

University Language Programme Terms and Conditions

Booking terms and conditions for the short courses as part of the University Language Programme.

1. Fees

Your place will not be guaranteed until the full fee has been received.

All fees are inclusive of VAT.

The fee covers the tuition and, where appropriate, some course materials.

2. Payment methods

Payment of Short Course fees can be made online.

You can also pay by bank transfer; [ask us](#) for an offline booking form.

Invoices If you wish an organisation to be invoiced for your fees you must send the application form with an official purchase order on company letterhead.

3. Booking deadline

We take bookings until a course is full or until the day the course starts, whichever occurs first. If you are booking close to the course start date you are advised to contact us to ensure your payment has been received and that you are on the register.

4. Age

All customers for short courses must be 18 or above on the first day.

5. International customers

The fees are the same for home and overseas customers. If you are travelling to the UK especially for your course, you must include a local address and telephone number in case we need to contact you near to the start date. You are recommended to check the status of your booking and course availability before you book your travel.

Enrolment on the University Language Programme cannot be used to support a UK visa application for Tier 4 sponsorship.

6. Customer cancellations

A 14-day cooling off period applies to short course bookings, should you change your mind before a course begins. Should you cancel within 14 days of booking no cancellation charges will apply.

If you wish to cancel your place you must put your request in writing to ulp@ntu.ac.uk. Refunds of fees usually take 10 working days.

The following penalties apply:

- More than 30 days' notice = refund minus £30 administration charge.
- Less than 30 days' notice = refund minus £60 administration charge.
This applies to any customer who books less than 30 days before the start date.

If you withdraw from the course after three weeks from the course start date, there will be no refund payable.

If your course is cancelled by us you will receive a full course refund.

This refund policy supersedes the general NTU refund policy for standard courses.

7. Customer transfers and substitutions

If you are unsure which stage of a language course to enrol on, please [contact us](#) to receive advice before booking.

If you join an inappropriate stage for your ability, then a change of stage and transfer will be dependent on class availability and will normally not be possible after week 3 of the courses starting.

If you wish to transfer stages, change from one language course to another or to different dates and times you must put your request in writing to ulp@ntu.ac.uk.

8. Course cancellation, changes and class postponement

Every advertised short course requires a minimum number of bookings for it to cover its costs and run. If a course does not achieve a minimum number of bookings, we will aim to give you at least 14 days' notice and you will have the option of a full refund or a transfer to another course. We reserve the right to make changes to courses such as course dates, times and moving location (within reason) or changing tutors. If a session must be cancelled for whatever reason, such as staff illness, then it will be rescheduled.

Nottingham Trent University's total liability to the short course customer in respect of any losses arising from or in connection with the short course programme shall in no circumstances exceed the price paid for the course.

9. Classroom conduct, University policies and course handbook.

By registering on a course, you must adhere to all University Regulations, Policies and Procedures. It is your responsibility as a student to access the ULP Student Handbook on NTU's online learning platform, NOW. You will be assigned an NTU email address when you enrol and will be expected to regularly check your NTU e-mails using your student ID number, for all communication relating to this course.

10. Learning Contract

By joining the University Language Programme you are committing to:

- regular attendance
- participating actively in the language class
- preparing in advance for weekly classes
- proactively seeking autonomous language learning opportunities where possible
- completing the module.

At the time of booking you will be asked to agree to this contract.

11. Online Enrolment

You must enrol online by week 3 of the course start date*. If you fail to complete online enrolment by this date, you will not be a fully registered student, your record may be deleted and you may be removed from the course. Completion of online enrolment is essential for you to access the online course materials on NOW.

* The course start date is date on which the first class of the course took place. This may not be the same as the date you registered or first attended if you have joined the class late. For instance, if the first class of the course took place on 4 October but you did not register until 16 October and attended your first class on 18 October, the course start date will still be 4 October.

11. NOW (The online learning portal for NTU)

You must access NOW for essential materials and course information, including your assessment results and referral information. Your results will not be available until after the ULP Exam Board.

12. Certificate of Achievement

To receive a Certificate of Achievement you must take and pass all the assessments. You must be present for all the assessments which take place in class during term time. If you fail to be present for an assessment you will be penalised in accordance with University

Regulations. You will be unable to progress to the next stage of the language if you choose not to take the assessments.

13. Assessments, Resits and Referrals

If you fail your assessment, you will be offered to re-sit the examination (called referrals). Referrals will take place during the hours of 7 am – 5 pm, Monday to Friday, within the University referral period.

14. Additional Requirements

Nottingham Trent University aims to provide an inclusive and accessible learning experience for all students, and we welcome applications from students with disabilities, mental health difficulties and specific learning difficulties.

Student Support Services will discuss with you any support or arrangements you may require and advise you on how to apply for Disabled Students' Allowances. You can speak to a specialist advisor at any time before or during your course, and we strongly advise you to contact Student Support Services as early as possible. The sooner that you discuss your support requirements with us, the better able we are to put them in place for you.

For more information about the type of support available, please contact Student Support Services: **Tel: +44 (0)115 848 6060**

Email: student.support@ntu.ac.uk

Website: <http://www.ntu.ac.uk/sss/>

15. Force Majeure

The University is not liable for failure to deliver the short course if such failure is as a result of Acts of God (including fire, flood, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (regardless of whether war is declared), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalisation, government sanction, blockage, embargo, labour dispute, strike, lockout or interruption or failure of electricity or telephone service.