



Acmet London College

Student Contract 2025/26

1. Introduction

This document sets out in detail the relationship between you and the Acmet London College (ALC) which starts when you accept an offer of a place. You may have other contractual arrangements e.g. accommodation, Student Loans Company and these will be subject to separate agreements.

2. Your contract information

Before you apply for a place or accept the offer of a place at ALC you should familiarise yourself not only with this document but with the prospectus, regulations and policies which together make up your contract information. These are available to download from the College's website, or on request from the College.

When you accept the offer of a place you agree to be bound by the above terms and therefore we advise that you read the documents thoroughly. If you become a student, you become a member of our academic community and are expected to treat all staff and students with respect.

3. Consideration of applications

The College considers all applications on their merits. Although feedback is usually available, the College is not obliged to provide reasons for its admissions decisions.

The College reserves the right to vary any entry requirements from time to time.

Offers of a place may be conditional on an applicant fulfilling either academic or other conditions which will be set out in your offer letter.

You have a right to bring a complaint or an appeal in respect of an admissions decision and the procedure to follow is set out in full in the Admissions Policy.

All applicants will be required to declare unspent criminal convictions.

4. Immigration requirements

The College has a legal obligation to ensure that all students comply with UK immigration requirements and hold the appropriate visa.

5. Your contracts with the College

Your legal relationship with the College is comprised of two separate contracts: the first of these, known as the “pre-enrolment contract” arises when you are offered a place, while the second, known as the “enrolment contract” is formed when you have met the conditions of your offer (if any) and enrolled as a student.

The pre-enrolment contract

Your pre-enrolment contract effectively reserves a place for you subject to the conditions of your offer letter. You have a statutory right to cancel your pre-enrolment contract during a “cooling-off” or cancellation period of 14 calendar days after the day you accept the offer. If you do not enrol by the deadline date you have been given by the College, your pre enrolment contract will automatically expire at that date.

The enrolment contract

You are required to enrol with the College at the start of your course and to reenrol as required by the College (annually).

When you enrol at the College, you become subject to the terms of this Student Contract. It is at this point that you become liable to tuition fees.

If you fail to complete enrolment, but continue to access College facilities and services as if you had enrolled, you will be deemed to have accepted the College’s terms and conditions and be liable to pay tuition fees in accordance with this contract and the College’s tuition fee policy.

If you enrol online, rather than face-to-face on College premises, you have a further statutory right to cancel your enrolment contract during the 14 day cooling-off period which expires 14 calendar days after the day you enrol.

If your course has already begun or is due to begin before the end of either statutory cancellation periods referred to above, then, by accepting the offer of the place and/or by enrolling, you are agreeing that the College's service to you begins within the statutory cancellation period. Consequently if you decide to cancel after

the course has begun, you may be liable to pay a proportion of your tuition fees to cover the period from the commencement of the College's service to you until the date of cancellation.

The College permits all students to withdraw from the course without charge if they do so within 14 days of the start of the academic year or the formal start date of the course (whichever is the later). Beyond the statutory and permitted cancellation periods set out above, tuition fee liability will be calculated in accordance with the College's tuition fee policy. The course fee is £6,185 per annum. Also, a Pearson fee for HND registration is payable by the student at the time of enrolment.

6. How to cancel

To exercise the right to cancel, you must inform us of your decision to cancel this agreement by making a clear statement to this effect (e.g. a letter sent by post or email to info@acmet.co.uk)

If you cancel this agreement within the cancellation period, we will reimburse to you all payments received from you in relation to this contract using the same means of payment as has been used for the initial transaction.

Beyond the statutory cancellation period, you must inform the College of your intention to withdraw as specified as soon as practicably possible.

7. Changes to your course

From time to time it may be necessary to review or change the content of your HND course. The College reserves the right to implement reasonable changes to its regulations that support the effective delivery of education. Typically, these changes will take effect at the start of an academic year. However, the College may also introduce changes during the academic year if they are considered reasonable in the interests of students, advised by Pearson, or if required by law. This may be required to refresh the course and to ensure that it is fit for purpose or to reflect changes in sector guidance or requirements of external accrediting bodies or to incorporate student feedback.

ALC will strive to minimize alterations to Programs and will appropriately inform you of any changes. However, certain adjustments may be necessary due to financial, regulatory, or academic considerations. In cases where Program changes are significant, ALC will issue written notice of such alterations. ALC will make reasonable efforts to consult with affected students before finalizing decisions.

Significant changes encompass: Closure or discontinuation of a program, addition or removal of core or compulsory modules, substantial alterations to the

physical teaching location, notable modifications to teaching or assessment methods, major restructuring of a program.

ALC may be compelled to make such alterations due to external factors, such as regulatory mandates or advancements in research theories or practices. ALC retains the right to discontinue, cancel, or significantly modify a Program under specified circumstances above.

-Significant Changes or Program Closure with Notice Exceeding Three Months before the Program's Induction Date

Applicants or those who have accepted a Program offer will promptly be notified of any closure or significant alterations likely to impact their application or enrolment. If you choose not to accept significant changes, you have the option to withdraw your application or enrolment without liability for Program fees. A full refund of any fees paid will be provided. In the event of Program closure, reasonable efforts will be made to offer a suitable replacement. If you decline the replacement, you may withdraw without fee liability, and a refund will be issued. Written notification of withdrawal must be submitted to ALC Admissions within 14 calendar days of receiving notice of significant changes.

- Substantial Changes or Program Closure within Three Months of or after the Induction Date

Significant changes made within three months before or after the Induction Date will be communicated to affected parties. Withdrawal options without fee liability will be provided. In the event of Program discontinuation within the specified timeframe, efforts will be made to facilitate completion, possibly at another institution. Withdrawal options with refund entitlement will be provided if completion arrangements are impractical. Compensation for additional losses resulting from cancellation or significant variation may be available upon submission of evidence and compliance with mitigation duties.

If it becomes necessary to consider making any changes to your course after you have accepted an offer of a place we will tell you about these at the earliest opportunity. We will consult you and give you an opportunity to provide feedback to us in relation to any proposed changes and will attempt to minimise any adverse impact on you. We will not withdraw a course until all enrolled students have completed their studies and will give you reasonable notice in the event of withdrawal or fundamental changes to your course. This policy also applies to students funded by loans, self-paying students, and those sponsored by third parties, with refunds issued accordingly. Recipients of scholarships, prizes, or bursaries will receive credit notes for the value of their Program, applicable to

alternative ALC offerings. Detailed communication regarding options and procedures for refunds and compensation will be provided in writing. Consumer rights remain unaffected.

8. How we will communicate with you

Once you have enrolled the College may contact you by email using your College email address and you should therefore check these on a regular (at least daily) basis.

9. Engagement with your studies

You should engage with all learning activities which form part of your course, subject to absence only for medical reasons or other personal reasons agreed in advance with your course leader. You should also be aware that some courses and modules require a specific level of attendance which will be clearly stated in the module or course handbook.

Where your record of engagement is considered unsatisfactory, you will be invited to attend a meeting to discuss the issues. In the event that you do not attend this meeting, you will receive a further letter inviting you to a re-arranged meeting. If you do not attend this meeting, then you will be considered to have withdrawn from the course.

10. Complaints

If you are an applicant to the College and have concerns about the way your application was handled you may have recourse via our complaint's procedure. Complaint policy and relevant documents are available on our website. Please see the link below;

<https://www.acmet.co.uk/about-us>

11. Data Protection Act

Acmet London College is registered as a data controller with the Office of the Information Commissioner, and collects and processes information about students for various teaching, research and administrative purposes. All such activity is governed by the Data Protection Act 1998 and students are entitled to have access to the records held about them to ensure accuracy and fairness.

Purposes for which information is held include:

- General College administration requiring personal and academic details

- Management of academic processes such as academic audits, examination boards and award of degrees, diplomas and certificates.
- The management of College residences and College social events • Alumni operations, including fund-raising
- The provision of advice and support to students, including monitoring quality and performance.

Student information is disclosed to a variety of third parties or their agents, notably:

- Students' sponsors (including Local Authorities), the Student Loan Company, and funding and research councils
- Students' Union
- Government departments
- Department for Business, Energy and Industrial Strategy
- Department for Education
- Council Tax Registration Officers
- Current or potential employers of Acmet London College students
- Current or potential providers of education to Acmet London College students (including placement providers) professional and statutory bodies.

The accuracy of personal information provided by students may also be checked by the College against relevant external sources. The College undertakes to maintain student data in secure conditions, and to process and disclose data only within the terms of its data protection notification. The details above indicate the nature of this notification but are not exhaustive. Please note that we are reliant on you for much of the data we hold: help us keep your record up-to-date by notifying us of any alterations to your address, personal details or course enrolments.

For full details please refer to the College's Data Protection Policy.

12. Health and safety

The College will take all steps necessary to ensure the health, safety and wellbeing of all members of the institution, including staff, students and visitors, and will conduct its affairs in such a way as to protect everyone who may be affected by its activities. You should be aware of the safety rules applying to buildings

The College will provide you with an induction appropriate to your course of study. This should include:

- fire evacuation
- accident prevention and reporting (accidents should be reported to the member of staff in charge of the session or to the nearest reception desk) • safe use of materials / equipment

- any hazardous substances
- specific policies / safe working procedures / risk assessments / safety precautions.

Safety regulations and procedures will also apply during off site activities such as field trips. Everyone has a legal duty not to interfere or misuse anything that has been provided in the interests of welfare, or health and safety, and to cooperate with the College where duties are imposed under the Health and Safety at Work Act or other statutory provisions.

You are required to comply with safety rules and procedures, and thus ensure that nothing you do or fail to do will place yourself or others at risk. Students and staff are represented on the College safety committee. However, in the first instance any issues regarding health and safety should be reported to your course tutor / supervisor.

The College's disciplinary procedures may be invoked in the case of students breaking specific safety regulations. Failure to follow safety rules may also result in a criminal prosecution.

13. Tuition fees

Every student is charged a tuition fee for each year of his or her course. This fee covers the educational and related services made available to students whilst they study at the College, including tuition / supervisory services, access to learning / technical resources, assessment of submitted work, support/ welfare provision. For further information, please see the College's Tuition Fee Policy.

14. Liability

The terms and conditions in this contract are referred to CMA guidance.

ALC confirms that limiting liability is more likely to be regarded as fair, where they are restricted in scope to problems unavoidably caused by factors beyond the College's control. Relevant circumstances could be events outside our control, which we could not have foreseen or prevented even if we had taken reasonable care. Events outside our control include industrial action by personnel who are not employees of Acmet UK, over and under demand from students, staff illnesses, significant changes to higher education funding, severe weather, fire, civil disorder, political unrest, government restrictions and concern with regard to the transmission with serious illness. However, in such circumstances, we reserve the right to amend how the courses are delivered.

The college cannot accept responsibility, and expressly excludes liability to the fullest extent permissible by law, for the damage to the property (including to personal IT equipment, vehicles and bicycles parked on College campuses) unless it is caused by the negligence or fault of the College or its staff, the non return of work submitted for assessment, personal injuries or death, all indirect and consequential losses, a public health emergency (for example pandemics) and acts of God.

However, such terms do not enable ALC to refuse redress where it is at fault, for example, in not taking reasonable steps to prevent or minimise problems.

Furthermore, we have reviewed relevant clauses in the CMA guidance and we can confirm that ALC are not seeking any liability for the performance of service, distort the balance of the contract, undermine the value of contractual obligation, fail to meet any contractual obligations at its discretion and without liability, to suspend provision, the amount of compensation a ALC can be required to pay for breach of any of the statutory rights under Part 1 of the CRA to less than the price the student is required to pay under the contract, exclusions for failure to provide educational services with reasonable care and skill , to add a statement to a term stating that statutory rights are unaffected without explanation.

In any event, except for any liability in negligence for personal injury or death, any remaining liability or any other liability of the College in contract, tort, breach of statutory duty, misrepresentation or any other liabilities occurring are limited to the value of tuition fees paid by or on behalf of the prospective student or, if any, the College receives from its insurers in respect of that particular loss, whichever is the greater.

15. Insurance

You should ensure that you have adequate insurance cover for your personal belongings (including mobile phones, electronic devices, computer equipment, cycles, motor vehicles) before coming to the College. The College is not liable for damage to or loss of such personal property. In certain circumstances you may be required to obtain other types of insurance, for example, medical insurance.

16. Withdrawal of services

The College reserves the right to make variations to or withdraw services if such actions are reasonably considered to be necessary by the College, for example, where:

- events beyond the College's reasonable control prevent a service from being delivered either temporarily or permanently;
- information technology systems require essential maintenance work, upgrades or repairs;
- health and safety or other legal reasons apply; or
- improvements and changes are being made to the College's estate and facilities.

The College will take reasonable steps to mitigate the impact of such withdrawals on students wherever reasonably possible, for example by substituting alternative similar services, and giving warning of forthcoming changes or likely periods of non-availability.

The College reserves the right to make reasonable additional charges and to vary such charges from time to time for services in order to cover costs or to ensure the availability of Services for the benefit of all students, (for example by fining students who misuse library services to the detriment of other users).

The College is unable to guarantee that all services will be available at all times to all students but will endeavour to provide a reasonable level of provision when the College is open.

17. Termination of contract

The College may terminate your contract at any time if you are in material breach of these terms and conditions and in the following circumstances:

- If you have provided false, inaccurate or misleading information in your application to the College.
- If you fail to meet the specific conditions or requirements for your course.
- If you fail to meet the conditions of your offer letter.
- If you no longer meet immigration requirements.
- If you acquire a relevant criminal conviction.
- If you fail to enrol.
- If you are withdrawn for failure on assessment.
- If you fail to pay your tuition fees by the required deadline.