons outside of the College's control. In the disruption of teaching or course delivery, the College shall not be liable to you for the impact of events outside our control which we could not have foreseen or prevented, even if we had taken reasonable care, as long as we have taken reasonable and proportionate steps to mitigate the impact of these events. Such events include but are not exclusive: strikes; other industrial action; staff illness, pandemic or epidemic, actions, or defaults of placement providers.

4.6 We maintain the right to make minor amendments and improvements to our programmes and modules content year on year; to move the location of a programme of study where the move is to another building on campus; and to modify the method of delivery where the method will deliver equal to or better quality of educational experience.

The College will normally only make changes where it considers it necessary to do so or in the best interests of students. However, if you feel that the programme as delivered varies significantly from your expectations, you can raise this through the College's Complaints Policy and Procedure.

1. Examples of situations where the College would believe it is necessary to make changes, and where it would be in the best interest of students.

An example of a minor amendment or improvement could be a module minor modification or programme update to ensure the module and programme are kept up to date as an industry or sector skills are updated or as sector-recognised standards are updated. A further example could be the move from an older building to a new campus building with more up to date resources.

2. How the College defines the student interest.

We define the student interest as a combination of student experiences and high-quality academic experience, resources, and support, that matches or exceeds what students have been promised. It is about working with students during their higher education journey with fairness and honesty, taking reasonable steps to ensure that all students receive the resources and support they need to succeed on their programme and after graduation.

3. How you would communicate and consult with students if this were the case.

The College would communicate any changes to students as early as possible, with clear information and options. This will include written communication from the College to outline the changes and to detail the options. Communication with any directly affected students or groups would also be through face-to-face meetings. Our formal reporting meeting and committee structure have student representatives where they can be updated and consulted.

4.7 During the period between you accepting the offer and enrolment, where there is no material detriment to you, the College reserves the right to vary minor and material elements of your course from those described in the offer.

4.8 The College understands it acts as data steward for the data it processes and is committed to compliance with the Data Protection Legislation, and specifically with the UK General Data Protection Regulations (GDPR), ensuring that personal information is collected and used fairly, stored safely, and not disclosed to any other person or organisation unlawfully.

4.9 To operate a clear, transparent, accessible, and inclusive complaints policy and procedure.

4.10 To change or introduce policies, procedures, codes of practice to ensure The College adheres to required regulations and governance. Negative changes may sometimes be

unavoidable because of unforeseen issues such as changes to legislation or regulatory requirements, but the College will seek to minimise the impact of any changes on students and any detrimental impact on the student experience.

4.11 The College's liability to you for all loss or damage suffered by you shall be limited to the total amount of the Tuition Fees payable by you to the College whilst enrolled on the Programme at the College.

5. When the agreement ends

5.1 End of the programme and results awarded.

5.2 Non payment of fees.

5.3 Non attendance on the programme.

5.4 Decision from a Board of Examiners.

5.5 Non declaration of required information.

5.6 Due to action through the Behaviour for Success Policy or Fitness to Study / Practice Policy.

5.7 Non adherence to the terms and conditions.

6. Law and Jurisdiction

English law governs these terms and conditions, and the Courts of England have exclusive jurisdiction.