# **QA Higher Education Online Courses Terms & Conditions**

### 1. Introduction

1.1. These terms and conditions ("Terms") along with any documents referred to herein set

- Course or length of programme you require, please check with the Admissions Office or refer to the QAHE Website.
- 4.4. Please visit the QAHE Website for full details of our <u>Admissions Framework</u>.

#### 5. Attendance

- 5.1. You should check prior to enrolment that you have the minimum equipment requirements to access and participate in the Online Course online, as detailed in the course specification on the QAHE Website.
- 5.2. QAHE monitors student attendance. You are expected to attend all timetabled sessions of your Online Course and to fully engage with the Online Course by submitting and

- Please always quote your name and student ID or application number so that we can allocate the payment to you.
- 6.9. **Payment via credit/debit card**; We accept payments from the following cards: Visa Credit/ Mastercard / Visa Debit / American Express. We accept credit/debit card payments over the phone and in person. If you wish to make a payment over the phone please contact us using the telephone number 0207 656 8450.
- 6.10. **Payment in person**; Alternatively you can pay by debit/credit card at the Finance offices at our Birmingham and London campuses. Please note that we may require you to provide photo identification at the time that you make such payment. This identification should either be a passport or student ID card (if applicable) which we will copy and attach to your application.

- 8.4.4. Failing to provide or providing misleading information in accordance with clause 4.2; and
- 8.4.5. Failure to demonstrate, in our sole opinion, satisfactory academic progression.

No refunds will be made to any students (including any prepaid fees or deposits) dismissed or withdrawn in accordance with this clause.

## 11. Changes to the Online Courses

11.1.

We may change elements of the Online Courses for various reasons including legal and

- 13.5. We reserve the right to suspend your use of and/or access to the Content at any time for operational, regulatory, legal or other reasons.
- 13.6. We will use reasonable skill and care to carry out our obligations to you in accordance with these Terms. Subject to clause 13.1, our total liability to you in respect of any claims or losses shall not exceed the amount of the Tuition Fees paid by you in respect of the Online Course.

#### 14. Data Protection

14.1. We will process any of your personal data in accordance with our Privacy Policy, which is

#### SCHEDULE

#### Refunds in relation to the Pre-Sessional English Online Course:

#### 5 week programme:

Withdrawal in the first 5 weeks of teaching - No refund

#### 10 week programme:

Withdrawal in the first 5 weeks of teaching – 50% of total fees due to be refunded Withdrawal from Week 6 onwards – no refund.

#### 15 week programme

Withdrawal in the first 5 weeks of teaching – 66% of total tuition fee refunded. Withdrawal in week 6 to week 10 -33% of the total tuition fee refunded. Withdrawal from week 11 onwards – no refund.

#### 20 week programme

Withdrawal in the first 5 weeks of teaching -75% of total tuition fee refunded. Withdrawal in week 6 to week 10 - 50% of the total tuition fee refunded. Withdrawal in week 11 to week 15 -25% of the total tuition fee refunded Withdrawal from week 16 onwards - no refund.

#### Administration fee for a permitted course deferral

£150