



European Union  
European  
Social Fund



West Suffolk College  
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# Enrolment Confirmation

Please read this document carefully as it forms part of our mutual learning agreement.  
Please keep this copy for reference.

## What can you expect of the College?

You can expect West Suffolk College to make every reasonable effort to provide:

- An agreed course or programme of study designed to meet your needs, abilities and future plans
- Information about your course/programme and West Suffolk College
- Professional staff who will support you in your studies
- Work which will be marked and given back to you with comments and advice
- Learning resources, facilities and environment that are appropriate to your course/programme
- An environment that supports equal opportunities, promotes British values and is free from harassment and intolerance
- Services to students: information and advice on careers, financial assistance and confidential personal counselling
- Learning Support to help you achieve as much as possible from your studies
- A challenging, stimulating learning experience
- A chance to comment on your course/programme
- An assessment to identify any additional Learning Support needs you may have

## What will the College expect of you?

West Suffolk College will expect you to make every reasonable effort

- To take responsibility for your learning
- To work hard and complete your assignments
- To attend classes and tutorials regularly and punctually
- To let us know, as soon as possible, if you are unable to come to College, e.g. if you are ill
- To behave sensibly and responsibly and to respect the rights of other members of the College
- To respect the rights of all other College members to be free from harassment of any kind, e.g. racial or sexual
- To attend supported learning sessions if the need is identified
- To behave in accordance with the Health & Safety at Work Act
- To help keep the College clean and tidy
- Not to smoke on College premises (use designated shelters)
- To inform us of any important changes, e.g. if you move house
- If you are thinking of changing course/programme or have other concerns to contact one of the following:
  - Your personal tutor or Course Director
  - Your parent(s) (if you are under 18)
  - Your employer/sponsor (if appropriate)
- To display your membership badge at all times whilst on campus

**Equal Opportunities.** West Suffolk College has a duty to advance equal opportunities across a range of protected characteristics including race, gender and disability. The use of ethnic background information and information on disability is important in helping to ensure that the policy works. This is why you are asked to answer the relevant questions at enrolment. The College uses information about your disability to make reasonable adjustments and provide support for you. It is your right to have issues related to your disability treated confidentially. If you wish to limit who is told about your disability please contact the College Disability Manager. A leaflet entitled 'Help and Guidance for Learners with Disabilities and Learning Difficulties' is available on request.

**Privacy Notice.** Your personal information is used by the DfE (Department for Education) to exercise its functions and meet its statutory responsibilities, including under the Apprenticeships, Skills, Children and Learning Act 2009 and to create and maintain a Unique Learner Number (ULN) and a Personal Learning Record (PLR).

Your information may be shared with third parties for education, training, employment and well-being related purposes, including for research. This will only take place where the law allows it and the sharing complies with Data Protection Legislation. You may be contacted after you have completed your programme of learning to establish whether you have entered into employment or gone onto further training or education.

You may be contacted by the European Social Fund (ESF) Managing Authority (or agents acting on its behalf) to carry out research and evaluation to inform the effectiveness of training. You may also be contacted by West Suffolk College for other purposes and at enrolment you would have been asked to consent for us to contact you about courses or learning opportunities and/or surveys and research. If you have consented to be contacted you will also have been asked how you would like us to contact you; by email, post or by phone.

Further information about how the DfE (Department for Education) or how West Suffolk College makes use of and has access to your personal data, details or organisations with whom we regularly share data, information about how long we retain your data, and how to change your consent to being contacted, please visit: <https://www.gov.uk/government/publications/esfa-privacy-notice> or <https://wsc.ac.uk/privacy-and-terms>.

**Tuition Fees.** Fees are payable before the commencement of a course. For course fees exceeding £375, instalment payments are available over 4 months via direct debit, however the first payment must be made before the start date of the course.

Where students nominate a third party to pay the course fee, in the event of that third party failing to pay, then the student will become liable for payment in full.

If you are 19 or over on the 31 August in the academic year when you begin a programme of study you will be required to pay towards the course. We offer a range of fee reductions for learners and some fees may be waived.

Any application for an Advanced Learner Loan to pay for fees must be made to the Student Loan Company prior to the start of the course. Enrolment will only be confirmed once the loan has been confirmed.

If a student cannot meet the full course of fees an application may be made to Finance Support for assistance. This award is discretionary and will depend on your household income. Enrolment cannot be confirmed unless support has been granted in writing. Applications should be made via the online application form on the College website.

**Refunds.** Refunds will only be given in exceptional circumstances. To be considered for any refund, notice must be given to the Head of Admissions and Student Futures. Consideration will be based on if a student leaves a course within the first two weeks of commencement of the course, the course fee may be refundable in full, subject to an administration fee of £30.00. If a student leaves an annual course during the six weeks the second and third term fees may be refunded. If a student leaves during the second or third term no refunds will be available.

Our courses have been directly or indirectly part financed by the European Social Fund. If the programme you are on is fully or co-funded by the DfE then it may be used by the Agency for match funding purposes and is therefore deemed as part-funded by the European Social Fund (ESF).

**Extracts from West Suffolk College Regulations.** The formation and continuation of classes is dependent on sufficient enrolments and satisfactory attendance. The Corporation shall not be liable for refund of fees or any other penalty should classes be cancelled due to war, fire, strike, lockout, industrial action, tempest, accident, civil disturbance, or any other cause whatsoever beyond their control.

Students entering for external examinations must ensure that their entries are made by them (or on their behalf) by the published closing dates. Students taking practical classes must provide themselves with suitable protective clothing and comply with all safety regulations. West Suffolk College operates a NO SMOKING policy.

The College cannot accept any liability for loss or damage to property suffered on its premises or grounds.

In cases of severe weather conditions, students should listen to bulletins on local radio for information, or if in any doubt, check the West Suffolk College website at <https://www.wsc.ac.uk> to be sure that classes will be running.

West Suffolk College uses CCTV technology to record images of everyone entering and leaving all buildings on the campus for security reasons.