



Swansea College – GCSE and A Level Distance Learning Courses

Terms and Conditions

Last Updated: 1 September 2025

1. Introduction

These Terms and Conditions govern enrolment, participation, and conduct relating to all **GCSE and A Level Distance Learning Courses** offered by Swansea College (“the College”, “we”, “us”, “our”).

By enrolling in a course, you (“the student”, “you”, “your”) agree to abide by these Terms and Conditions in full.

Swansea College reserves the right to update or amend these Terms and Conditions without prior notice. The version in force at the time of enrolment shall apply for the duration of your course.

2. Definitions

For the purposes of these Terms and Conditions, the following definitions shall apply:

- **“Course”** refers to any GCSE or A Level distance learning programme offered by Swansea College.
 - **“Student”** means any individual enrolled on a GCSE or A Level Course delivered by Swansea College.
 - **“Tutor”** means any academic or instructional staff member assigned to support or assess students enrolled on a Course.
 - **“Learning Platform”** means the designated online system through which students access course materials, submit assignments, and communicate with tutors.
 - **“Enrolment Confirmation”** refers to the formal acceptance and acknowledgement issued by the College upon receipt of a completed application and payment.
 - **“Course Materials”** means all resources, guides, digital content, and instructional materials provided as part of the Course.
 - **“Awarding Body”** means the external examination board (such as AQA, Edexcel, OCR, WJEC and Cambridge International) responsible for accrediting and certifying the qualification linked to the Course.
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3. Course Enrolment

3.1 Enrolment is confirmed upon receipt of a completed application form, full or initial payment (as applicable), an agreed payment plan and official confirmation of acceptance from Swansea College.

3.2 Admission to a Course is subject to availability, suitability, and the College's academic entry requirements.

3.3 Students must provide accurate and complete personal information. The College reserves the right to withdraw an offer or terminate enrolment if false or misleading information is provided.

4. Fees and Payment

4.1 All Course fees are stated in GBP (£) and include tuition, Course Materials (where applicable), access to the Learning Platform and online classrooms.

4.2 Examination entry fees are not included in the tuition fee and must be paid separately to the examination dpt.

4.3 Students may choose to pay the full course fee in advance or apply for an approved instalment payment plan, subject to the College's discretion. An administration fee of £25 will be charged for setting up an instalment plan. This fee is non-refundable and payable at the time of the first instalment.

All instalment payments must be made according to the agreed schedule. Failure to meet payment deadlines may result in suspension of access to the Learning Platform and tutor support until the account is brought up to date. Persistent non-payment may lead to full withdrawal from the Course and the outstanding balance becoming immediately payable in full.

4.4 Students are responsible for ensuring payments are made on or before the due date.

Failure to maintain payments may result in suspension or withdrawal from the Course. 4.5

4.5 International students must ensure that all bank transfer fees, currency conversion charges, and international transaction costs are covered in full at the time of payment. The College must receive the net amount due in GBP (£) after all such charges have been deducted. Any shortfall resulting from bank or conversion fees remains the responsibility of the student and must be settled promptly.

4.6 Where a student is required to repeat a mock assessment or internal test, an administrative charge of £40 per paper will apply.

4.7 Requests to amend or change a course subject, level, or duration after enrolment will incur a non-refundable administration fee of £65. All such requests are subject to College approval and course availability.

4.8 Students continuing into a second year of study on a two-year A Level course will be required to pay a Year 2 enrolment administration fee of £40, due at the point of re-enrolment.

4.9 Course fees are non-transferable.

5. Refunds and Cancellations



5.1 Students have the right to cancel their enrolment within **14 calendar days** of the Enrolment Confirmation date (“the cooling-off period”), provided no Course Materials have been accessed or received minus £250 fee.

5.2 If Course Materials have been accessed or dispatched, a cancellation fee of £250 plus the monthly fee of the months material was accessed, this applies to cover administrative and material costs.

5.3 Refunds (where applicable) will be processed within **14 working days** of the approved cancellation.

5.4 Beyond the cooling-off period, refunds are not normally granted except under **exceptional circumstances** and strictly at the **discretion of the College**. Exceptional circumstances may include serious illness, bereavement, or other significant personal situations supported by appropriate documentary evidence.

Where a student is studying under an **instalment payment plan**, withdrawal from the Course after the cooling-off period does **not** release the student from their financial obligation. In such cases, the **full course fee immediately becomes payable in full**, regardless of how much of the Course has been completed or accessed.

The College reserves the right to pursue recovery of any outstanding amounts and may engage external agencies to recover unpaid balances if necessary.

All refund or cancellation requests must be submitted in writing to the Admissions Office, together with any supporting evidence for consideration.

6. Course Delivery

6.1 GCSE and A Level Distance Learning Courses are delivered online through the College’s designated Learning Platform.

6.2 Students are responsible for ensuring they have appropriate technology, hardware; laptop, desktop computer, printer, internet access, and software to participate fully.

6.3 Course content, assessment methods, and schedules may be subject to change to ensure academic quality and compliance with Awarding Body specifications.

6.4 Swansea College reserves the right to withdraw or amend a Course where necessary, for example, due to insufficient enrolments or external accreditation changes.

7. Examinations and Assessment

7.1 Students studying GCSE or A Level courses are responsible for registering as **private candidates** at an approved examination centre for all written, practical, NEA and oral components.

7.3 Examination fees are payable directly to the examination Dpt. and are **not included** in the course tuition fee.

7.4 It is the student’s responsibility to meet all entry deadlines and examination requirements. The College is not responsible for missed deadlines or entry rejections.

7.5 Internal assessments, mock exams, and tutor-marked work form part of the course’s



academic monitoring but do not count towards final examination grades.

7.6 Certificates are awarded by the relevant Awarding Body upon successful completion of official examinations and fulfilment of all assessment criteria.

8. Student Responsibilities

8.1 Students are expected to engage actively with the Course, complete all assignments by the published deadlines, and maintain regular contact with their Tutor.

8.2 Students must conduct themselves professionally and respectfully in all communications and online interactions.

8.3 Students are responsible for ensuring the originality of submitted work. Plagiarism, collusion, or academic misconduct may result in disciplinary action or withdrawal from the Course.

8.4 Students should notify the College promptly of any changes to personal details, contact information, or study circumstances that may affect course participation.

9. Student Behaviour, Suspension and Expulsion

9.1 Swansea College expects all students to maintain high standards of behaviour and conduct throughout their studies. Students are required to act with integrity, courtesy, and respect towards staff, tutors, fellow students, and the wider College community.

9.2 The following conduct is strictly prohibited and may lead to disciplinary action, suspension, or permanent expulsion from the Course:

- Abusive, threatening, or discriminatory behaviour in any form (including written, verbal, or electronic communications);
- Harassment, bullying, or intimidation of staff or other students;
- Academic misconduct, including plagiarism, cheating, or falsification of information;
- Misuse or unauthorised sharing of College learning materials or intellectual property;
- Persistent failure to submit assignments, meet academic deadlines, or engage in course activity;
- Repeated breaches of payment terms or misuse of College systems and platforms.

9.3 The College reserves the right to **suspend or expel** a student where their behaviour is deemed to be disruptive, inappropriate, or damaging to the reputation or operation of Swansea College.

9.4 In the event of a suspension, access to the College's Learning Platform and tutorial support will be temporarily withdrawn while an investigation is conducted. The student will be informed in writing of the reason for suspension and may be required to provide an explanation or evidence in their defence.



9.5 Expulsion may be applied where the behaviour or breach is considered serious or where prior warnings have been disregarded. The College's decision on expulsion shall be final.

9.6 Suspension or expulsion does not entitle the student to a refund of any tuition or administrative fees. Where a student is on a payment plan, any outstanding balance will remain **immediately payable in full**.

9.7 The College reserves the right to report serious misconduct to relevant external authorities where appropriate, including Awarding Bodies or legal authorities, if required by law or regulation.

10. Data Protection

10.1 All personal information is processed in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**.

10.2 By enrolling, you consent to the College processing your data for administrative, academic, and quality assurance purposes.

10.3 The College does not share personal data with third parties except where required by law or with Awarding Bodies for certification purposes.

11. Intellectual Property

11.1 All Course Materials, including resources and content on the Learning Platform, remain the intellectual property of Swansea College.

11.2 Course Materials may not be reproduced, copied, or distributed without prior written consent from the College.

12. Limitation of Liability

12.1 The College will make every reasonable effort to deliver high-quality educational services. However, it will not be liable for loss, damage, or disruption caused by circumstances beyond its reasonable control, including but not limited to Awarding Body



changes, examination cancellations, or force majeure events.

12.2 The College's total liability under these Terms and Conditions shall not exceed the total tuition fees paid by the Student.

13. Complaints Procedure

13.1 Swansea College is committed to maintaining high standards in all areas of delivery and support.

13.2 Any complaints must be submitted in writing to the College within a reasonable timeframe.

13.3 Complaints will be acknowledged and processed in accordance with the College's official **Complaints Policy**.

14. Related Policies

These Terms and Conditions must be read in conjunction with the **Swansea College Distance Learning Policy**, which sets out the academic expectations, student support provisions, assessment procedures, and conduct requirements applicable to all distance learning students.

The Distance Learning Policy forms an integral part of this agreement and is therefore **contractually binding** upon enrolment. Any breach of the Distance Learning Policy shall be treated as a breach of these Terms and Conditions.

15. Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of **England and Wales**.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

Contact Information

For further information or clarification, please contact:

Admissions Office

Swansea College

18 Mansel Street

Swansea

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