



TERMS AND CONDITIONS

Terms and Conditions

London, United Kingdom
ravenscroftcollege.co.uk
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TERMS AND CONDITIONS

DOCUMENT PURPOSE AND STATUS

These Terms and Conditions set out the contractual terms applicable to all learners enrolled on programmes delivered by Ravenscroft College. They are published on the College's website and accepted at the point of enrolment.

This document should be read in conjunction with the Admissions Policy; the Fees, Refunds and Withdrawals Policy; the Academic Integrity, Malpractice and Maladministration Policy; the Assessment and Internal Verification Policy; the Academic Appeals Policy; and all other published College policies.

REGULATORY CONTEXT

These Terms have been drafted to comply with the following regulatory and legislative frameworks:

- Consumer Rights Act 2015
- Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013
- Competition and Markets Authority (CMA) guidance for higher education providers
- UK General Data Protection Regulation (UK GDPR) and Data Protection Act 2018
- Equality Act 2010
- The requirements of the awarding body, OTHM Qualifications
- Ofqual's General Conditions of Recognition, as they apply to the College through its approved centre status

INTRODUCTION

These Terms and Conditions ("Terms") govern the relationship between Ravenscroft College ("the College", "we", "our", "us") and any individual who applies to, enrolls on, or studies a programme of study with the College ("you", "your", "the Learner"). By



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submitting an application or completing enrolment, you confirm that you have read, understood, and agree to be bound by these Terms.

These Terms should be read in conjunction with the College's published policies, including the Admissions Policy, Fees, Refunds and Withdrawals Policy, Privacy Policy, and all other policies available on our website at ravenscroftcollege.co.uk.

ABOUT RAVENS-CROFT COLLEGE

Ravenscroft College is an approved OTHM centre, delivering qualifications awarded by OTHM Qualifications, an awarding organisation recognised by Ofqual. The College is not part of, owned by, or able to act for OTHM. It is not a university and does not hold degree-awarding powers. It is not limited to OTHM qualifications and make be accredited by other awarding organisations.

FORMATION OF CONTRACT

A binding contract between you and the College is formed when you accept an offer of a place on a programme of study and complete the enrolment process, including payment of fees or agreement to an approved payment plan. The contract comprises these Terms, your offer letter, the relevant programme specification, and the College's published policies at the date of enrolment.

If you enrol at a distance (including online enrolment), you have the right to cancel within 14 calendar days of the date of enrolment in accordance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. Details of the cancellation process are set out in our Fees, Refunds and Withdrawals Policy.

PROGRAMME INFORMATION AND MATERIAL CHANGES

The College will provide accurate and up-to-date information about each programme of study before enrolment, including:

- Programme title, qualification level, and the name of the awarding body
- Entry requirements and any prerequisite qualifications
- Programme structure, delivery mode (online, blended, or face-to-face), and duration



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- Assessment methods and criteria, aligned to the awarding body's qualification specification
- Total fees payable, payment terms, and any additional costs
- Progression pathways and any known limitations on progression
- The name and status of the awarding body and the regulatory status of the qualification

The College reserves the right to make reasonable changes to programmes, timetables, delivery methods, or staffing where necessary. Where any material change is proposed that may affect a learner's programme, the learner will be notified in advance and given the opportunity to withdraw with a full or proportionate refund if the change is to their significant disadvantage.

LEARNER OBLIGATIONS

Academic Conduct

- Work through the material released each week, engage with the learning activities, and upload a draft of your work at the end of every unit
- Submit all work by the published deadlines and in accordance with the awarding body's requirements
- Always maintain academic integrity, including producing original work and properly referencing all sources
- Comply with the College's Academic Integrity, Malpractice and Maladministration Policy
- Engage with the virtual learning environment and check communications regularly

Behaviour and Conduct

- Treat all staff, fellow learners, and members of the College community with dignity and respect
- Comply with the College's Equality, Diversity and Inclusion Policy and Safeguarding Policy
- Use the College's digital platforms, communication channels, and resources responsibly and lawfully



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- Not engage in any behaviour that constitutes harassment, discrimination, bullying, or disruption

Failure to comply with these obligations may result in disciplinary action, which may include suspension or expulsion from the programme. In serious cases, the College may terminate the contract with immediate effect.

Financial Obligations

- Pay all fees in accordance with the agreed payment terms and schedule
- Notify the College promptly if experiencing financial difficulty
- Understand that persistent non-payment may result in suspension of access and ultimately withdrawal

COLLEGE OBLIGATIONS

- Deliver programmes with reasonable care and skill, in accordance with programme specifications and awarding body requirements
- Provide access to the virtual learning environment, learning materials, and academic support
- Provide timely and constructive feedback on assessments
- Maintain quality assurance processes including internal verification and awarding body compliance
- Communicate clearly and promptly about matters affecting learners' studies
- Handle personal data in accordance with the Privacy Policy and Data Protection and GDPR Policy
- Provide access to a fair complaints and appeals process

FEES, PAYMENT AND REFUNDS

One resubmission is included in the programme fee. A further attempt is at the College's discretion and attracts a resit fee of £75. Any other additional charges are communicated clearly before they are incurred.



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The College reserves the right to adjust fees for future cohorts. Fees will not be increased during a learner's programme unless required by a regulatory body or awarding organisation, in which case reasonable notice will be given.

Full details of payment terms, the 14-day cooling-off period, withdrawal refund scales, and exceptional circumstances provisions are set out in the Fees, Refunds and Withdrawals Policy.

Certification claims. A valid certification claim is not withheld or delayed because any part of the course fee remains outstanding. Where any part of the course fee remains outstanding, the College will write to you stating the amount due and allowing not less than 14 days to pay, and will manage any unpaid balance through its own contractual and debt-recovery arrangements. Your registration with the awarding body is not affected, and nor is any assessment decision already made on work you have submitted.

INTELLECTUAL PROPERTY

All course materials, content, and resources provided by the College remain the intellectual property of Ravenscroft College or the relevant awarding body and are provided for personal study use only. Learners may not reproduce, distribute, share, or commercially exploit any course materials without prior written consent.

Original work produced by learners as part of their programme remains their intellectual property, subject to the awarding body's regulations regarding assessment submissions.

LIMITATION OF LIABILITY

The College's liability for any claim arising under or in connection with these Terms shall not exceed the total fees paid by the learner for the relevant programme.

The College does not accept liability for:

- Loss or damage arising from circumstances beyond the College's reasonable control (force majeure)
- Indirect, consequential, or economic loss, including loss of earnings or anticipated career outcomes
- The content, availability, or practices of third-party websites or services



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Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability that cannot be excluded by law.

SUSPENSION AND TERMINATION

By the College

- Serious or persistent breach of these Terms, policies, or the student code of conduct
- Academic misconduct including plagiarism, cheating, or fraud
- Non-payment of fees following reasonable notice
- Behaviour posing a risk to the safety, welfare, or wellbeing of others
- Failure to meet Fitness to Study requirements, where applicable

Learners will be given reasonable notice and the opportunity to make representations before a final decision, except where immediate action is required for safety or regulatory reasons.

By the Learner

Learners may withdraw at any time by notifying the College in writing. Financial obligations on withdrawal are governed by the Fees, Refunds and Withdrawals Policy.

COMPLAINTS, APPEALS AND EXTERNAL RECOURSE

After exhausting the College's internal procedures, learners may refer the matter to the awarding body, OTHM Qualifications, within 30 working days of the College's final outcome. Where the concern is about the awarding body's own handling of a matter, and its procedures have been completed, it may be raised with Ofqual.

DATA PROTECTION

Personal data is processed in accordance with the Privacy Policy and Data Protection and GDPR Policy. By enrolling, learners acknowledge that the College may share personal data with awarding bodies, regulatory bodies, and other third parties where necessary and lawful.

FORCE MAJEURE



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The College shall not be liable for any failure or delay in performing its obligations where such failure or delay results from circumstances beyond reasonable control, including pandemic, natural disaster, government action, industrial action, terrorist activity, or significant technology disruption. The College will take reasonable steps to mitigate impact and resume operations.

GOVERNING LAW AND JURISDICTION

These Terms are governed by the laws of England and Wales. The courts of England and Wales have exclusive jurisdiction.

SEVERABILITY

If any provision is found invalid or unenforceable, the remaining provisions continue in full force and effect.

CHANGES TO THESE TERMS

The College may update these Terms from time to time. Material changes affecting current learners will be communicated directly. The current version will be available on the website.

Last reviewed: October 2026