TERMS AND CONDITIONS FOR CREDIT BEARING MODULES NOT FOR AWARD LANGUAGE COURSES

For study beginning 2026/27

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1. INTRODUCTION

1.1 This document contains important information about your agreement with the King's Language Centre of King's College London and links to important information. You should read these carefully before You accept a place at King's (the "**Terms and Conditions**").

1.2 We explain below the basis upon which King's will provide your Course, and the obligations which You have both as an applicant and as a student. These Terms and Conditions create obligations that are legally binding both on You and on King's.

1.3 Please contact languagecentreinternal@kcl.ac.uk for clarification if there is anything in these Terms and Conditions that You do not understand.

1.4 Please note that these Terms and Conditions apply to the King's Language Centre's language courses. These courses are not the same status as defined by the King's Academic Regulations for those studying degree-level programmes and You will not receive higher education credits for completing your Course.

1.5 The following students are eligible to apply for the courses:

1.5.1 King's undergraduate students – please note You will not receive an award or credit upon completion of your Course, but You will be charged a fee (see Section 10);

1.5.2 King's postgraduate students:

(a) may study an assessed course, meaning they will need to attend and complete all assessments, and the module mark will not appear on your transcript and will not form part of your credits or degree calculation;

(b) can study a course 'not for award', but You will be charged a fee (see Section 10); and

(c) can study one non-assessed course per year free of charge, but if they wish to study more than one course, this is permitted but they will be charged the relevant fee;

1.5.3 King's staff, King's alumni, University of London students, University of London staff and the general public; and

1.5.4 post-graduate students from other higher education institutions (but priority will be given to King's students).

2. DEFINITIONS

2.1 In these Terms and Conditions, the following terms have the following meanings:-

"**Academic Regulations**"	means King's Academic Regulations
"**Additional Costs**"	has the meaning set out in Section 10.3
"**Cancellation Period**"	has the meaning set out in Section 13.1
"**Contract**"	has the meaning set out in Section 3.1
"**Course**"	means the language course described in your Written Confirmation and the Course Information
"**Course Information**"	means subject to these Terms and Conditions, the description of the Course set out on our website as at the date You apply for the Course

"**Data Protection Legislation**"	means any law, statute, declaration, decree, directive, legislative enactment, order, ordinance, regulation, rule or other binding restriction as updated and amended from time to time which relates to the protection of individuals with regards to the processing of Personal Data and privacy rights to which a party is subject, including the Data Protection Act 2018, the Privacy and Electronic Communications Regulations 2003 (amended by SI 2011 no. 6) and the GDPR (as incorporated into UK law under the UK European Union (Withdrawal) Act 2018) as the same are amended in accordance with the Data Protection, Privacy and Electronic Communications (Amendments etc.) (EU Exit) Regulations 2019 (as amended by SI 2020 no. 1586) and the Data (Use and Access) Act 2025 as amended
"**Force Majeure Event**"	has the meaning set out in Section 14.5.2
"**GDPR**"	means Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and repealing Directive 95/46/EC (General Data Protection Regulation) OJ L 119/1, 4.5.2016
"**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, trade secrets, 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
"**Leave of Absence**"	means a period of time away from your studies, which includes an approved interruption of study, annual leave (where permitted), dormant student status or disengagement with study
"**King's**", "**we**", "**us**" and "**our**"	refers to the King's Language Centre of King's College London, Strand, London WC2R 2LS
"**Normal Class Hours**"	has the meaning set out in Section 7.3
"**Personal Data**"	has the meaning set out in the Data Protection Legislation and for the purposes of this Agreement includes Sensitive Personal Data
"**Policies, Procedures and Codes**"	means our rules, policies, procedures and codes and other regulations in force from time to time that are relevant to the Course and that are made available to You on our website or otherwise provided to You
"**Process**"	has the meaning given to it in the Data Protection Legislation
"**Sales Tax**"	means any goods and services tax, VAT or equivalent sales tax
"**Sensitive Personal Data**"	means data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, genetic data, biometric data, data concerning health or data concerning a natural person's sex life or sexual orientation

"**Transfer**"	means a move from a Course to another Course which starts in the same week and runs for the same number of weeks as the Course on which You are enrolled
"**UKVI**"	means UK Visas and Immigration
"**Written Confirmation**"	means our written confirmation to You of a place on the Course, sent to You directly by King's
"**Visa**"	means any grant of entry clearance, any grant of permission to enter the UK, any grant of leave to enter the UK, any grant of permission to stay in the UK (including indefinite permission to stay), or any grant of leave to remain in the UK (including indefinite leave to remain)
"**You**" and "**your**"	refers to you the student or applicant

3. THE CONTRACT

3.1 By submitting your application for a place on a Course, You accept these Terms and Conditions in full, which along with:-

3.1.1 your Written Confirmation;

3.1.2 the Course Information;

3.1.3 the Academic Regulations; and

3.1.4 our Policies, Procedures and Codes.

form the contract between You and King's in relation to your Course (the "**Contract**").

3.2 The Contract is subject to these Terms and Conditions and is created once You receive the Written Confirmation.

4. APPLICATION AND ADMISSION

4.1 Application

4.1.1 To apply for a place on a Course, You must take the following steps:

(a) complete and submit an online application form (please click here and select a programme which will direct You to the online application form);

(b) depending on the level of the course You apply for, You may be required to undertake a language level assessment;

(c) upon completion of the language level assessment, if You are required to pay tuition fees, we will email You with details of how You make payment; and

(d) we will then allocate You to a language module which is suitable for your language level and a timetable, and send You your Written Confirmation, confirming your place on the Course.

4.1.2 You must satisfy all necessary legal and other requirements, as set out in Sections 4.1 and 4.2, to secure your place on your Course.

4.1.3 If You are paying to study your Course, You must make full payment of your tuition fees and any applicable Sales Tax, in accordance with Section 5.2.1(b). Further details of the tuition fees, and how to make payment are set out in Section 10. Further information in relation to Sales Tax can be found here.

4.1.4 Applications for Courses are reviewed and processed on a first-come, first-served basis, with priority given to King's students (if applicable). If no suitable language group is found, your second and third language choices (if applicable) will be considered. If no suitable group is found, we will withdraw your application.

4.1.5 You are responsible for ensuring that the level of Course which You apply for is appropriate for You.

4.1.6 We reserve the right to refuse your application for a Course if You apply after the second lesson of the Course has taken place.

4.1.7 If we are unable to accept your application (for example, the Course You have applied to is full) we will inform You in writing and will refund You in full any tuition fees paid to date.

4.1.8 King's may withdraw your application or refuse to enrol You for any reason at any time before You enrol.. Examples of why King's may withdraw your application or refuse to enrol You are (without limitation):-

(a) You owe any outstanding fees to King's;

(b) You fail to declare all your previous experience and qualifications in the chosen language in your application;

(c) You have previously failed a language module at King's or are requesting to repeat a Course that You have already studied at King's;

(d) where your behaviour falls short of expected standards (examples of unacceptable behaviour can be found in King's Non-Academic Misconduct Guidance). This Guidance is not exhaustive and other examples of inappropriate behaviour will not be tolerated by King's;

(e) You previously studied a language module at King's and failed to attend the minimum number of classes;

(f) You fail to provide a satisfactory criminal record/Disclosure and Barring Service (DBS) check;

(g) You fail to pass an occupational health check (subject to King's obligations under the Equality Act 2010 in respect of students with disabilities);

(h) You fail to demonstrate that You have the correct immigration permission to study in the UK or fail to comply with any immigration conditions; and/or

(i) You provide information in your application that is later found to be false, fraudulent (including fraudulent payment), or misleading information or material omissions.

4.1.9 King's aims to offer a high-quality admissions service. However, it recognises that students may at times have cause for complaint in relation to the admissions service. KCL's Admissions Policy explains how students can make a complaint, the circumstances in which a complaint can be made and how it will be investigated.

4.2 Visa requirements

4.2.1 All students registered at King's must have permission to study in the UK throughout their Course, regardless of which country they are from. You will need to provide original evidence of your permission to study in the UK at the point of enrolment. We will also request a copy of such evidence during the application process.

4.2.2 King's is required by law 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 confirming that You have permission to study in the UK at the point of registration. The acceptable evidence of your valid immigration status is typically an electronic status check using the UK government's 'View and Prove' online service, which requires You to provide a valid Share Code. In some cases, alternative evidence may be required, such as a visa endorsement in a passport, an immigration officer's stamp obtained at the UK border, or other official documentation issued by the UK Home Office. If your immigration permission is a Visa allowing your entry to the UK, your evidence will need to be provided along with proof of your arrival date in the UK (which must be later than the start date of your Visa). You will also be required to provide your contact details (including UK address (where relevant), home telephone number and/or mobile telephone number). 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 permission 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 or stay which is due to expire during your Course, You will be required to demonstrate to us that You have obtained further permission to remain or 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 or withdraw You from your Course (as set out in Sections 4.1.8 and 12.1). In these circumstances, You will remain liable for tuition fees and any applicable Sales Tax on a pro rata basis up to the effective date of withdrawal or termination in accordance with Section 13.5.

4.2.3 If You require a Visa to study at King's, it is your responsibility to obtain the appropriate Visa before starting your Course. By agreeing to these Terms and Conditions, You also agree to abide by the terms and conditions of your Visa throughout your Course. Failure to abide by conditions of stay may lead to a withdrawal. Information on conditions of stay relevant to your particular immigration status can be found on the Government's Visa and Immigration website. The terms and conditions of your Visa take precedence over these Terms and Conditions to the extent that there is any inconsistency between them.

4.2.4 If You need to be sponsored under the Points Based System as a Student, subject to our assessment, King's may issue You with a Confirmation of Acceptance for Studies ("**CAS**"), but King's is under no legal obligation to do so.

4.2.5 If King's sponsors You under the Student Visa route, You agree to comply with the conditions of your stay in the UK and You agree to make relevant notifications to King's. King's 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 King's providing UKVI with any information required pursuant to King's 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 King's immediately if there are any changes whatsoever to your details or immigration status at any time before or after registration, and during your Course.

4.2.6 On occasion, King's may need to contact UKVI to clarify details on outstanding Visa 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 King's Data Protection Policy for more information about how King's processes your Personal Data.

4.2.7 Non-compliance with the conditions of your Visa could also result in the cancellation of your Visa, fines and/or a ban on entry to the UK by the UK government.

4.2.8 Many categories of Visa are subject to restrictions on the right to work. In particular, undertaking self-employed work in the UK while holding status under the Student Visa route is not permitted. As a licensed sponsor, King's has a duty to notify UKVI if we become aware of any instances of our sponsored students breaching the conditions of their

immigration status. Examples include prohibited self-employment activity, and work in excess of the number of permitted hours per week. Any such reports are likely to lead to the cancellation of the Student Visa.

4.2.9 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, King's may: refuse to admit, enrol, or re-enrol You, or may, on written notice, withdraw your Visa sponsorship or suspend or terminate your studies (as set out in Sections 4.1.8 and 12.1). If your application or enrolment on the Course is withdrawn, King's refuses to register You, your registration is terminated or if You choose to withdraw from your studies, this could affect the validity of your Visa and your ability to enter, study, work and/or remain in the United Kingdom.

4.2.10 Where a sponsored Student takes a Leave of Absence, King's may be required to report the Leave of Absence to UKVI, which may lead to the cancellation of their Visa. A sponsored Student's Leave of Absence must not result in the Student being unable to complete their Course within their existing Visa duration when they resume their studies. In most cases, a Leave of Absence that exceeds 60 calendar days (excluding recognised vacation periods) will require reporting and could lead to Visa cancellation. Sponsored Students in this case will be required to obtain a new Visa or other immigration status, at their own expense, before returning to King's following their Leave of Absence.

4.2.11 For the avoidance of doubt, King's is not responsible for You meeting the conditions of the Graduate route. King's shall not be responsible for any changes to the UK Immigration Rules which result in You no longer being eligible to study at King's.

4.3 Disabled applicants and students

4.3.1 King's is committed to a positive student experience by creating an inclusive environment for learning. King's complies with its anticipatory duty under the Equality Act 2010 by considering the needs of students at all stages of the student life cycle. It aims to reduce the need for individual adjustments by creating an inclusive environment for students to learn and succeed.

4.3.2 King's endeavours to offer an environment that encourages positive sharing but also acknowledges that it is the individual's decision whether to share or not. We encourage students to share any disability at the earliest opportunity and ideally on application. If You provide details of a disability support need in your application form, King's will contact You and You will be encouraged to register with Disability Support and Inclusion. Students who choose not to share at the application stage or whose disability occurs during their studies are encouraged to share at any time thereafter. Students who identify that they have disability-related support needs are strongly encouraged to discuss these with the Disability Support and Inclusion Service at the earliest opportunity so that they are aware of the support available.

4.4 Criminal offences

4.4.1 If You are convicted of a criminal offence whilst You are enrolled as a student at King's, You are required to inform your faculty or the King's Language Centre (if You are not registered as a student at King's on another course) in accordance with the Non-Academic Misconduct Policy.

5. STUDENT OBLIGATIONS AND COURSE DELIVERY

5.1 Your obligations

5.1.1 We will use all reasonable efforts to deliver your Course in line with your Written Confirmation, the Academic Regulations and our Policies, Procedures and Codes.

5.1.2 You agree to:-

(a) comply with these Terms and Conditions;

(b) comply with the Academic Regulations and Policies, Procedures and Codes;

(c) maintain and evidence an immigration status that entitles You to undertake your Course;

(d) fulfil the academic requirements of your Course including but not limited to, submission of coursework and other assignments, attendance at lectures, seminars and online live classes, and any such other teaching forums provided by us; and

(e) keep your login details and password confidential and not share them with others.

5.1.3 You must be 18 years old or over on the first day of your Course, with the exception of:

(a) students who are already enrolled on a Higher Education programme at King's;

(b) students studying at King's Maths School; or

(c) students participating in approved widening participation schemes (further details are available here.

5.1.4 King's has a legal requirement to record your term time address whilst You remain enrolled at King's. It is your responsibility to ensure your term time address is correct and if this changes, You must inform King's of your new address within 14 days.

5.2 **Enrolment**

5.2.1 To begin study on your Course, You must:-

(a) enrol at King's prior to the start date of your Course. If You do not enrol, we reserve the right to refuse to enrol You and withdraw You from your Course (without liability); and

(b) if applicable, have paid your tuition fees and any applicable Sales Tax that are due on enrolment (as outlined in the Course Information).

5.3 **Course delivery**

5.3.1 Although King's is based in London our programmes may be delivered:-

(a) on-campus through face-to-face teaching;

(b) online using distance learning methods; or

(c) using a blended approach of on-campus face-to-face teaching and online delivery.

5.3.2 The method of delivery for your Course and the Course timetable will be stated in the Course Information. If King's has to change the method of delivery of your Course during an academic year, this may constitute a change to your Course. Please see Section 14 for further details.

5.3.3 Attendance is compulsory for all Courses if You are an undergraduate or postgraduate student at King's. You must attend a minimum of 75% of the lessons. If your attendance falls below this level, You should provide evidence to the King's Language Centre Office explaining why You have missed lessons. Failure to meet our attendance requirement may result in You:

(a) being prevented from sitting the final exam and passing the Course (if applicable);

(b) having your certificate withheld; and/or

(c) being unable to enrol on a King's Language Centre course in the future.

5.3.4 You are only permitted to attend lessons of the specific class which You are enrolled on. You cannot attend lessons of another Course or in another class on an ad hoc basis.

5.3.5 Guests/family of enrolled students cannot watch/participate in classes and must enrol and pay separately (if applicable). Subject to Section 5.3.6, guests of enrolled students cannot accompany students during on-campus classes unless they have sought King's prior written consent to accompany someone. Any special requests must be made in writing to languagecentreinternal@kcl.ac.uk at least 48 hours in advance.

5.3.6 Section 5.3.5 shall not apply to any person who is required to accompany a student with a disability in the classroom as a reasonable adjustment pursuant to King's obligations under the Equality Act 2010 (for example, a personal assistant, sign language interpreter, or carer). Students who require such an accompanying person should contact the Disability Support and Inclusion Service at the earliest opportunity to discuss their support needs and to make the necessary arrangements. King's reserves the right to request reasonable evidence of the need for an accompanying person and may require such arrangements to be agreed in advance in writing.

6. ONLINE VIRTUAL LEARNING ENVIRONMENT

6.1 We may provide You with login details for KEATS when You enrol (unless You are already a student at King's and already have access to KEATS). You must keep your login details and password confidential and not share them with others. You must comply with our terms of use in respect of KEATS at all times.

6.2 You may only use the content on KEATS for your own personal learning and are not allowed to adapt it or distribute any of it to anybody else.

6.3 King's does not guarantee that KEATS, or any content on KEATS, will always be available or be uninterrupted. King's may suspend or withdraw or restrict the availability of all or any part of KEATS for business and operational reasons. King's will try to give You reasonable notice in the event of any suspension or withdrawal of KEATS and will take reasonable steps to minimise any disruption to students.

7. TEACHING AND ASSESSMENT INFORMATION

7.1 You may learn via a variety of formats, including the following:-

7.1.1 'lessons' prepared by King's academics or guest experts to explain key ideas; these may be text-based or include video or audio presentations and light interactivity;

7.1.2 'activities', which will require You to practice, apply, illustrate, or reflect on the ideas presented in lessons and core readings; these may include quizzes, worksheets, short individual or group tasks;

7.1.3 'discussion', which may include text-based forums or live interaction with other students; and

7.1.4 'webinars', which will be live scheduled classes during which You may be asked to share comments.

7.2 There will also be core 'readings' of key digital texts or media resources, including journal articles, ebook chapters, websites and data sources, which You will be expected to complete in order to complete the above activities effectively.

7.3 If your Course includes webinars, these will normally be held between 10:00 and 20:00 Monday to Friday ("**Normal Class Hours**").

7.4 However, there may be instances where webinars could be held outside of the Normal Class Hours due to unforeseen circumstances (such as staff or room availability) in which event we will provide You with reasonable notice of any changes to the times of the webinars.

7.5 No regular webinars will take place on recognised UK public holidays.

7.6 No refunds will be made for webinars not taking place on these dates.

7.7 You may be assessed via a variety of formats, depending on your Course's subject matter. These could include (but are not limited to) written coursework, individual or group presentations, timed examinations, and active participation in course discussions or other activities. Further information will be included in the Course Information.

7.8 There may be circumstances where examinations need to take place outside Normal Class Hours. In this event we will provide You with reasonable notice so as to minimise the impact of any changes in accordance with our obligations to You as set out in Section 14.

8. TECHNOLOGY AND SYSTEM REQUIREMENTS

8.1 If all or part of your Course is delivered via KEATS, You will be required to provide and have access to the following IT equipment and facilities in order to access KEATS and to participate on the Course:-

8.1.1 a personal computer or tablet;

8.1.2 an internet connection with sufficient bandwidth to allow video streaming (4Mps minimum).; and

8.1.3 a microphone and webcam.

8.2 If You do not have your own IT equipment, You can access KEATS via the IT equipment available on campus.

8.3 If all or part of your Course is delivered via KEATS, the Course can be accessed using the latest versions of Google Chrome, Mozilla Firefox, Apple Safari or Microsoft Edge. Full functionality cannot be guaranteed in older or less commonly used browsers.

8.4 If all or part of your Course is delivered via KEATS, your personal computer and webcam will require the following minimum specifications in order for You to be able to access the course/course materials:-

8.4.1 **Hardware**

(a) Headphones, soundcard and speakers, microphone and webcam.

(b) Minimum Intel Core i5 (Minimum Dual Core 2 GHz) or AMD A10 or equivalent, 8GB of RAM, with a screen resolution of at least 1280x800px.

(c) Please note that most weekly content and activities will be accessible via phone, but a PC/laptop/tablet will be required for assessment (if your Course is assessed).

8.4.2 **Operating System**

(a) Windows: Windows 10 or later. Mac: OS X 10.13 or later.

(b) Linux: 64-bit Linux distribution of Ubuntu 16.04+LTS, Fedora 30+ Workstation, RHEL 8+ Workstation or CentOS 8+.

(c) Android: OS 10, 11 or 12.

(d) iOS: iOS13 or iOS14.

8.4.3 **Internet Connection**

Broadband/high speed connection - recommended 10 Mbps download and 5 Mbps upload speeds.

8.4.4 **Browser**

Latest versions of Chrome, Firefox, Safari or Edge. Browser must be Javascript enabled. Other and older browsers may work but are not regularly tested.

8.4.5 **Other Software Requirements**

(a) Microsoft Teams, Adobe Connect and Office 365 - access to these applications will be provided to You as a King's student. Please note that some software, will need to be downloaded and installed, which will require some administrator privileges.

(b) MicrosoftTeams - the requirements are set out at: https://docs.microsoft.com/en-us/microsoftteams/hardware-requirements-for-the-teams-app.

8.5 The costs of IT equipment and internet access are not included in the tuition fees and are your sole responsibility.

9. CERTIFICATES

9.1 There is no award on completion of a Course. However, following completion of your Course, if You have attended 75% of lessons, You will be able to request a certificate of attendance within 30 days of completion of the Course by emailing languagecentreinternal@kcl.ac.uk.

10. TUITION FEES

10.1 If You are required to pay tuition fees for your Course, You should read this section carefully.

10.2 **Amount of tuition fees**

10.2.1 The amount of your tuition fees is set out in the Course Information. Your Written Confirmation may also include details of any applicable Sales Tax and further information about Sales Tax can be found here. It is your responsibility to make arrangements to pay your tuition fees and any applicable Sales Tax in accordance with the payment terms set out in these Terms and Conditions.

10.2.2 Tuition fees must be paid in full and in advance of the start of the Course as part of the enrolment process.. It is not possible to pay your tuition fees in instalments.

10.2.3 Tuition fees are set, reviewed and published by King's on an annual basis.

10.2.4 The tuition fees are separate and in addition to any tuition fees You pay for your main programme of study at King’s College London.

10.3 **Additional costs**

10.3.1 You are responsible for your own living expenses, travel and accommodation costs (unless otherwise agreed in writing or set out in the Course Information). Additional costs that will be incurred on your Course, for example for course text and work books, will be detailed in the Course Information ("**Additional Costs**").

10.3.2 We strongly advise that You do not purchase any text or work books until after the first lesson has taken place. Books will not be required for the first lesson.

10.4 **Making Payment**

10.4.1 It is your responsibility to make arrangements to pay your tuition fees (if applicable) and any applicable Sales Tax in full and in advance of the start of your Course as part of the enrolment process, and in accordance with the payment terms and conditions set out in the Course Information and outlined in these Terms and Conditions.

10.4.2 All payments for Courses must be made via the King's E-Store. King's accepts no responsibility for payment of tuition fees by direct bank transfer into King's bank account.

10.4.3 Further information on the King's E-Store can be found here.

10.4.4 Please take care when deciding how to pay your tuition fees and any applicable Sales Tax and be aware of frauds and scams to help protect yourself. King's advertised methods of payment are its preferred ways of receiving your fees as they are safe and secure, so if You choose to use an alternative payment method You may be putting yourself and your funding at risk of scams and frauds.

10.4.5 King's does not accept payment of tuition fees or any applicable Sales Tax by cheque.

10.4.6 King's does not accept payment of tuition fees or any applicable Sales Tax in cash either directly or at any of its bank branches.

10.4.7 You are responsible for knowing the exact source of funding of your tuition fees and any applicable Sales Tax.

10.4.8 Where the payer of your fees is an individual and not a formal sponsor / external corporate body, then there must be a known evidenced relationship between You and the payer (for example, a parent/guardian or close family member).

10.4.9 For compliance purposes, King's may require You to provide further information about the third party paying your tuition fees including but not limited to the payer's date of birth, full residential address, relationship to payer, and the source of funds. You will be required to provide such information upon King's reasonable request and without delay.

10.4.10 Where unauthorised funds are received into King's 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) King's may return funds back to the payer, and You will be required to make direct payment to King's 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. You shall be liable for any currency exchange losses and / or bank handling fees incurred by King's as a result of returning funds to You.

10.4.11 Where a debit or credit card payment received by King's is subsequently disputed by the cardholder and King's 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 King's immediately.

10.4.12 King's reserves the right to withdraw You from your Course where any payment made by You to King's is reported to King's by the card acquirer as being fraudulent.

10.4.13 King's reserves the right to charge an administration fee of £25 in respect of chargebacks/disputed debit or credit card payments received from the King's card acquirer.

10.5 **Non-payment or late payment of tuition fees**

10.5.1 If you do not pay your tuition fees or any applicable Sales Tax in accordance with the payment terms set out in these Terms and Conditions, You will not be registered onto your Course.

10.5.2 For further information on the process and consequences of late payment, please see here.

10.5.3 Please see here if You are having difficulties paying on time and need further help and advice.

10.5.4 If You are suspended from participation on your Course, You may be excluded from attending lectures, classes or seminars, using our facilities or services, submitting assessments, taking tests/examinations, applying for another language course, or proceeding to any degree, diploma or other award of King's at our reasonable discretion.

10.5.5 Students whose registration at King's is cancelled under Section 10.5.4 above remain liable for payment of any outstanding fees. Students who subsequently pay the outstanding fees must re-register for their Course. Acceptance onto the Course and accreditation of previous study will be subject to King's admissions requirements (as set out in the Academic Regulations) applicable at the time of re-application.

10.5.6 A student who withdraws or interrupts from their Course during the academic year may be liable for pro rata tuition fees to the date of withdrawal. Further information is set out in Section 13.

10.5.7 We reserve the right to take steps to recover unpaid fees in accordance with our legal rights and remedies. Further details in relation to non-payment or late payment of tuition fees are set out here.

10.5.8 We reserve the right to charge interest on unpaid fees if we are required to issue court proceedings to recover any unpaid fees. Debt collection fees may also be recovered from You, and an administration fee of £25 may be charged in respect of card chargebacks.

10.6 **Tuition fee variations**

10.6.1 Details of your tuition fees and any applicable Sales Tax will be set out in the Course Information.

10.6.2 During your Course, if King's has determined that your Course is subject to Sales Tax in your country of residence, we reserve the right to pass on any such Sales Tax to You. King's also reserves the right to pass on any change in the rate of Sales Tax to You.

10.6.3 King's will give affected students as much notice as reasonably possible (and where possible at least 3 months' written notice) of any liability for Sales Tax or a change in the rate of Sales Tax. Further information on Goods and Sales Tax can be found here.

10.6.4 If King's notifies You that You are liable for Sales Tax during your Course, or the rate of Sales Tax is increasing and You are unhappy with the increased fees, You may end your Contract with us provided that You inform languagecentreinternal@kcl.ac.uk or in writing no later than two weeks of King's notifying You of the increase. The effect of ending your Contract is that You will not incur fees for the remainder of your Course and your studies with King's will terminate. You will remain liable for any fees incurred up to the date before the fee increase takes effect. If your studies are interrupted or suspended for any reason, the fees when You begin or resume your studies may have increased, on the basis set out above.

11. LESSON CANCELLATIONS

11.1 If we need to cancel a lesson of your Course, we will notify You as soon as practicable by email and/or text message.

11.2 If just one lesson of a Course is cancelled by us, we will endeavour to offer a replacement lesson. If we have to cancel at least two lessons You will be entitled to a pro rata refund for the cancelled lessons if You paid tuition fees for your Course.

11.3 Single lesson cancellations are not considered to be changes to the day or time of a Course.

12. **KING'S CANCELLATION RIGHTS**

12.1 Subject to us complying with the Academic Regulations and Policies, Procedures and Codes we may cancel the Contract at any time with immediate effect by giving You written notice if:-

12.1.1 it comes to our attention that You have failed to meet or no longer meet the entry requirements for your Course (including by way of us discovering that You have falsified your qualifications or your application contains material inaccuracies or fraudulent information, or that significant information has been omitted from your application form);

12.1.2 You are required to pay fees for your Course, and You do not pay your tuition fees, applicable Sales Tax or Additional Costs within 30 days of us notifying You that your fees are outstanding;

12.1.3 You do not attend the first 2 weeks of your Course (unless otherwise agreed by King's) or You have mitigating circumstances;

12.1.4 a Force Majeure Event prevents us from providing your Course for longer than eight (8) weeks (whichever is shorter);

12.1.5 You have failed to meet the requirements of your Course or fail to make sufficient academic progress, as set out in the Academic Regulations or Policies, Procedures and Codes (including, without limitation, in respect of your attendance or academic results);

12.1.6 You are found guilty of a serious breach of the Academic Regulations and/or our Policies, Procedures and Codes (including, without limitation, the Non-Academic Misconduct Policy) at a disciplinary hearing;

12.1.7 You break the Contract in any material way, and, where that situation is capable of being corrected, You do not correct it within 14 days of us asking You to do so; or

12.1.8 You do not meet your obligations as a sponsored Student or You no longer have immigration permission to study in the United Kingdom.

12.2 If we cancel the Contract in accordance with Section 12.1, You may be liable for pro rata tuition fees and any applicable Sales Tax up to the date of termination. Upon your request, we will refund any tuition fees and applicable Sales Tax which You have overpaid (if, for example, You have paid your tuition fees and any applicable Sales Tax in advance) within 14 days of the date of termination. Further details on how You request a refund will be set out in the invoice You receive.

12.3 If the Contract has been terminated (for any reason), You will no longer be entitled to attend lectures, classes or seminars, use our facilities or services, submit assessments, take tests/examinations, apply for another language course, or proceed to any degree, diploma or other award of King's.

13. **YOUR CANCELLATION RIGHTS AND WITHDRAWAL**

13.1 You have the right to cancel the Contract and your acceptance of a place at King's for any reason during a 14-day cancellation period (the "**Cancellation Period**"), which will start on the day You receive a Written Confirmation from King's.

13.2 To cancel the Contract and withdraw from your Course, You must clearly inform us in writing of your decision to cancel before the Cancellation Period has expired. You can do this by:

13.2.1 contacting the King's Language Centre by email (at languagecentreinternal@kcl.ac.uk); or

13.2.2 using the Cancellation Form but You do not have to use the model form.

13.3 Subject to Section 13.4, if You cancel the Contract within the Cancellation Period, we will reimburse any tuition fee and applicable Sales Tax payment received from You as soon as we can, and no later than 14 days after the day on which You informed us of your decision to cancel the Contract. We will make the reimbursement using the same means of payment as You used for the initial

transaction, unless You have expressly agreed otherwise. You will not incur any fees as a result of the reimbursement (except for any exchange rate differences).

13.4 If your Course is due to begin within 14 days from the date You receive your Written Confirmation, 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 entitled to a partial refund of your tuition fees and any applicable Sales Tax, as set out in Section 13.5 below.

13.5 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 of withdrawal	Tuition fees due
During 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).
After the end of the Cancellation Period and up to day 1 of week 6 (or week 3 if a One Semester Module)	25% of the total tuition fees
From day 1 of week 6 and up to day 1 of week 11 (or from day 1 of week 3 and up to week 5 if a One Semester Module)	50% of the total tuition fees
From day 1 of week 11 and up to day 1 of week 16 (or from day 1 of week 5 and up to day 1 of week 8 if a One Semester Module)	75% of the total tuition fees
From day 1 of week 16 up to the last day of week 20 (or from day 1 of week 8 up to the end of week 10 if a One Semester Module).	No refund will be offered

13.6 We do not offer refunds for lessons which take place on the advertised day and time but which You do not attend or are unable to attend because of unforeseen changes in your circumstances.

14. KING'S OBLIGATIONS TO STUDENTS

14.1 Changes to Academic Regulations, Policies, Procedures and Codes

14.1.1 During your Course, we may update and replace our Academic Regulations, and Policies, Procedures and Codes from time to time in order to ensure that King's operates efficiently for students and meets relevant legal and regulatory obligations, and/or where changes are in the interests of students. Changes to the Academic Regulations, and Policies, Procedures and Codes will be appropriately notified to students via email or the website. Such changes will not affect the content of your Course (see Section 14.2 for provisions concerning changes to Courses).

14.1.2 Any changes made under this Section 14.1 will normally come into effect at the start of the next academic year. King's will take all reasonable steps to minimise disruption to students wherever reasonably possible.

14.1.3 The updated Academic Regulations, and Policies, Procedures and Codes will be made available on the King's website and may be publicised by other means so that students are made aware of any changes.

14.2 **Changes to Courses**

14.2.1 Once You have received your Written Confirmation, whilst we will use all reasonable efforts to deliver your Course as set out in the Contract, due to the time period between the publication of programme advertising and marketing information and registration on your Course circumstances may arise where we are required to make changes to your Course. Examples of "changes" include changes to the content or structure of your Course, or to the location or method of teaching or assessment, or to the type of award. Examples of where changes may be made or required are (without limitation):-

(a) where changes are in students' overall interests, for example because of developments in teaching practice or technology, or new assessment methods;

(b) where a Force Majeure Event, campus redevelopment or restructuring of King's means that teaching locations change to a different site;

(c) where regulatory or government requirements mean that changes must be made to ensure compliance. Examples include changes to how King's is required to operate because of changes to a professional body's requirements, or changes to immigration rules or other laws/regulations;

(d) where a key member of staff is no longer available (e.g. through illness or resignation) and suitable alternative teaching or supervision arrangements are provided; and/or

(e) due to factors beyond our reasonable control, it may sometimes be necessary to vary the content of the Course or modules or services as described in the Course Information.

14.2.2 If King's sponsors You under a student visa, Course changes may have an impact on your sponsorship, and we will provide You with further information. If You wish to change your Course, You should speak to us before taking any action.

14.2.3 King's is committed to providing appropriately qualified staff to teach its programmes, but it does not commit to ensuring that any individual will teach on any given programme. Where these members of staff leave King's, take leave or are otherwise become unavailable to teach then they will be replaced by either existing or new staff appointed by King's.

14.3 **Closure of Courses**

14.3.1 Once You have received your Written Confirmation, whilst we will use all reasonable efforts to deliver your Course in accordance with the Contract, circumstances may arise where we are required to close your Course. Examples of where Course closure may be made or required are (without limitation):-

(a) where a key member of staff is no longer available (e.g. through illness or resignation) and suitable alternative teaching or supervision arrangements cannot be provided. This might be where the member of staff concerned has a particular specialism which cannot be adequately covered by other members of King's staff, or by other resources (e.g., temporary staff) that King's would normally engage in such circumstances;

(b) where a Force Majeure Event, campus redevelopment or restructuring of King’s means that a teaching location becomes unavailable; or

(c) there are an insufficient number of students enrolled on the Course meaning the continued running of the Course is financially unviable and/or would lead to an unacceptable student experience.

14.3.2 If we cancel your Course because there are insufficient number of students enrolled on the Course, You may change to an alternative Course, if available, or claim a full refund for the tuition fee (if applicable). We will not charge an administrative fee for this. It will not be possible to attend an alternative Course on a trial basis.

14.3.3 Any Course closure and/or refund application in relation to a Course closure would be considered in accordance with our Programme Closure and Suspension Policy and Student Protection Plan.

14.4 **Consequences of changes to Courses or closure of Courses**

Changes to Courses before enrolment

14.4.1 If we have to change your Course, we will use reasonable efforts to ensure that changes are kept to a minimum, but if we need to make any substantial changes to your Course (as against the commitments made in your Written Confirmation and/or Course Information and as reasonably determined by us) before You enrol at King's, we shall bring the changes to your attention as soon as possible and if You no longer wish to continue on the amended Course, You may either:

(a) terminate the Contract and/or withdraw your application for the Course without any liability to us for tuition fees and with King's issuing You with a full refund of any and all tuition fees and Sales Tax You have paid; or

(b) transfer to another Course (if any) as may be offered by us for which You are qualified.

Changes to Courses or closure of Courses post enrolment

14.4.2 Where changes or Course closure is proposed or have to be made for the reasons outlined at Sections 14.2 and 14.3 above, King's will take all reasonable steps to minimise disruption to students (including where your Course is closed and King's is unable to complete delivery of your Course, using reasonable efforts to, with your consent, transfer You to a new course at King's for which You are qualified). You cannot attend an alternative course on a trial basis.

14.4.3 In the case of minor changes as reasonably determined by us, we will use reasonable efforts to keep such changes to a minimum and to keep You informed appropriately, for example by email or via notifications on the intranet.

14.4.4 In the case of substantial changes as reasonably determined by us, before implementing any such change, we will (where possible and appropriate) consult with students to seek their views on the changes/proposals and any potential alternatives or steps to minimise the impact on students. Changes which are to students' benefit will not normally be "substantial".

14.4.5 If we make substantial changes to your Course (as against the commitments made in your Written Confirmation and/or Course Information and as reasonably determined by us) after You have enrolled and You are unhappy with the changes such that You no longer wish to continue to study on your Course, You must notify us of this in writing, following which we may offer You a suitable alternative Course for which You are qualified.

14.4.6 If You agree to transfer to an alternative Course as may be offered to You by King's (and for which You have the requisite qualifications), You will only be liable to pay the lower of the total tuition fee for the original Course, or the alternative Course, and we will reimburse You if there is any difference in the total tuition fees.

14.4.7 If You are unhappy with the alternative Course we offer You or we are unable to offer You a suitable alternative Course, You may end your Contract with immediate effect by sending an email to languagecentreinternal@kcl.ac.uk. The effect of terminating your Contract is that your Course will terminate and You may be entitled to a full or partial refund of tuition

fees and Sales Tax You have paid depending on the circumstances and we will act reasonably in making a determination as to whether a full or partial refund is due (with reference to our Student Protection Plan).

14.4.8 You should consider your options carefully before terminating your Contract in such circumstances. You may also want to consider other matters such as accommodation and travel costs.

14.5 **Liability for acts outside our control**

14.5.1 King's will do all that it reasonably can to provide your Course as described on our website and in the Course Information or other documents issued by King's to You. Despite taking all reasonable steps to prevent them occurring, and to mitigate their impact, some events outside our reasonable control may mean that we are not able to provide your Course.

14.5.2 We shall not be liable to You for any failure in the delivery of the Course arising from matters outside our reasonable control, provided we fully comply with our obligations under this Section 14.5. Such events may include: industrial action which it is not within the capacity of King's to resolve; severe weather, fire, civil commotion, riot, cyber attack, default by third party suppliers or subcontractors, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not), natural disaster, restrictions imposed by government or public authorities, epidemic or pandemic disease (excluding Covid-19) or failure of public utilities or transport systems/networks (a "**Force Majeure Event**").

14.5.3 We would normally expect such Force Majeure Events to be short term and we will contact You to advise of an alternative course of action, where possible. We shall use all reasonable endeavours to mitigate the effect of the Force Majeure Event on your Course and the performance of our obligations and such mitigations may include, without limitation, altering timetables to reschedule postponed classes and delivering classes via a different method.

14.5.4 If a Force Majeure Event results in the complete inability to deliver your Course for a continued period of six (6) weeks or more then You will be entitled to terminate your Contract with immediate effect by contacting languagecentreinternal@kcl.ac.uk or in writing.

14.5.5 Should You terminate your Contract pursuant to Section 14.5.4, You may be entitled to a full or partial refund of the tuition fees and Sales Tax You have paid depending on the circumstances and we will act reasonably in making a determination as to whether a full or partial refund is due (with reference to our Student Protection Plan).

14.5.6 You should consider your options carefully before terminating your Contract, for example whether You are able to transfer to an alternative programme and You may wish to contact the Student Advice Service to discuss this. Further information is available here.

14.6 **Compensation**

14.6.1 Where You terminate your Contract pursuant to this Section 14, You may be entitled to compensation pursuant to our Student Protection Plan.

14.7 **Limitation of our liability to You**

14.7.1 Nothing in these Terms and Conditions will limit or exclude King's liability:-

(a) for death or personal injury arising from our own negligence; or

(b) for fraud or fraudulent misrepresentation; or

(c) in respect of any other liabilities which may not be lawfully excluded or restricted.

14.7.2 King's shall not be liable and expressly excludes liability for:-

(a) damage to, theft and/or loss of your personal property (including but not limited to personal possessions such as your own IT equipment, bicycles or vehicles) unless caused by our negligence;

(b) 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 King's;

(c) financial or other consequential loss where such loss or damage is a result of theft, fire or flood unless caused by our negligence;

(d) any failure or delay, or for the consequences of any failure or delay, in performance of our obligations under these Terms and Conditions, if such failure or delay is due to a Force Majeure Event, provided we fully comply with our obligations under Section 14.5; and

(e) any losses which were not foreseeable to You and us when this Contract was formed and losses are foreseeable if they are an obvious consequence of King's breach of this Contract. King's does not accept liability for loss of opportunity or loss of profit.

15. TRANSFERS AND DEFERRALS

15.1 We will only Transfer You if your Course teacher or a King's Language Centre manager with responsibility for the relevant language has confirmed in writing that the Transfer is appropriate. More information can be found on our website.

15.2 Transfer of language

15.2.1 Only one Transfer of language is permitted per student per enrolment. You may only request a Transfer to a course in another language within the Cancellation Period.

15.3 Transfer of level

15.3.1 If we believe that the level of the Course which You have enrolled on is not the most appropriate for You, we may recommend a Transfer to a course in the same language at a more appropriate level.

15.3.2 If You believe that the level of the Course which You have enrolled on is not appropriate for You, You may request a Transfer to a course in the same language at a more appropriate level by emailing languagecentreinternal@kcl.ac.uk before the relevant deadline for Transfer requests set out in Section 15.5.

15.3.3 Only one Transfer of level request is permitted per student. If a Transfer is not possible, we may allow You to Transfer to a course in another language. If this is not desirable, a refund for any remaining classes can apply (if You paid tuition fees for your Course).

15.4 Change of language, day, time or campus

15.4.1 If You wish to Transfer to a course at the same level in the same language but with a change of day, time or campus, or You wish to transfer to a course in a different language, You may request a Transfer by emailing languagecentreinternal@kcl.ac.uk before the relevant deadline for Transfer requests, set out in Section 15.5.

15.5 Transfer deadline

15.5.1 The deadline to request a change to your Course is 17.00 on the Friday of the second full teaching week of the Course.

15.5.2 We will only Transfer You if there is a space available on the course You wish to Transfer to and it is compatible with your timetable.

15.6 **Deferrals**

15.6.1 We do not allow You to defer your enrolment to a subsequent course (i.e. to another enrolment session, such as autumn to winter) however depending on your circumstances, You may be able to apply for a course at a later enrolment period. Future enrolments will also be on a first come, first served basis, as set out in Section 4.1.4.

16. **COMPLAINTS**

16.1 If You have a complaint about the admissions process, please follow the Complaints Section of the Admissions Policy. Applicants do not have the right to appeal an academic judgement that is made on an application. Further details are set out in Section 4.1.9.

16.2 Once You have registered as a student of King's, if You have a complaint about us, please follow the Complaints Policy and Procedure in the Academic Regulations.

16.3 You may also be eligible to apply for a refund or compensation. Please view our Student Protection Plan for further details on how to apply for a refund or compensation if You are no longer able to continue your studies at King's. You can also request a refund through your student records portal by completing the task called "**Fee Payment Refund Request**".

16.4 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.

17. **SAFEGUARDING**

King's is very mindful of its duties under the Safeguarding Vulnerable Groups Act 2006 (as amended) and Care Act 2014, and shall comply with its obligations under its Safeguarding Policy.

18. **INTELLECTUAL PROPERTY**

Any Intellectual Property Rights developed by You during your Course are subject to our Intellectual Property, Commercial Exploitation and Financial Benefit, Code of Practice.

19. **DATA PROTECTION**

19.1 We will process Personal Data in accordance with the Data Protection Legislation. Our Applicant Data Collection Notice and Student Data Collection Notice explains what data we might hold about You, how we use it, who we might share it with and the reasons for doing that.

19.2 If You are involved in Processing Personal Data (for example in some research projects) You must ensure that You abide by the requirements of the Data Protection Legislation. You should comply with our Data Protection Policy and Research Data Management Policy.

20. **GENERAL**

20.1 If any provision of the Contract between You and us is held to be void or unenforceable in whole or in part by any court or other competent authority, that Contract shall continue to be valid as to the other provisions contained in it and/or the remainder of the affected provision.

20.2 Neither party intends that any of these Terms and Conditions will be enforceable or able to be amended or suspended by any third party.

20.3 These Terms and Conditions are governed by and construed in accordance with English Law. The English Courts have exclusive jurisdiction to deal with any dispute arising out of or in connection with them.